

HOUSING SUPPORTING CONNECTING

Wentworth Community Housing
Annual Report 2016



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Our Purpose

We provide secure, appropriate and affordable housing, the support required for people to sustain that housing, and the connections required to fully participate in our community.

Our Community

We are strongly committed to Western Sydney and proud of our origins in the Hawkesbury, Nepean and Blue Mountains area. We will expand where we can develop strong community connections and effective partnerships, across the spectrum of housing need.

Our Values

Respect

We respect the diverse individuals, partners and communities we work with. Fairness, trust and equitable treatment are the hallmarks of how we work.

Integrity

We perform our duties to the highest standards and with honesty and transparency.

Compassion

We care about the people we house and support.

Our Intent



We improve tenant experiences

Providing and maintaining access to suitable housing with tailored 'person-centred' support to sustain tenancies and increase capacity for independent living.



We build communities

Building resilient communities which enable local leadership and participation.



We create housing solutions

Increasing the availability of appropriate and affordable housing to address chronic housing stress in our community.



We reduce homelessness

Delivering innovative and sustainable solutions for resolving and preventing homelessness.



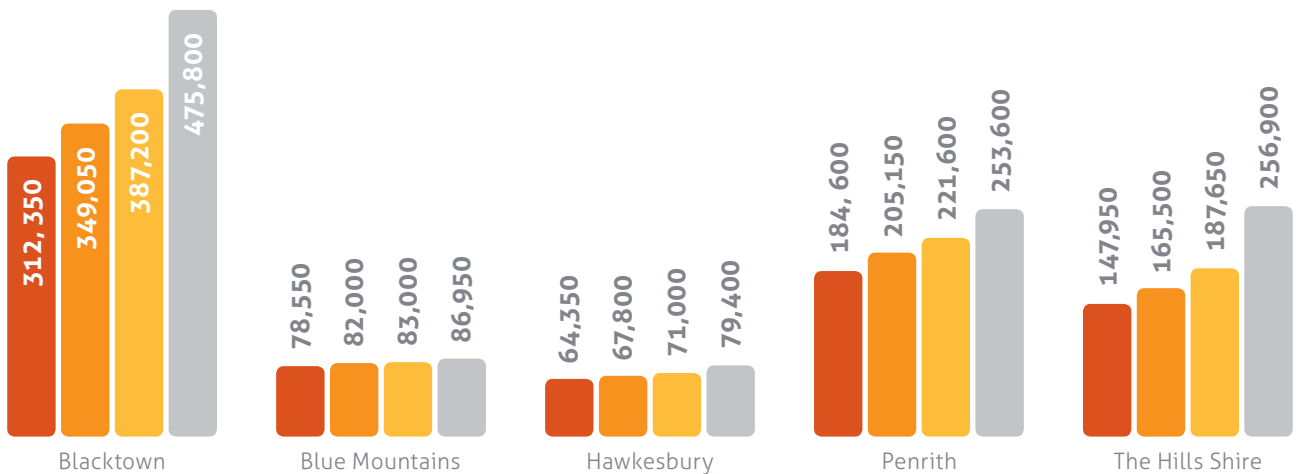
We build organisational capacity

Developing the culture and capability to deliver highly effective services and thus be widely recognised for our commitment to social change.

The housing situation in Western Sydney

Total population projections 2016

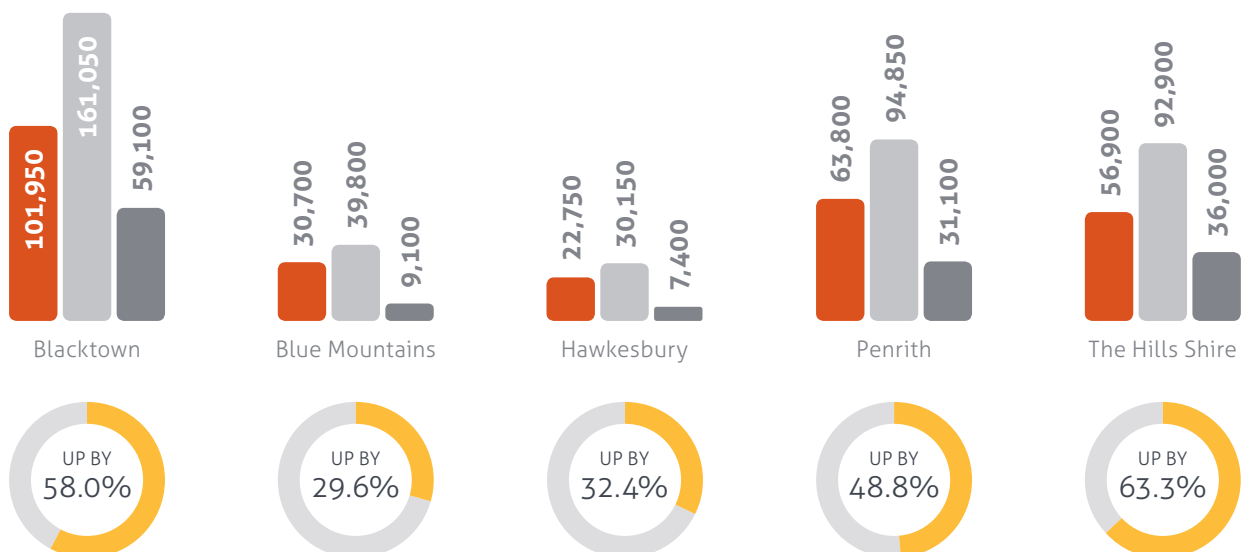
● 2011 ● 2016 ● 2021 ● 2031



Source: 2016 New South Wales State and Local Government Area Population and Household Projections, and Implied Dwelling Requirements; NSW Department of Planning & Environment.

Total household projections 2014

● 2011 ● 2031 ● Total change

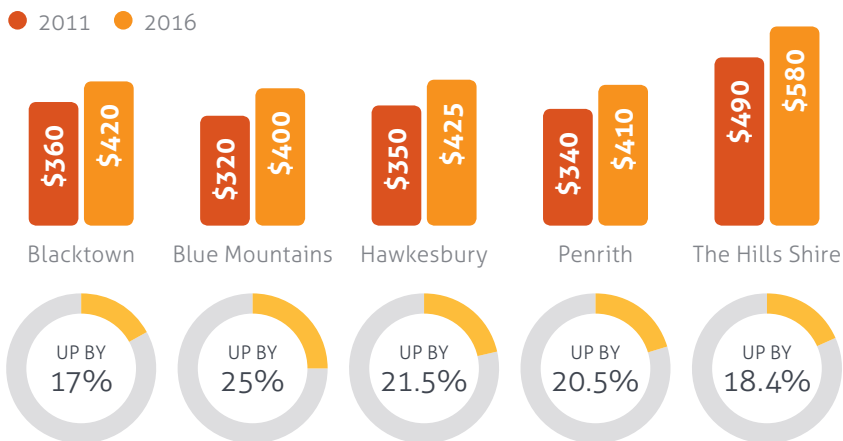


NB: 2016 household and dwelling data for the Local Government Area of The Hills Shire is not available because of the amalgamation of councils. For this reason, 2014 household projections is shown.

Source: New South Wales and Local Government Area Household, and Implied Dwelling Projections: 2014 Final; NSW Department of Planning and Environment.

Housing supply and affordability

Median rent changes 2011 and 2016 (all dwellings and all bedrooms/week)



Source: Rent and Sales Report March Quarter 2016; Department of Family and Community Services, Housing NSW.

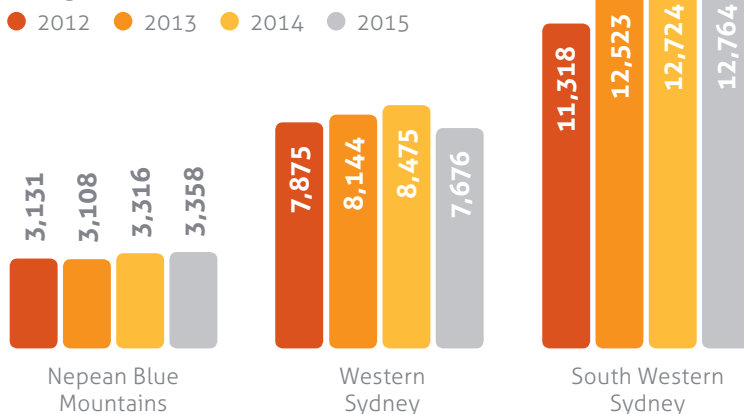
Rate of Homelessness

The Australian Bureau of Statistics considers a person homeless if they do not have suitable accommodation alternatives and their current living arrangement:

- › is in a dwelling that is inadequate; or
- › has no tenure, or if their initial tenure is short and not extendable; or
- › does not allow them to have control of, and access to space for social relations.

Number of social housing applicants on the Housing Register

As of 30 June



Source: Department of Family and Community Services Statistics, HOMES-EDW

Rate per 100,000 of people experiencing homelessness

Area	Rate
Nepean Blue Mountains	328
South Western Sydney	459
Western Sydney	432
NSW total	408

Source: Department of Family and Community Services, District Profiles based on 2011 ABS Census.



Chairperson's report

It is my pleasure to present this, my third report, as Wentworth's Board Chair. I particularly want to speak to Wentworth's focus on innovation and how it drives our Board's interest in resolving the intractable housing and homelessness problems we see in the communities in which we work.

Learnings from the United States

I recently met with a range of housing and homelessness organisations on a study tour of the United States. I also attended the annual conference of the National Alliance to End Homelessness in Washington DC. Around 1,600 delegates from across the United States attended this four-day conference which concluded with visits to elected Representatives on Capitol Hill. While our systems may be different in Australia, it is clear we share some challenges with the United States, and in my experience, there is much to learn from each another.

Housing First

I was particularly taken by the commitment to Housing First and the appreciation across delegates, almost universally, of how effective this approach is, regardless of the cohort you are seeking to serve. It is both a model of resolving homelessness and a guiding philosophy for service providers. There were very interesting presentations on how effective Housing First is in addressing youth development and homelessness, and the housing needs that arise in domestic violence situations. There was also a clear understanding that the emergency shelter system was there for an emergency and is not a transitional, let alone a permanent, solution.

It is interesting for us in Australia to reflect as to why, in spite of many exchanges over many years, Housing First has taken so long to build widespread acceptance and implementation. As a start we should be comfortable we can and should END homelessness and insist we have better data on how we are progressing towards that outcome. Building more housing is not the only solution.

Linking Homelessness and Housing Services

Wentworth has always been in a strong position as a Community Housing Provider and a significant provider of homelessness services. This enables us to show how best to link the social housing system with the homelessness system. In Australia we still don't do this linkage well.

I saw very good examples in the United States of the 'ladder' that is required to take chronically homeless persons to supported housing, then provide employment pathways, and later set targets for moving on to affordable and finally non-subsidised housing. Community organisations at different stages through this 'managed' journey recognise the capacity and desire of all individuals to reach a high level of self-sufficiency, and they work positively with that capacity. This approach is much harder for government agencies.

Ending homelessness in Australia

Ending homelessness is a real goal that can be pursued in any community. Community Housing Providers can play a bigger role in supporting that objective. Though we often feel tied to government policy, there is always capacity within Community Housing Providers to think and act innovatively, particularly by learning from other experimentation that is happening in both Australia and overseas.

For Wentworth, ending homelessness comes down to three things:

- › Recognising that it is only accomplished by a team that operates locally. Local relationships are vital. At Wentworth we believe we have no choice but to collaborate with others around prevention, crisis management, housing services and support services. Too many welfare agencies, particularly large agencies, don't do this well. We should all be more actively encouraged to do this better by government funders;
- › Knowing by name each homeless person in our communities. Governments haven't put enough emphasis on how important this is. Data is all-important in making good investments that end homelessness. At Wentworth we work hard in the first instance to understand individual health, housing and support needs so we can prioritise appropriately and provide the best response; and
- › A philosophical commitment to Housing First for all those we seek to help. Too much private sector philanthropy is focussed on managing crises. That is important but more should be done within a Housing First framework. That means in particular: allocating resources to prevent first-time homelessness; responding quickly to housing crises as they occur, and providing whatever support is required to sustain the tenancies of those we seek to help.

Other initiatives – BlueCHP

Successful innovation is also about recognising when circumstances have changed and new opportunities have emerged. In the past year we have released ourselves from our relationship with BlueCHP, an organisation we jointly created in 2008 with four other Community Housing Providers and which, up until this year, we collectively controlled.

BlueCHP was formed to address our common need for scaled-up property development capacity. It was a bold innovation at the time and delivered growth for its members when they were small entities that would benefit from a consolidated approach. Wentworth wishes BlueCHP and its new Board the best and trust it will become a significant contributor to Australia's social and affordable housing needs.

Thank you

It is my pleasure once again to thank my fellow Board Directors, the new CEO, Stephen McIntyre, the Senior Management Team, and all the staff at Wentworth for their contribution throughout the year. The Board has been delighted in the course of the year to add the skills of two new Directors, Ms Amanda Anker and Dr Dianne Jackson. I would like to acknowledge the contribution of two colleagues who retired as Directors during the course of the year — Ms Louise Morris and Ms Ashleigh O'Brien.

I also wish to acknowledge, with much sadness, the passing in June this year of our former Chairperson, Estelle Ehmann. While her time at the helm of Wentworth was short, her enthusiasm was infectious and her contribution significant.

It is a privilege to serve as the Chairperson for Wentworth at such an important time in our history. In October this year we will mark our 20-year anniversary and enter our third decade with a clear purpose, a strong Board and a strong Management team. We are passionate about the people and the communities we serve, and open and excited about the future.



Keith Bryant
Chairperson



CEO's report

My first year at Wentworth has gone quickly. It has been a time of great anticipation, as we have laid the foundation for our future directions and growth, and reaffirmed our commitment to working closely with local communities across the continuum of housing need.

Fundamental to our approach is the development of strong partnerships with both government and non-government organisations, and we have enhanced those relationships this year. We have also continued to deliver quality services to our clients and implement our property development program. Our success this year is a direct result of the commitment and passion of everyone in the Wentworth team.

Setting the scene

The Board spent considerable time focussing on the formulation of a long-term strategic directions framework for Wentworth, which clearly sets out our purpose and strategic intent. At the core of this framework is Wentworth's commitment to shaping its own future and priorities, and being clear as to why we will or will not pursue particular opportunities. Subsequently, the management team has developed a three-year Strategic Plan 2016–19, which aligns with and supports this framework.

Working with the community

We have continued to work closely with communities to enable local leadership and promote participation. Of particular note this year has been our ongoing involvement in the Cranebrook community. Wentworth led delivery of the *Our Place, Our Space* project which we co-funded with Penrith City Council. We also contributed to the Cranebrook Connects Collective Impact Project and expanded our sponsorship of netball scholarships for young girls from this community. In March we were successful in being awarded a \$46,599 grant to develop a

community-gathering space in Cranebrook under the New South Wales Government's Social Housing Community Improvement Fund. Planning for this project is underway and will be delivered next financial year.

Ending homelessness

Wentworth has launched an ambitious project to end chronic homelessness in the Penrith, Hawkesbury and Blue Mountains districts. To deliver the project, we are working closely with other specialist homelessness services, the business community including real estate agents, community service organisations, and state and local government. The project has been generously supported through a \$50,000 grant from the Mercy Foundation. The aim is to identify and assess the vulnerability of people experiencing homelessness, whilst at the same time identify innovative options to provide housing solutions. The project is one of our highest priorities for implementation in the coming year.

Increasing supply

We are strongly committed to increasing the supply of social and affordable housing in Western Sydney. This year we completed a purpose-built group home at Springwood, working closing with DARE Disability Support and the Department of Family and Community Services. We also completed our affordable housing complex with 28 apartments adjacent to Rouse Hill Town Centre, our first major project in The Hills Shire. In addition, we commenced construction of a 49-unit development at St Marys and progressed preparatory work for our Caddies Boulevard project in Rouse Hill.

Work has also been carried out in conjunction with Platform Youth Services, Brotherhood of St Laurence and Western Sydney Institute of TAFE to develop a business case and concept design for an Education First Youth Foyer for young people experiencing homelessness or who are at risk of homelessness. Options for funding are currently being pursued.

Improving maintenance services

The quality of repairs and maintenance, along with overall property condition, has a significant influence on overall tenant satisfaction. During the year we restructured our repairs and maintenance call centre operations to significantly improve our efficiency and response times. With a total volume of over 10,000 calls, we have reduced our abandoned call rate to one third of the previous year (5% instead of 15%) and reduced our average time to answer by 65%. This has been a significant step in enhancing our customer service.

Strengthening our capacity

A strong theme throughout the year has been strengthening our organisational capacity. This has included the recruitment of two key positions in the Senior Management Team, a Chief Financial Officer and a Compliance Manager. We have developed a comprehensive three-year IT Strategy, to focus on investments that will improve our customer service, operational efficiency and internal controls. A specific initiative during the year was to refresh our mobile technology to provide our staff with greater flexibility and convenience in the way they carry out their work. Our commitment to staff has been reinforced through the preparation of a comprehensive learning and development plan, renewed focus on Work Health and Safety and the introduction of a Staff Wellbeing Program.

Fundraising and corporate partners

This year we embarked on fundraising as a way to diversify our revenue and build stronger connections with local businesses and the broader community. A number of small campaigns and fundraising initiatives were conducted, including the "No Place Like Home" summer appeal to provide help for rough sleepers. We also held a highly successful Game Challenge Trivia night in conjunction with Penrith PCYC which was attended by 200 people and raised over \$10,000.

We were also delighted to commence a relationship with one of Australia's leading independent law firms, Henry Davis York, which offered to provide pro-bono legal services. During the year Henry Davis York added immense value to our business by providing 280 hours of pro-bono services across a range of practice areas. We look forward to an ongoing and mutually beneficial relationship.

Continued strong financial performance

The 2016 Financial Year saw us achieve another 12 months of strong financial performance. The operating surplus for the year of \$5.61m (2015: \$3.99m) makes this the sixth consecutive year where operational surpluses exceeded \$3m. With reserves of \$19.18m (2015: \$18.06m), Wentworth has a significant financial base to ensure long-term viability and support its continued investment in the development of new social and affordable housing.

Looking ahead

We now have a clear vision for the future, as a leading provider of housing and homelessness services in Western Sydney. The next year will see a strong focus on driving further improvements to the way we interact with our clients and their experience with our services. We will be implementing new IT systems for finance and housing management, and improving our office accommodation and client reception area at Penrith. Our current expertise in asset management will be augmented with commercial skills in property development, to ensure we can continue to identify and develop opportunities to increase the supply of affordable housing.

There are exciting times ahead, and we stand ready to deliver on our objectives. Most importantly, we are committed to further improving the services we provide to our clients, and supporting them to live safe, healthy and fulfilling lives.



Stephen McIntyre
CEO

NOW IS AN
EXCITING
TIME TO BE
WORKING AT
WENTWORTH



Highlights of the year



Group home for people with disability opened in Springwood

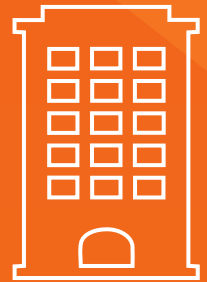
\$10,000

raised at our inaugural Game Challenge Trivia Fundraising Night, for our homelessness programs and Penrith PCYC.

28

 units

Affordable housing apartment with 28 units completed in Rouse Hill.



81%

 OF SURVEYED TENANTS
were satisfied with our services

221

 planned property upgrades completed

\$31m

IN REVENUE



\$25.4m

EXPENSES

Wentworth in 2015–16

WE PROVIDE



Social housing for low income people eligible under Housing Pathways.



Affordable housing for eligible people on moderate incomes.



Services to prevent homelessness, rehouse people and support them to sustain their housing.



Information and referral services through working with non-government and government services to help people access the services and supports they need.

About 82%



of Wentworth's residents rely on a **statutory income**

About 12%



of Wentworth's households identify as **Indigenous**

Our tenants

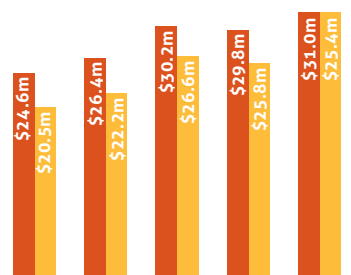


58%
FEMALE



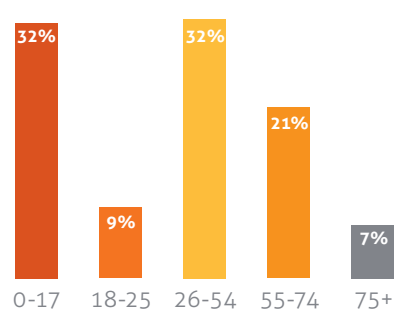
42%
MALE

Revenue Expenses

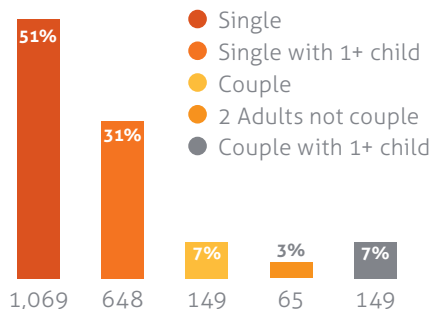


All Revenue is Ex Capital Grants

Household Age Demographic



Household Family Breakdown



2,161



properties managed primarily in the Penrith, Hawkesbury, Blue Mountains, Blacktown and The Hills Shire Local Government Areas



4,171

PEOPLE PROVIDED



WITH A HOME

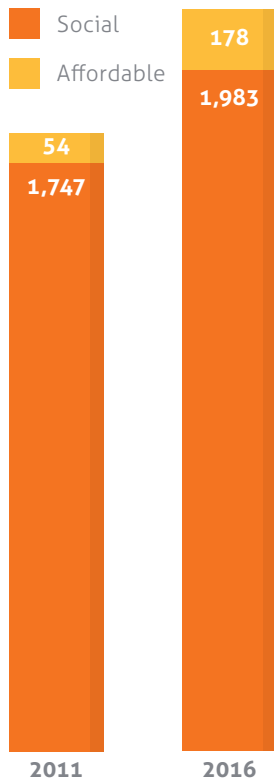


Tier 1 Accreditation with the Registrar of Community Housing



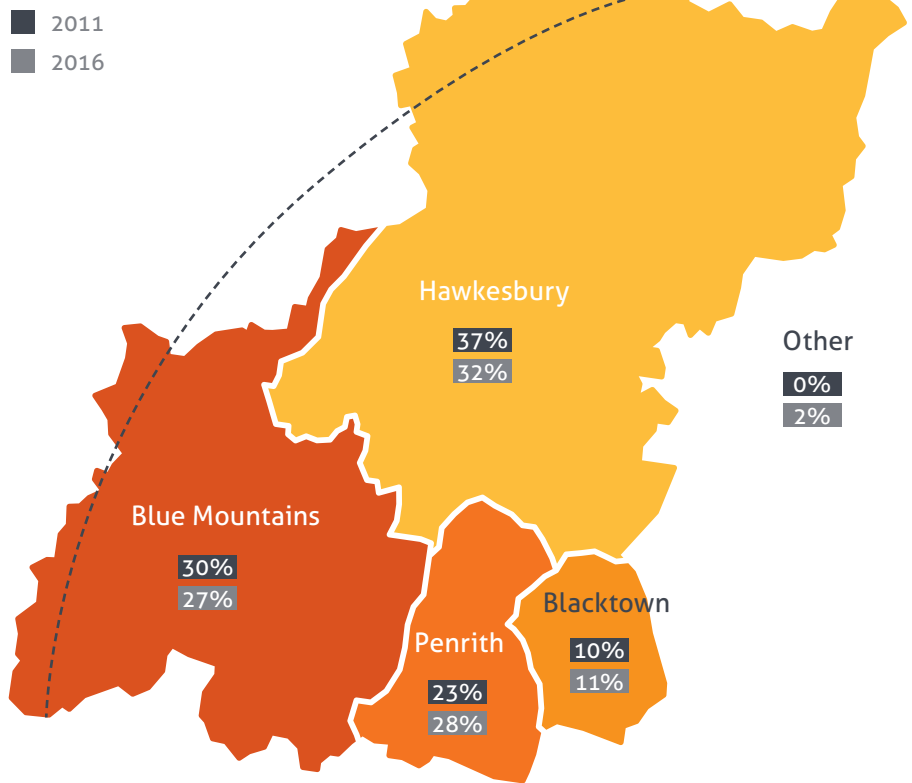
Accredited Housing Provider under the National Community Housing Standards (2010)

Property by management: Social and Affordable

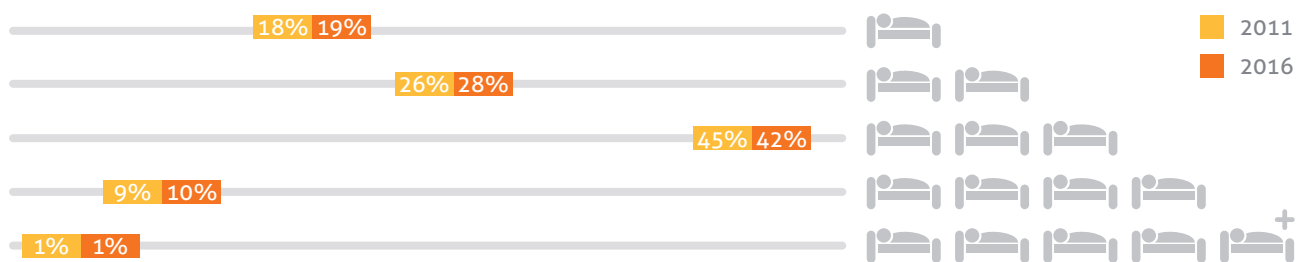


Our reach 2011 and 2016

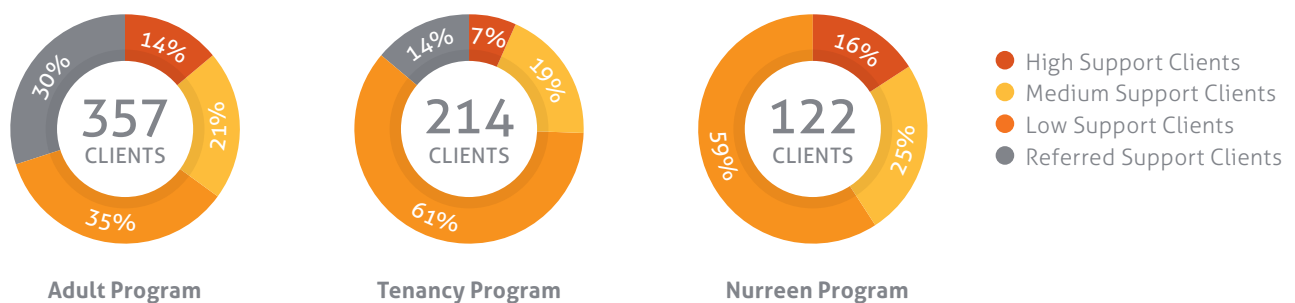
Geographic spread of our properties



Property type by bedrooms



Our homelessness services



We improve tenant experiences



Providing and maintaining access to suitable housing with tailored 'person-centred' support to sustain tenancies and increase capacity for independent living.

We supported 4,171 tenants across 2,161 properties to sustain their tenancies and build their capacity for independent living.

When a person or family is successfully housed, we work with them to ensure their home is comfortable, safe and secure so they can have a sense of pride and belonging. This includes providing high quality and timely repair and maintenance services. We also link people to support and services to build on individual and family strengths and connect with their local community. For tenants who may be at risk of homelessness or losing their tenancy, we offer them tailored support to overcome the issues that put their tenancy at risk, and support them to make the change to keep their home and avoid eviction.

Excellence in customer service

We respond to all our tenants' needs through high quality customer service and support.

This year we restructured our repairs and maintenance call centre operations to be better equipped to handle a large volume of calls. This has improved our efficiency and response to maintenance issues. In the past year, we answered more than 10,000 maintenance calls and provided this service below a 4-minute average for our clients.

To further improve our ability to respond to and resolve issues as quickly as possible, we introduced Technical Officers, based in the three local areas where we work. These staff members are responsible for their own geographic region and work closely with staff from our housing services team to resolve issues quickly for tenants.

We also introduced Senior Client Services Officers and Specialist Client Services Officers at the local level to help improve our support offerings and customer service in local areas. Our Senior Client Services Officers manage our local offices and work with frontline staff to improve customer service and support for tenants. The three locally-based Specialist Client Services Officers provide case coordination and case management support to people experiencing more complex challenges. The Specialists are well connected with the broader social and health service systems, and leverage partnerships with these agencies to get people the right suite of services at the right time. This reduces the risk of people losing their homes and supports tenants to get their lives back on track, set aspirational goals and contribute to their communities.

Regular visits to people in their homes is essential in getting to know people personally and improving their tenant experience. At these visits we check in with people on how they are going, discuss their experience as a Wentworth tenant, celebrate their strengths and achievements since we last visited, and identify any needs for other services or support. We link people with opportunities for services in the local community such as mental health services or capacity and skills-building activities and programs.





I NOW
LIVE IN A
PLEASANT
AREA THAT
TICKS ALL
THE BOXES

Our identified Aboriginal staff are available to Aboriginal tenants and also work with all staff to ensure that our services are culturally competent, and recognise and respect the unique position of Aboriginal tenants as the first peoples of Australia and the original owners of the land on which Wentworth provides housing. We recognise the impact of past policies, particularly the removal of children, on families and communities today. We have been a strong contributor to Foundations for Success, a guide for social housing providers working with Aboriginal people and communities, published by the Department of Family and Community Services. We are also actively involved in the introduction of Cultural Competency standards for Community Housing Providers which will further enhance the quality of customer service to Aboriginal tenants.

Maintenance line performance

Total calls



2014-15 – 11,964
2015-16 – 10,131

Abandoned call rate



2014-15 – 15%
2015-16 – 5%

Phone call performance (minutes)

Average talk time – reduced by 12%



2014-15 – 04:08
2015-16 – 03:37

Average speed to answer – reduced by 65%



2014-15 – 02:12
2015-16 – 00:46

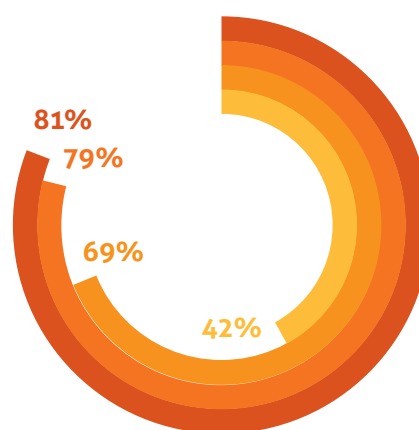
Average time to abandoned - reduced by 40%



2014-15 – 03:03
2015-16 – 01:51

Tenant Satisfaction Survey

Each year we ask our tenants for feedback about the services we provide, the condition of their property and other ways we support them. The survey is conducted independently with all tenants receiving it by mail.



42% of our tenants responded to the survey

69% of our tenants advised that repairs and maintenance is their top priority

79% of our tenants are satisfied with their property condition

81% of our tenants are satisfied with the services Wentworth provides

Analysis of the responses helps to drive continuous improvement of the services and supports we offer. From this year's survey, we learnt we could do better at communicating with tenants and responding to complaints. We are now developing a plan to respond more efficiently and effectively to tenant feedback with a focus on communications, complaints, customer service, and repairs and maintenance.

Asset Management

Ensuring our tenants have safe and secure housing is paramount in giving them a positive tenancy experience and a place they can call home. Our housing portfolio primarily comprises government-owned properties that are around 40-50 years old. In FY2014, we began a Planned Maintenance Program to repair, upgrade and maintain these properties to a pre-determined and agreed standard. This work, which includes painting, repairs or renovations, is carried out separately to any urgent or immediate maintenance work.

This approach is less disruptive to tenants and ensures a consistent standard for all our properties. An added flow-on benefit has been a reduction in our responsive maintenance costs.

This year, we completed 221 upgrades through the Planned Maintenance Program. This work is estimated to have reduced our annual responsive maintenance costs by around \$400,000. Combined with \$300,000 in savings the year before, this is almost three quarters of a million dollars in annual savings due to the Planned Maintenance Program.

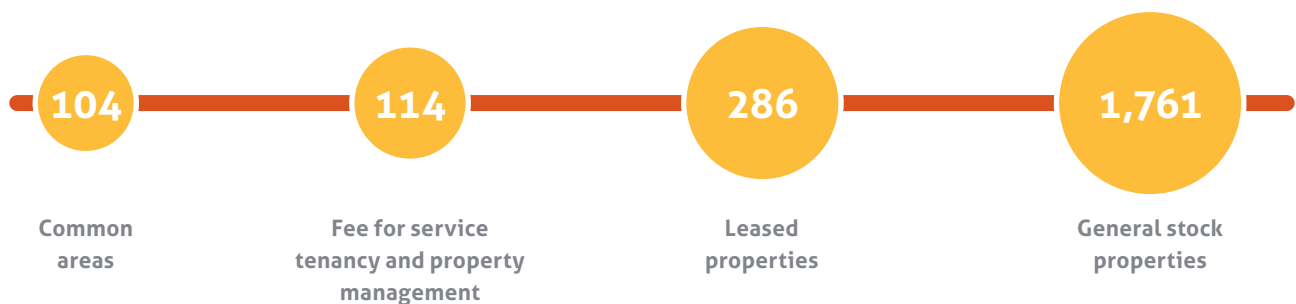
In addition to the Planned Maintenance Program, we respond to tenant requests for repairs and maintenance work through our call centre, and conduct annual inspections, smoke alarm testing and fire safety audits for all properties. We also maintain lawns, grounds and common areas across our portfolio.

2015–16 Asset Management figures

Maintenance costs – as at 30 June 2016



Maintenance responsibility by portfolio breakdown – as at 30 June 2016



Tenant Engagement Advisory Members

We continued to support our Tenant Engagement Advisory Members (T.E.A.M) Committee, which welcomed three new tenants as members. This is a group of 10 tenants from across Wentworth's portfolio who want to make a difference to their community and fellow tenants. We work with the Committee to connect with other tenants and develop community projects that benefit residents and neighbourhoods.

Initiatives organised by the Committee included 'Just Because' morning tea events where tenants come together, share stories and talk about issues in their community, and a Christmas in July event for tenants living in our Derby St complex in Penrith.

We also supported members of the Committee to undertake training to develop their skills and capacity to be an effective group. This included assisting with planning sessions to focus on committee structure, governance and membership as well as providing relevant external training to give members knowledge and skills to confidently participate on the Committee and in other advisory groups.



Tenants from the T.E.A.M Committee organised a Christmas in July event for residents in our Derby St complex in Penrith.

Partnerships

We aim to have strong partnerships with other organisations to provide an effective service to our tenants. Key partners in 2015–16 included:

- › Platform Youth Services
- › Nepean Community Neighbourhood Services
- › West Connect Domestic Violence Services
- › Richmond PRA

In the coming year

We will continue to focus on delivering a high standard of customer service through improved call centre management and more effective tenant visits.

We have also committed to refurbishing our Head Office facilities with a focus on enhancing client interactions and experiences. Upgrades include a modernised reception area and services, including new functionality to allow people to access application information electronically. We are also building larger, more welcoming client meeting rooms designed and furnished appropriately for families.

The Planned Maintenance Program will continue with a projected 250 properties earmarked for repair and upgrade projects. This work will continue alongside our regular responsive maintenance program.

We are also investigating a range of other new strategies to specifically evaluate experiences from the client's perspective. This will assist in improving services provided from multiple streams such as contractors, Wentworth staff and partners.

From an organisational perspective, we will increase our knowledge of the sector and review our policies and procedures to ensure the needs of tenants are safely and appropriately met to a high standard.

Our tenant Tanya (left) with Kailene, Wentworth's Aboriginal Specialist Client Services Officer.



SUPPORTING TENANTS

When Wentworth's Aboriginal Specialist Client Services Officer, Kailene first met Tanya, the single mother of three was living in a Wentworth property, but had fallen behind in her rent. She was suffering post-traumatic stress disorder and agoraphobia, and had been diagnosed with breast cancer. Her three sons had been diagnosed with special needs but were not receiving early intervention services. Tanya and the children were also dealing with the impact of the stress and uncertainty in their family situation.

Over many hours talking together on Tanya's front step, Kailene started to gain Tanya's trust and friendship. She was able to provide assistance, support and advocacy to help Tanya start to get back on her feet.

"Before, I didn't trust anyone and what they were promising. But when Kailene says something she does it," Tanya says.

Kailene linked Tanya with services, including Hawkesbury Community Services Specialist Homelessness Service and Wesley Mission, that provided financial assistance to help Tanya handle

her rental payments. A referral to Services Our Way, a specialist Aboriginal disability service provider, gave Tanya the support, assistance and funding she needed for her three sons.

"Kailene started to lift the concrete off my shoulders, and Services Our Way had the funding to help to do the things that needed to be done," says Tanya.

Wentworth and Services Our Way worked together to improve Tanya's situation. Repairs were made to the property through Wentworth's Planned Maintenance Program and new furniture was bought to replace costly rental furniture so Tanya could have more money for the family budget. Support and assistance was provided to enable Tanya to apply for a Carers Allowance, which also increased her weekly income.

Tanya is now paying her rent in advance and has a small amount of disposable income for the family budget. Her health has improved, she is out in the community and has started a Yarning Club at the local school to teach students about Aboriginal culture.

"If I didn't have this girl right beside me, I wouldn't be sitting here today. Kailene just fought really hard for me. I never used to ask for help before. Now I'm getting my confidence back and I feel more in control. I'm grateful to Kailene and Wentworth for everything they have done. I'm very honoured and privileged to have walked the path with Kailene."

I FEEL
LIKE I'VE
NOW GOT
A FUTURE
& FOUND
HOPE



We build communities



Building resilient communities which enable local leadership and participation.

For many of the people we support, settling into a home is their first step to improving their lives and becoming active community participants. We focus on helping tenants connect to their communities and contribute to building productive, friendly and safe neighbourhoods in which to live.

We build strong partnerships with local community organisations who share our goal of building inclusive communities. We work closely with these organisations and government agencies to connect people to the right supports and opportunities at the individual, family and community level.

Young Women's Netball Scholarship project

We continued our funding of and involvement in the *Girls With Goals* Netball Scholarship project. In 2016, five young girls from Cranebrook were successful in joining the initiative. Through overcoming barriers to participation, the project aims to increase local community engagement by encouraging girls from disadvantaged communities to be more active and involved in sport. It is a collaborative project between Cranebrook High, Braddock Public School, Nepean Community Neighbourhood Services and the local netball club, Cambridge Park Netball Club, with Wentworth's Sustainable Communities Project Officer involving the young girls from Cranebrook. The scholarship recipients receive their first year of registration fees, sporting uniform, netball shoes and the opportunity to further develop their sporting skills.

The Netball Club funds the girls as they continue to play in following years, to support the sustainability of the project. The project has a number of other benefits for the young girls involved and their families, including connecting them to a broader community, and exposing them to different environments, leadership opportunities, and skills development clinics.

Our Place, Our Space

With a funding contribution from Penrith City Council's Magnetic Places Program to assist the project, we delivered *Our Place, Our Space* to bring together residents of Cranebrook and develop connections with the community. This community and environmental project comprised a series of pop-up parks, workshops and temporary installations creatively using Cranebrook's under-utilised public space.

Over the course of the project, there were 13 pop-up parks and workshops with more than 110 residents and children participating, along with a range of other community services. The temporary parks were designed in consultation with the community, providing the opportunity for experimentation within their own public space. The interactive workshops had an emphasis on education in sustainable use of waste materials, recycling, reinvention and reuse of existing objects. Topics included pallet and portable gardens, using recycled material to make artwork and banners, and building small furniture from recycled timber. Partners who helped deliver the workshops included Community Greening, Reverse Garbage Marrickville and Urban Waste Creations.

The project culminated in two showcase events in June. The first event was a morning tea for parents and community partners at Braddock Public School. This was an opportunity to present the school's new pop-up parklet, built and designed by students and teachers. The second event showcased a temporary pop-up parklet at Beacroft Place in Cranebrook, which was developed by local residents. This event included a visual photographic exhibition of the project and a community barbecue in the evening to celebrate the use of the parklet.

Overall, *Our Place, Our Space* was successful in harnessing community involvement and developing connections within the community that we hope will lead to longer term improvements and positive outcomes for the Cranebrook community.

Cranebrook Connects Collective Impact Project

We joined the Cranebrook Connects Collective Impact Project in 2015. The project aims to bring Cranebrook services, schools, parents, youth and the community together to promote positive outcomes, inclusion and improved outcomes for the community. Within the project, there is a particular focus on supporting children and young people to thrive.

Other partners on the project include Nepean Community Neighbourhood Services, Cranebrook High School, Braddock Public School, Centrelink, Department of Family and Community Services, Department of Health and Barnardos.

As part of our involvement, we are looking at ways to up-skill and train Cranebrook residents with a view to equipping them to take advantage of new employment opportunities anticipated for the area. Work has started on developing an Employment and Training Strategy, and discussions are underway around providing training and employment expos, job ready activities and facilitating access to TAFE training.

Working with Aboriginal communities

Our Aboriginal Sustainable Communities Officer works within Aboriginal communities where we have a presence, to increase opportunities in the community, enhance skills development and promote leadership.

In 2015–16, we participated in Aboriginal interagency meetings, including the Koori Outreach in Cranebrook, where different services attend and provide specialist outreach for the Aboriginal community.

To improve our connections in the community, we also participated in a number of NAIDOC events in Riverstone, Penrith, Katoomba and Richmond. This provided a great opportunity to participate with the community and partners, and celebrate Aboriginal culture with Aboriginal people and the broader community. Staff support, commitment and attendance were high at each event.

In the coming year

Forming partnerships is key to our effectiveness in building stronger, more resilient communities. We have a long tradition of working collaboratively in communities to support residents to have the skills, support and access to services they need to improve their own outcomes and the outcomes of their community.

As our reach into more disadvantaged communities grows, we want to increase the number of people we engage with and the number of partners we work with. We also want to continue to deliver innovative and creative solutions that promote community engagement and improvement for all, and will look for funding and grant opportunities that will enable us to achieve this.

Our tenant Morissa participated in the *Our Place, Our Space* community project, delivered in Cranebrook.



CONNECTING IN THE COMMUNITY

Morissa has lived in Cranebrook for 10 years with her two young daughters. Participating in Wentworth's *Our Place, Our Space* community project in 2016 has helped her feel closer to her community and neighbours.

"This was the first time we've actually been involved in doing something with the other tenants in our community. Although I did know some others in my street [before the project], *Our Place, Our Space* was a good way to connect to other people living around the corner," she says.

Our Place, Our Space was a community project delivered by Wentworth to bring together residents of Cranebrook. Focussed around building connections in the community and learning new skills, the project included pop-up parks and workshops for children and adults around recycling, up-cycling and repurposing other materials, as well morning teas and other social activities.

"I really enjoyed the socialising, the coffee and just being able to be around others in the community. We made pop-up gardens, pallet gardens and household furniture out of wooden pallets. We also did a lot of arts and crafts with other women from the community," Morissa says, adding that her daughters were also involved in some of the activities.

"It was about us learning how to take care of our homes and how to make a garden. The use of the power tools was so we can do it ourselves and I like that. It was so we can feel self-empowered."

For Morissa, the most important aspect of *Our Place, Our Space* was meeting other people living close by and getting to know others in the community.

"*Our Place, Our Space* helped the community come together. People know each other better now. I think it's important to know who is living around you and to be able to give a neighbourly acknowledgement. It's reassuring to see familiar faces. *Our Place, Our Space* has helped me feel more part of my community."

We create housing solutions



Increasing the availability of appropriate and affordable housing to address chronic housing stress in our community.

Providing a secure, appropriate and affordable home is the first step in helping a person to participate in their community and become a productive citizen. Rising house prices and rents, however, are placing increased pressure on housing affordability and adding to the housing stress crisis, making it harder for people on low to moderate incomes to find a place to live.

We are committed to addressing the shortage in affordable rental housing for people at risk in Western Sydney. We currently manage 2,161 properties primarily in the Penrith, Hawkesbury, Blue Mountains, Blacktown and The Hills Shire Local Government Areas, providing a home to 4,171 people.

In addition to managing this portfolio, we partner with Government, other non-profit providers and the private sector to build appropriate and affordable housing in areas of high demand.

Projects completed in 2015–16

Civic Way, Rouse Hill

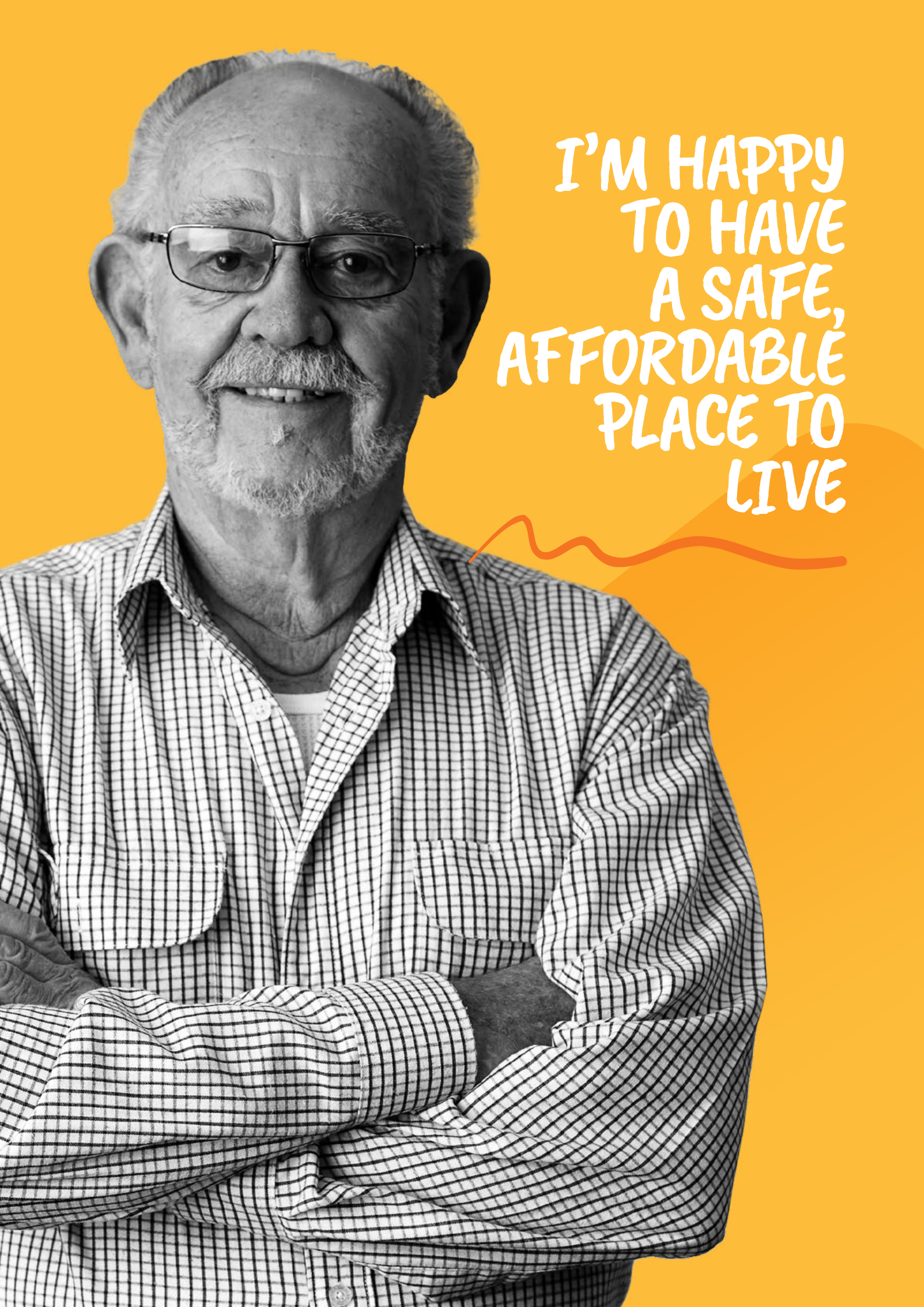
Construction of this housing complex with 28 apartments adjacent to Rouse Hill Town Centre was completed in April 2016. This social and affordable housing development comprises one, two and three-bedroom apartments. Seven of the units are specifically for people eligible for social housing. The remaining 21 are affordable housing options for people on low to moderate incomes, offered for rent at up to 75% of the market rate. Three apartments have been constructed as adaptable, allowing them to be easily modified to meet the changing needs of affordable housing tenants and support ageing in place. The complex also includes a landscaped common area for residential use, and was designed with an emphasis on quality and functionality, incorporating contemporary architecture and maximising sunlight and energy efficiency.

With a total cost of \$8.5m (excluding land), the project demonstrates excellent cooperation and a strong partnership in terms of funding contributions. The land was provided by the developer, Lend Lease, as part of its affordable housing contribution under a Voluntary Planning Agreement with the NSW Government. The NSW Government also contributed \$2.7m in capital funding, and Wentworth provided \$5.8m in debt and equity financing. In addition, the Commonwealth Government provided National Rental Affordability Scheme (NRAS) incentives.

Springwood Group Home

Our purpose-built group home for people with disability was completed in December 2015, and officially opened by The Hon. John Ajaka, Minister for Disability Services in April. During the design and construction phase, we worked closely with DARE Disability Support and the Department of Family and Community Services (FACS) to ensure the project would meet the needs and expectations of residents. DARE Disability Support identified eligible tenants for the property under the Young People in Residential Aged Care Program (YIPRAC). All residents are now well settled in the home, which has been fitted with mobility and accessibility features such as ceiling hoists, wider doorways and passages for wheelchair access and switches and power points set at appropriate heights.





I'M HAPPY
TO HAVE
A SAFE,
AFFORDABLE
PLACE TO
LIVE

Projects in progress

Phillip Street, St Mary's

Following a positive commencement in late 2015, construction work on our large development in St Mary's stalled for a period following issues with the appointed building company. Work has now recommenced with a new building partner. While the interruption has impacted completion of the project, careful management of the process means the project's budget and funding arrangements have not been affected.

This development comprises 49 one and two-bedroom apartments that will be available to people who meet the affordable and social income eligibility requirements.

Three levels of government, comprising Penrith City Council, the Commonwealth Government and NSW Government's Department of Family and Community Services, all contributed to aspects of funding, with Wentworth providing a mix of debt and equity to complete the funding requirements. The Commonwealth Government has committed to provide 24 NRAS incentives.

Caddies Boulevard, Rouse Hill

We are preparing to commence construction on our second affordable housing project in Rouse Hill. We have engaged a builder and work is expected to begin in October 2016.

This development is a complex of seven attached townhouses and three secondary dwellings, close to community facilities and public transport.

Similarly to the Civic Way property, the developer Lend Lease has provided the land as part of its affordable housing contribution under the Voluntary Planning Agreement with the NSW Government. Additionally, the NSW Government will provide a capital grant of \$2.35m and Wentworth will provide in excess of \$1m through its equity and debt. The Commonwealth Government has committed to provide NRAS incentives.

Projects in planning

Nepean Youth Foyer

In conjunction with our partners Platform Youth Services, Brotherhood of St Laurence and Western Sydney Institute of TAFE, a business case and concept design have been developed for an Education First Youth Foyer for young people experiencing homelessness or who are at risk of homelessness.

The proposal is to develop a purpose-built facility that will give people aged 16-24 somewhere to live for 18-24 months while learning life skills and studying. As part of the proposal, current students will be housed with advanced or ex-students who will provide mentoring to assist the current students with completing their studies and transitioning to employment.

Students will engage with six service offers involving education, employment, health and wellbeing, housing and living skills, social connections and civic participation. The Foyer will be staffed 24/7 with a stand-up night shift. Estimated to cost \$9.5m to construct, work is underway to identify funding options for both capital and ongoing support services.

In the coming year

The development of a pipeline of projects to increase the supply of social and affordable housing is underway. To ensure we fully understand the potential of all opportunities we consider, we invest in a thorough due diligence process before agreeing to progress. This in-depth analysis looks at a range of factors influencing a project including land-use planning controls, financial feasibility, potential funding arrangements, proximity to services and tenancy potential.



We completed construction of a new housing complex on Civic Way in Rouse Hill in April.

MEETING HOUSING NEEDS

Several years ago Jane was forced to flee her family home for the safety of her five children. She thought a private rental arrangement would give her the security she needed after escaping severe family violence. But when the owner decided to sell the home, Jane had just two weeks to find a new home.

Not knowing where else to go, she turned to Wentworth for support.

"I came to Wentworth when Housing NSW couldn't help me because I'm a working, single mum [earning over the income eligibility for social housing]. I walked into the office in tears and Olga from Wentworth took the time out to listen to my story and look into my situation. She suggested Wentworth could help and explained the process I had to follow so that could happen," Jane recalls.

Wentworth staff were able to find Jane and her children a spacious, near-new home in a safe and quiet area through our affordable housing program.

"Our new home is a dream. It provides the standard of living I had to flee due to severe domestic violence. It's in a lovely area and it's only two years old. It's not falling down around me. There are no health issues from mould. It's just so fresh and clean and the vibe has uplifted me and my children," says Jane.

Our tenant Jane and her children love their home.



Wentworth linked Jane to other services within the community to help her get back on her feet, re-build her self-worth and manage her financial situation. The family was also connected with social activities within their new community, so they could feel like they belonged.

"Wentworth has helped me on so many levels, not only by providing the house. They've also helped me with my own self confidence and self-worth. To be able to provide my children with a home like this is something I thought I was never going to reach again. Knowing I have the possibility of a long-term lease here is also security for me and my children. I'm extremely grateful to Wentworth. They've helped me find happiness again."

I AM SO
GRATEFUL
TO HAVE A
HOME FOR
THE FIRST
TIME IN
16 YEARS



We reduce homelessness



Delivering innovative and sustainable solutions for resolving and preventing homelessness.

Wentworth is one of the few Community Housing Providers which also supports people who are homeless or at risk of homelessness. By intervening before a person loses their home or when they are homeless, we ensure individuals have the networks, skills and support they need to get back on their feet and into a permanent home.

Our support for the homeless community in the Nepean and Blue Mountains includes two Specialist Homelessness Services: The Adult Homelessness and Support Service and the Tenancy Support Service. We partner with West Connect Domestic Violence Service and The Community Restorative Centre in the Adult Homelessness and Support Service, and with Platform Youth Services, The Gender Centre and Lithgow Community Projects Inc in the Tenancy Support Service. In addition, in the Hawkesbury area, we are a partner with West Connect Domestic Violence Services to provide transitional housing to support women and children whose lives have been impacted by domestic and family violence and related issues including homelessness. We also provide tenancy management for properties attached to the Youth Homelessness Service run by Platform Youth Services, The Family Homelessness Service run by Mission Australia and The Domestic Violence Service run by West Connect Domestic Violence.

Adult Homelessness and Support Service

This service provides a range of support for people who are homeless or at risk of homelessness. In 2015–16, 357 people received support from Wentworth through this service, including early intervention/prevention, rapid rehousing, intensive support, assertive outreach and transitional housing.

We also provided outreach services to rough sleepers in the Penrith, Hawkesbury and Blue Mountains areas. This involved assisting people who are homeless to access housing products, secure a home and connect with other services that can support them to regain their independence.

Through a funded partnership with Partners In Recovery, an Assertive Outreach Mental Health Worker has been co-located in our Penrith office two days a week, supporting our clients and tenants facing mental health issues.

Tenancy Support Service

Key areas of support in this service include early intervention and prevention, rapid rehousing, time limited case management and sector capacity building. This year, an area of focus has been increasing our positive engagement and relationship-building with local real estate businesses, and facilitating skills development for tenancy support workers from other Specialist Homeless Services in the district.

This year, 214 people received support from us through this service.

Nurreen

Through our partnership with West Connect Domestic Violence Services, we run Nurreen, providing housing and support services to women and children in the Hawkesbury who are escaping domestic or family violence, homeless or at risk of homelessness. We offer early intervention and prevention support, rapid rehousing for women and children who have recently become homeless, and intensive support for those who have been homeless for a longer period of time or who are experiencing difficulties in accessing accommodation. We also have a transition

house where people can live for a period of up to 12 months to assist them in stabilising their situation and to receive assistance to secure alternative long-term housing.

This year, we supported 122 people through this service.

Homelessness Hubs

Our Assertive Outreach Case Workers are heavily involved in Homelessness Hubs in Penrith and the Hawkesbury. The Hubs bring together a wide range of organisations to provide services to homeless people in a space that they feel comfortable in and are willing to access.

We provide case work support and access to housing information to support people to understand the housing options available to them and how to apply for housing.

This year we were also involved in homelessness lunches in the Blue Mountains, run by not-for-profit, Earth Recovery Australia. This was an opportunity for homeless people to talk with specialist services and gather information about housing and other services. Here, we provided case work support and housing information.

Working Group involvement

In 2015–16, we were involved in a range of Working Groups to support homelessness and housing initiatives. Our roles included providing specialist advice, advocacy, networking, lobbying, and contributing to action plans and strategy development.

The groups included LikeMind Mental Health, Penrith Women's Health, Hawkesbury Action Network Against Domestic Violence, HOPE Steering Committee, Hawkesbury Housing Forum and the Penrith Homelessness Interagency.

Case management partnerships

We also established a Memorandum of Understanding with the Baptist Church of South Windsor to support their Baptist Emergency Accommodation Ministry (BEAM). BEAM provides short-term accommodation within the Hawkesbury district for people in crisis situations. Through our Nurreen service and the Community Services Team, we make and assess referrals and provide case management support to homeless people who are accepted to reside in the accommodation.

We are also exploring other potential partnerships where we can provide similar case management services to assist other organisations or service providers.

Nepean Blue Mountains District involvement

We are heavily involved in contributing to the strategic direction of Specialist Homelessness Services for people living in the Nepean Blue Mountains. In addition to being the lead provider or a partner in five of the six services established in the district, this year we were also involved in a number of groups focussed on strategy development and operational and service delivery improvements.

As a participant in the District Implementation Group, we contributed to the ongoing implementation of The Right Door, a freecall number that provides access to all Specialist Homelessness Services in the district, operating within business hours. This number enables those seeking assistance to talk directly to the local service that best meets their needs.

Through the Service Participation Implementation Group, we contributed to improving the operational requirements of services in the district by identifying service gaps and difficulties.

We also facilitated the coming together of Intake Workers from all Specialist Homelessness Services in the district to form the District Intake Group. This group developed an agreed district-wide Intake Protocol for working together. This protocol has led to improved service delivery for clients and has resulted in a collaborative approach to addressing needs.

Heading Home – Ending Homelessness Here

In late 2015 we led the design of a project to end chronic homelessness in our area. It is an ambitious project which goes beyond social housing to seek housing solutions across the community. The project brings together Specialist Homelessness Services with real estate agents, local business, government agencies and mainstream community organisations to develop housing options. We will mobilise the community in a call to action through a Registry Week to identify people who are homeless, create a priority register and commit to finding housing and support solutions for everyone on the register. The project will work at the individual level to find homes for people, at the community level to create long-term housing solutions and at the service system level so that each community can quickly identify and respond to someone becoming homeless. We have received a \$50,000 funding contribution from the Mercy Foundation towards the project which kicked off in June 2016 in the Penrith, Hawkesbury and Blue Mountains areas.

We found our tenant Jim and his dog Mia a comfortable place to live so they didn't become homeless.



FINDING HOMES FOR THOSE IN NEED

Jim's previous home was falling down around him. When the owner decided the house was beyond repair, the 91-year-old was facing eviction with nowhere else to go.

"I lived there for 10 years but it was ready to fall down," says the war veteran, who was worried about not having a place to live. "There was no real bathroom, no stove, holes in the roof, you flushed the toilet with a bucket."

Jim was connected to Wentworth through his real estate agent. For six months, our Case Worker, Toni, searched for a place for Jim to live.

"We struggled to find something because of Jim's mobility. He can't walk up steep hills. It was also hard to find somewhere for Jim to have Mia, his border collie. Mia is Jim's best mate so we couldn't let Jim be without her," explains Toni.

When Toni finally found a suitable home in Wentworth's social housing complex for over 55's, Jim was thrilled.

"When Toni first showed me, I thought it was beautiful. I didn't hesitate at all. I couldn't get in quick enough. It's a beauty. For a single bloke, there's lots of space with the bedroom and kitchen," he says.

"It's quiet and relaxing. I can go outside [on the verandah] and fall asleep. Mia is happier too and that's the main thing," Jim says.

Jim and Mia have been living comfortably in their new home since May 2016. Family members and friends now come to visit them and Jim is able to easily get to the shops by bus to do his shopping.

"This is like the Hotel Hilton to me, this place is. I'm very grateful to Wentworth. They couldn't have done better for me."

I'M PROUD
TO WORK FOR
WENTWORTH
AND TO HELP
IMPROVE
PEOPLE'S
LIVES

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We build organisational capacity



Our People

- **68** staff members
- **4.4%** of staff identify as Aboriginal or Torres Strait Islander people
- **23%** staff turnover

Gender Composition (as at 30 June 2016)

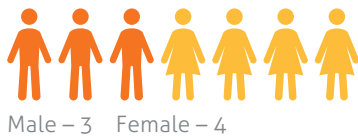
STAFF



BOARD MEMBERS



SENIOR MANAGEMENT TEAM



MIDDLE MANAGEMENT TEAM



Employment Status

Full time 78%

Part time 22%

Our dedicated workforce of 68 staff members (57.5 full-time equivalents) are vital in ensuring we remain committed to our purpose of providing housing, support and connections to help people sustain a permanent home and fully participate in their community.

This financial year to help improve our organisational performance, we focussed our Human Resources (HR) activities around improving the wellbeing of our staff at all levels, as well as reviewing a range of HR policies and procedures. We aim to reduce our staff turnover rate to ensure we can deliver streamlined, cost-effective and high quality services to the vulnerable people we support.

Staff Engagement Survey

Understanding staff attitudes and satisfaction in their roles is important in ensuring we can properly support our workforce to deliver the best possible service and support to clients and others in the community. In November 2015, we conducted a Voice Staff Engagement Survey to measure staff commitment, perceptions and satisfaction with their work in order to assess their level of engagement. Findings from the survey show that 85% of surveyed staff reported positive job satisfaction; 81% think Wentworth has a great team; and 86% of surveyed staff believe in Wentworth's values and mission.

Following the survey, an action plan was developed to address key areas in need of improvements such as recruitment and induction. The action plan was implemented in April and is reviewed on a bi-monthly basis.

Wellbeing Program

The health and wellbeing of our staff is important to us. In January we implemented a 12-month Wellbeing Program with a focus on staff health, bonding and recognition. Initiatives included staff massages, fitness challenges and key speakers at staff meetings. In the first six months of the program, a high number of staff had participated in activities.

Staff training

To help our staff develop and improve their skills, we offered a range of training and learning opportunities internally, and supported external training and studies. Every staff member has participated in some form of training, and there was a total of 197 participants across all training programs we offered.

The Senior Management Team engaged in a leadership development activity early in 2016, and four members of the Middle Management Team completed the Certificate IV in Frontline Management.

Seven staff from across the organisation were awarded 'Smart and Skilled' scholarships through the NSW Housing Federation and are either completing, or have completed, the Certificate IV in Social Housing. One staff member from our Housing Services team was awarded a Federation Scholarship to complete the Diploma in Community Housing.

Policies

As a result of feedback from the Voice Staff Engagement Survey, we made improvements to our recruitment and induction processes, including reviewing all the recruitment policies and procedures with a focus on more rigour and consistency. A number of new tools, including an induction pack, manager's induction pack, career management pack and learning journal, were also developed to improve the on-boarding experience for new staff members.

Rewards and Recognition Program

We continued a bi-annual Rewards and Recognition Program as a way for all levels of staff to nominate and recognise the achievements of their co-workers. There are six categories for awards: teamwork, innovation, leadership, quiet achiever, partnerships and customer service. Nominees are assessed by a panel including the CEO, Manager, Human Resources and a previous winner, with winners announced every six months.

Improving our culture

We recognise the importance of positive organisational culture as a way to improve overall effectiveness and staff engagement. In early 2016, our Manager, Human Resources gained accreditation in the Human Synergistics Organisational Culture Inventory Tool, a widely used and thoroughly researched tool for measuring organisational culture. This tool will be used to support the focus on culture development that is outlined in our Strategic Plan.

An organisation development plan was put in place with development activities covering leadership, management, team effectiveness and engagement. As part of the plan, activities were rolled out at the organisational level to all staff, and also at individual team levels.

In the coming year

Work will continue on increasing structured development opportunities for staff in areas such as career planning, learning and development and cultural change.

In particular, our learning and development priorities will focus on:

- › enhancing the client service skills of staff;
- › technical development, both role-related and also IT skills;
- › risk awareness and management;
- › productivity tools and practices; and
- › building on work already done in leadership and management.

We will also continue to work towards a more constructive organisational culture to improve staff engagement and the overall effectiveness of our teams in working towards our purpose.

Fundraising

This year, we commenced fundraising for the first time in Wentworth's 20-year history. The Board recognised the need for alternative funding streams to help support our service delivery and provision of innovative housing solutions. Giving other people in the community the opportunity to be part of the work we do and contribute to improving people's lives was also seen as a way of broadening the reach of our support and contributing to the sustainability of our organisation.

A Fundraising Manager was recruited in July 2015 and is making significant inroads in raising our profile and connecting and engaging members of the public with our cause.

While Wentworth is very well known in the community housing sector, it is not a recognised brand in the general community. This first year of fundraising has been heavily focussed on making connections, building brand awareness and establishing a strong foundation of partnerships from which to grow a supporter base.

A number of small campaigns and fundraising initiatives were developed as a way to introduce Wentworth to the community. As would be expected in the first year of implementation, we invested in new systems, marketing and development initiatives that will support our activities into the future.

First fundraising appeal

We launched our first fundraising appeal in January 2016, to attract support for services for rough sleepers. The tagline "No Place Like Home" was used to promote Wentworth's Outreach Services that assist homeless people and those at risk of homelessness. The appeal resonated with a number of local businesses who supported the campaign by providing immediate help to rough sleepers in the form of items such as toiletries, Camelbak drinking systems and swags.

This campaign was also the focus of our participation in the Penrith CBD Fair. At this community event, our staff met with other local services and businesses who had never worked with us before and collected donations that were used to purchase more swags.

Blanket drive

As a way to raise our profile and provide much needed immediate support to homeless people in Western Sydney during Winter, we supported a blanket drive initiated by our staff member, Vanessa Tomas and her husband. A number of our partners, other organisations, local libraries and local businesses in the Penrith area also joined the campaign. Hundreds of cans of tinned food, clothing, 400 blankets, 10 swags, and 25 new sleeping bags were collected through the campaign and given to people experiencing homelessness to help them stay warm and fed during Winter. Our thanks go to every organisation that participated, in particular Penrith CBD Corporation and Westfield Penrith who helped to promote the campaign.



Four hundred blankets as well as hundreds of beanies, gloves, scarves and cans of tinned food were collected and distributed to those in need during our winter Blanket Drive, initiated by staff member, Vanessa.

Game Challenge Trivia Night

We held our inaugural Game Challenge Trivia night at PCYC Penrith in May. Two hundred people attended the night and raised over \$10,000 with \$8,000 going towards the "No Place Like Home" campaign. More than 50 businesses provided prizes for the night and special negotiated rates for temporary accommodation were funded from the night. With the money raised, we made a \$2,000 donation to PCYC Penrith to support their service delivery.

This will now become a major annual fundraising event.

Partnership Program

We introduced a Partnership Program which offers different levels of support to inspire local businesses to become involved in our work. Companies are encouraged to participate through cash or in-kind donations. In return they are recognised on our website and invited to be part of targeted programs relevant to their area of business. See page 70 for acknowledgement of our Corporate Partners, which include Henry York Davis, who provided 280 hours of pro-bono legal services.

Our strengthening relationship with International Productions is an example of one of our corporate partnerships in action. We worked with International Productions to facilitate a \$2,000 donation to support our partners, Earth Recovery Australia in Katoomba and The Salvation Army in Windsor, to continue to operate their Homelessness Hubs. By choosing to donate to Wentworth rather than provide its clients with corporate Christmas presents, International Productions was able to demonstrate its commitment to supporting the local community and those in need. Their contribution has ensured that these Homelessness Hubs continue services for another year.

In the coming year

With our fundraising function now firmly established, we plan to continue to improve and refine the way we engage with current donors, sponsors and individuals and organisations interested in contributing to our work. To increase our network of donors and sponsors, we aim to build our profile outside the housing sector.

To encourage more corporate and philanthropic partnerships, we are developing a range of projects to engage with these stakeholders and connect them with our cause.

We are also developing a major fundraising appeal around our *Heading Home – Ending Homelessness Here* project to end chronic homelessness in the Nepean Blue Mountains.

Workplace giving is being investigated as a way to not only raise funds but also build new relationships with other organisations.

Our goal is to progressively increase our fundraising revenue to supplement our traditional sources of income, and to provide more flexibility in our funding arrangements for the programs and services we deliver.

Work Health and Safety

We care about the health and safety of our staff and visitors to our workplaces. This year, we revitalised our Work Health and Safety Committee to increase focus on this important area. The Committee consists of representatives from each designated team and management and is responsible for:

- › encouraging and maintaining interest in work, health and safety within our workplaces;
- › considering measures for training and educating staff about related issues;
- › advising staff about the formulation, review and distribution of standards, rules and procedures about health and safety at Wentworth;
- › reviewing the circumstances around workplace incidents referred to the Committee for review;
- › assisting in the resolution of issues about work, health and safety; and
- › providing a clear communication channel for staff wishing to provide input or feedback into our Work Health and Safety program and practices.

The Compliance Manager reports to the Board and Finance, Risk and Audit Committee on a regular basis about identified risks, how we are managing them and our progress in achieving a high standard of Work Health and Safety practices.

To focus the importance of providing safe and healthy workplaces, we developed a new Work Health and Safety Policy, which was approved by the Board in March 2016. This policy is prominently displayed in our three offices for all staff and visitors to see.

With the aim of lifting general awareness of Work Health and Safety issues and practices among staff, we ran a series of presentations at staff meetings. Additionally, Work Health and Safety has been added to all management meeting agendas as a standing item.

We also reviewed and updated the Emergency Risk Plans for all offices and supported all Fire Wardens to receive and complete training.

Business improvements

A new management reporting structure was implemented this year to improve the range of financial information available to managers and the Board. A focus in the coming year is to continue to refine the financial sustainability, visibility and reporting of our business areas, products and services.

We have also reviewed our approach to documenting policies and procedures, and implemented a new Policy Framework. This framework will standardise the way we review, present and approve policies, procedures and guidelines for all parts of our business. Over time, this will make it easier for both staff and clients to access the information they need.

A specific initiative this year was to refresh our mobile technology to provide our staff with greater flexibility and convenience in the way they carry out their work, particularly when operating in the field or conducting client visits.

We also developed a three-year IT Strategy which was endorsed by the Board in June 2016. The strategy will focus on investments that will improve our customer service, operational efficiency and internal controls. The major focus of 2016–17 will be to replace the finance and core housing management systems. To maximise the value of these investments, our IT infrastructure will also be updated making it easier for staff to serve our clients.

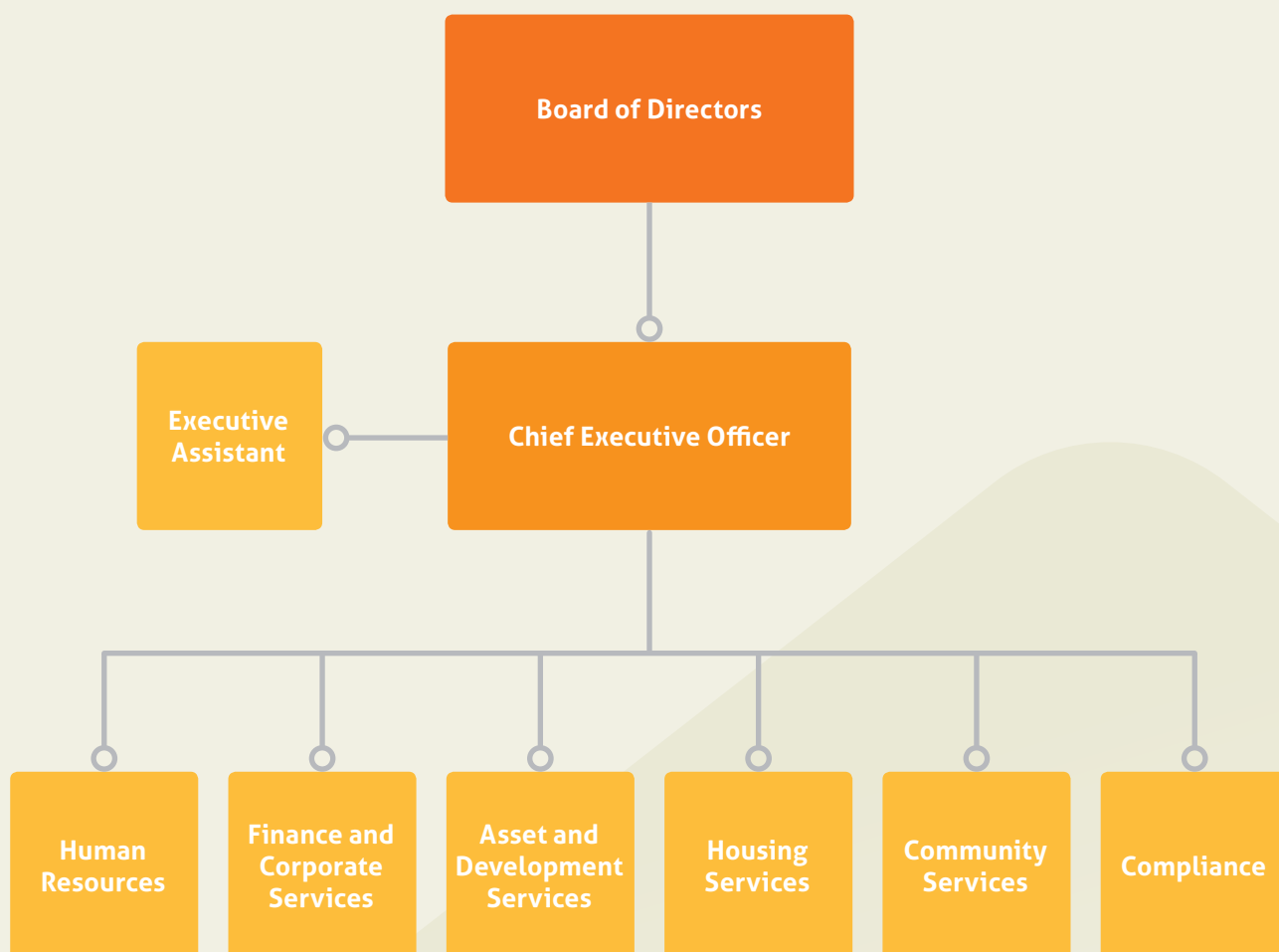
As part of the implementation of new finance and core housing systems, we will focus on streamlining our workflows and business processes to ensure that we continue to provide effective support to our clients while improving our efficiency.

Risk management

This year, our work in the area of risk management has focussed on reviewing our Risk Management Program for currency and relevance. This has included updating risk registers, ratings and mitigation plans, training staff in the identification of risks within the workplace, and updating the frequency and types of reporting on risk management presented to the Board and its relevant committees.

We have also been reviewing our risk register, with specific attention given to assessing the 12 strategic risks. At each Board meeting, information about one risk, including the mitigation plan and status of completion, is shared and discussed. We are also presenting a summary of all risk mitigation plans and status updates to the Finance, Risk and Audit Committee at each meeting.

Organisational structure



Our Board



Keith Bryant, Chairperson, appointed January 2012

Keith is the principal of a consultancy that supports philanthropists to improve the effectiveness of their giving programs. He is the Chief Executive Officer of the Australian Society of Plastic Surgeons. He is also on the Boards of the Foyer Foundation and the Australian Alliance to End Homelessness. Previously, Keith worked as the Chief Operating Officer, The Benevolent Society (2001–2011) and as a Director at Deutsche Bank Australia (1989–1999).

Qualifications: Bachelors of Economics and Law; Masters of Business Administration; Graduate Member of the Australian Institute of Company Directors (GAICD)

- › Member, Finance, Risk and Audit Committee
- › Member, Asset and Development Committee
- › Member, Remuneration and Nominations Committee
- › Member, Communications and Fundraising Steering Committee



Ken Gilbert, Vice Chairperson, appointed February 2013

Ken has held senior positions leading community services teams in municipal councils and senior human resources roles in organisations and consulting firms. He is currently a Senior Manager in the University of Sydney Campus and Infrastructure division. His experience in the corporate and not-for-profit sectors is extensive and he provides specific expertise in the areas of human resources management, strategy development and community networks.

Qualifications: Bachelor of Social Work; Bachelor of Business; Graduate Member of the Australian Institute of Company Directors (GAICD)

- › Chairperson, Finance, Risk and Audit Committee
- › Member, Remuneration and Nominations Committee



Amanda Anker, appointed January 2016

Amanda is a consultant with over 20 years' international experience in building brands and marketing products and services. She has a particular interest in business and brand strategy, and has worked in the industrial market as well as the business events and hospitality sectors.

Qualifications: Master of Business; Bachelor of Science; Occupational Hygiene Certificate; Graduate Member of the Australian Institute of Company Directors (GAICD)

- › Chairperson, Communications and Fundraising Steering Committee



Ron Coskerie, appointed February 2013

Ron has been a senior banking executive for over 20 years. He has extensive experience across the banking and finance industry with particular reference to property funding/development and aged healthcare in the not-for-profit sector. He provides expertise to Wentworth through his wealth of experience and expertise in finance and, in particular, funding of development projects.

Qualifications: Master of Business in Accounting and Finance, Graduate Member of the Institute of Company Directors (GAICD), Fellow of the Institute of Public Accountants and Fellow of the Financial Services Institute.

- › Chair, Remuneration and Nominations Committee



Brodie Druett, appointed November 2013

Brodie is a recently retired senior public servant formerly with Housing NSW and the Department of Family and Community Services (FACS). He was General Manager for Southern and Western Region in Housing NSW for six years up to February 2013. His latest role prior to retirement was Interim District Director FACS Nepean/Blue Mountains. Brodie currently volunteers in a number of roles in the Penrith/Blue Mountains area.

Qualifications: Graduate Certificate in Housing Management and Policy; Member of the Australasian Housing Institute (AHI)

- › Member, Asset and Development Committee



Dr Dianne Jackson, appointed January 2016

Dianne is the Associate Professor and Deputy Director (Collaboration, Engagement and Impact) of the Research Institute for Professional Practice, Learning and Education (RIPPLE) at Charles Sturt University. Dianne has a particular interest in the social determinants of education and the role of place-based approaches that support positive outcomes for children and their families.

Qualifications: Doctor of Philosophy – Education/Social Science; Bachelor of Social Science (Hons First Class); Bachelor of Teaching; Member of the Australian Institute of Company Directors (MAICD)

- › Member, Finance, Risk and Audit Committee



Cameron Lamb, appointed February 2013

Cameron has very broad experience in property development. The majority of his work has been focussed around the planning, development and construction of large master planned and medium-density residential developments however, he also has considerable experience in commercial developments and special projects including schools and parks. He has also worked in the community development sector on housing estate renewal, enabling him to provide a unique perspective on achieving commercial development with housing in the context of community housing.

Qualifications: Bachelor of Engineering (Civil); Chartered Professional Engineer; Diploma of Youth and Development

- › Chairperson, Asset and Development Committee

**Aimee Lindfield, appointed October 2015**

Aimee has a broad range of experience in professional services and has recently taken on an IT strategy and governance role for a large FMCG company. Her experience covers consulting, financial audit and transformation change projects.

Qualifications: Bachelor of Business; Member of the Institute of Chartered Accountants of Australia

- › Member, Finance, Risk and Audit Committee

**Joseph Litwin, resigned November 2014; reappointed May 2015**

Joseph is the Executive Manager, Community Partnerships with Hawkesbury City Council. He has over 26 years experience in both public sector and local government agencies with a focus on community engagement, demographic analysis, the planning and management of community assets and the provision of a broad range of human services.

Qualifications: Bachelor of Social Anthropology; Diploma in Teaching; Masters in Development and Community Organisation

- › Member, Asset and Development Committee

**Louise Morris, appointed January 2015; resigned February 2016**

Louise is an award-winning property developer with a professional background in property and construction law. She has specialised experience in the procurement, planning, funding and delivery of medium- and high-density residential buildings in Canberra, ACT and has developed over 1,000 apartments since 2009. Louise is dedicated to excellence in design, quality of delivery, value for money and customer service in property transactions.

Qualifications: Bachelor of Commerce; Bachelor of Law (Honours); Graduate Diploma of Legal Practice

- › Member, Asset and Development Committee

**Ashleigh O'Brien, appointed February 2013; resigned November 2015**

Ashleigh is a senior executive with an international building materials company. She has worked extensively in the corporate world and provides expertise to both the Board and Wentworth in the areas of strategic business planning, communications and marketing.

Qualifications: Bachelor of Arts in Communication and Media; Masters of Business Administration; Masters of Business Marketing; Graduate Member of the Australian Institute of Company Directors (GAICD)

- › Member, Finance, Risk and Audit Committee.

Our Senior Management Team



Stephen McIntyre, appointed October 2015

Chief Executive Officer

Stephen has over 20 years of leadership experience in senior executive roles across planning, housing, roads, transport and the Sydney Olympics. He is strongly committed to social justice and, in particular, to providing opportunities for people to improve their lives. He also has a keen interest in the future growth and shape of Western Sydney, and is passionate about creating organisations that are great places to work.

Stephen holds a Bachelor of Engineering (Hons), Diploma of Environmental Studies and Diploma of Management, and has completed the Company Directors Course. He is a Member of both the Australasian Housing Institute and Australian Institute of Company Directors (MAICD).



Jitender Balani, appointed July 2014

Manager, Asset and Development Services

Jitender has over 30 years of experience in a range of asset management roles both in Australia and overseas. Prior to joining Wentworth, he was responsible for managing the Community Housing (FACS) asset portfolio and asset system, including portfolio supply and realignment, asset management planning, standards formulation, asset strategies, contracts, quality assurance and major asset improvement initiatives. In Australia, Jitender has worked in various roles in the private, government and NGO sectors since 1992.

Jitender is passionate about his work in the asset management and program delivery areas and continues his professional journey of working in the social housing sector by supporting innovative models of housing solutions for clients most in need. He has tertiary qualifications in Public Administration, Building and Civil Engineering.



Kathryn Williams PSM, appointed August 2013

Manager, Housing Services

As Manager, Housing Services, Kathryn sets strategic and operational direction for staff and the community. Kathryn has a passion for social justice and inclusion. Her two Diplomas in Management and Natural Therapies help her achieve her passions and vision.

Kathryn has extensive experience in the social housing sector. Working in her former role in Housing NSW for the past 23 years and now with Wentworth, she has forged strong relationships across both government and non-government agencies. With expertise in relationship management and developing organisational capability, Kathryn is committed to collaborative partnerships to deliver key community outcomes. In 2013, Kathryn received a Public Service Medal for her work in disadvantaged communities in Outer Western Sydney and South Western Sydney areas.



Jenny Ranft, appointed October 2014
Manager, Community Services

Jenny has led teams and managed programs to deliver prevention, early intervention and intensive support services to people in Western Sydney from within government and non-government organisations. Jenny is a relational contract manager who harnesses potential across partnerships to deliver the best possible support to people.

Qualifications in Social Work, a Masters of Applied Science (Social Ecology) and continuing education in strategic leadership and contract management inform Jenny's commitment and practice to end homelessness.



Denise Hartman, appointed January 2014
Manager, Human Resources

Denise has worked in Human Resources for the last 20 years, primarily for financial services institutions including Westpac (Institutional Banking) and Rothschild Australia. Prior to joining Wentworth, Denise held the role of Human Resources/Learning and Development Manager for BNP Paribas. Denise is passionate about supporting staff to be able to do their jobs effectively. She has a particular interest in performance planning and management, organisational development, leadership and management development and career planning.

Denise holds a Diploma of Teaching in Adult Education, a Masters in Training and Development, and accreditation in a variety of Human Resources and Learning and Development tools.



Melinda Ewell, appointed in January 2016
Chief Financial Officer

Melinda brings extensive experience in finance operational management and systems implementations from a variety of finance roles over the last 25 years primarily in the IT and not-for-profit sectors. In her most recent role as Finance Manager at Northcott, Melinda was involved in the transformation of the back office functions to support the transition to National Disability Insurance Scheme funding. Prior to this she was the Finance Director at the McGrath Foundation.

Melinda is passionate about adding value in the not-for-profit sector and supporting her team to be successful. She holds a Master of Commerce and is CPA-qualified.



David Parrish, appointed December 2015
Compliance Manager

David brings to Wentworth extensive experience in risk, governance, compliance, audit and operational management across various industries including Banking & Finance and Transport Logistics. His most recent role was as National Compliance Manager for a national cash logistics business where he was responsible for ensuring the regulatory compliance of the business through the completion of an internal audit program.

David has qualifications in finance, business management, governance and risk management.

Statement of Corporate Governance

Wentworth Community Housing Limited is committed to maintaining high standards of corporate governance to ensure the organisation achieves its stated objectives in ways that are transparent, accountable and effective. Corporate governance arrangements are reviewed annually by the Board.

The Board's conduct is governed by Wentworth's constitution.

The Board is responsible for:

- › setting and monitoring the strategic direction of the organisation;
- › approving and monitoring financial reporting including financial budgeting and forecasting;
- › establishing policies and guidelines to ensure accurate and timely financial and operational reporting;
- › establishing policies on risk oversight and management;
- › establishing guidelines for levels of delegation of authority;
- › promoting ethical and responsible decision-making;
- › appointing and measuring the performance of the Chief Executive Officer and the organisation;
- › ensuring that the Board is and remains appropriately skilled to discharge its responsibilities and duties, and to meet the changing needs of the organisation and sector;
- › ensuring that Wentworth complies with Corporations Law, Australian Charities and Not for Profits Commission and all other relevant legislation; and
- › providing guidance on and overseeing the performance of other key aspects of Wentworth's operation.

Committees

The Board has established the following standing committees to assist the Board with governance:

- › Finance, Risk and Audit
- › Asset and Development
- › Remuneration and Nominations

In addition the Board has established a joint Board/ Management Steering Committee to oversee communications and fundraising activities.

Each committee has terms of reference that set out its role, responsibilities, composition and structure. The terms of reference are reviewed annually. Committees report regularly to the Board and minutes of meetings are provided.

Ethical standards

The Board promotes practices that are transparent and uphold the principles of good citizenship. All Directors and staff sign a code of ethical conduct and register of interests. Directors are required to disclose any potential conflict of interest at the start of all Board meetings, when the Board determines an appropriate response which may require a Director to remove themselves from discussions, decisions or votes. In the case of staff, any actual or perceived conflict of interest must be declared to management in accordance with policy. The Board has a policy and a code of conduct to guide compliance with legal, statutory and other obligations to all stakeholders.

Board performance review

The performance of the Board and its committees and Directors is reviewed regularly to ensure that Directors and the Board work effectively and efficiently to maintain high standards of governance and fulfil their functions set out in the Board charter. The performance review covers areas including the Board's role, strategic directions, oversight of service delivery, legal and regulatory framework, financial and risk management, knowledge of the community housing sector and relationship with the Chief Executive Officer.

Board composition and renewal

The Board considers that individually and collectively the Directors bring an appropriate mix of skills, experience and expertise. Information about Directors and their skills and experience can be found in this report. The Board regularly reviews and evaluates its succession planning process. A Board skills matrix identifies the skills and experience of current Directors and the skills and experience that the Board considers necessary and desirable for the future. This matrix helps guide renewal and recruitment.



FINANCIAL REPORT

For the year ended 30 June 2016
ABN 50 003 076 337



Directors' report

The Responsible Entities ('Directors') present this report on Wentworth Community Housing Limited (the "Company") for the financial year ended 30 June 2016.

Directors

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

- › Keith Bryant
- › Ken Gilbert
- › Ron Coskerie
- › Brodie Druett
- › Cameron Lamb
- › Aimee Lindfield (appointed October 2015)
- › Joseph Litwin
- › Louise Morris (resigned February 2016)
- › Ashleigh O'Brien (resigned November 2015)
- › Amanda Anker (appointed January 2016)
- › Dianne Jackson (appointed January 2016)

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

Principal activity

The principal activity of the Company during the course of the year was the provision of housing to very low to moderate income earners and to people experiencing homelessness. There was no significant change in the nature of this activity during the year.

Operating result

The operations for the year ended 30 June 2016 resulted in a net surplus of \$8,669,028 (2015: \$4,712,096). This result included a variety of one off transactions and significant cost savings in repairs and maintenance costs.

Revenue increased \$3.55 million due to:

- › Capital grants of \$3.06m to fund property developments in Rouse Hill and Springwood
- › Non monetary donations of \$147k for legal services
- › Compensation settlement of \$380k
- › Increase in operational government grants of \$534k relating to an increase in NRAS funding (\$263k) and general price increases

Expenses decreased by \$403k due to decreased repairs and maintenance costs of \$2.36m offset by general price increases over most costs. Lower repairs and maintenance costs were due to a reduction in the outsourced maintenance program (\$1.5m), and savings in the responsive maintenance program (\$871k) following increased investment in our planned maintenance program.

Cash decreased by \$1.1m due to the investment in property developments offset by tight management of operating cash flows.

The value of Wentworth's other assets increased by \$8.04m as a result of significant investment in property developments.

Wentworth's liabilities decreased by \$1.74m due to the recognition of deferred government grants, including the capital grants and tighter management of creditor payments and accruals.

Strategic priorities

During the year the Board developed a strategic directions framework which clearly sets out the purpose of the Company, the community it serves and long term goals and aspirations. The intent of the Company has been defined in five areas:

- › We improve tenant experiences
- › We build communities
- › We create housing solutions
- › We reduce homelessness
- › We build organisational capacity

The CEO and management team have subsequently prepared a Strategic Plan 2016-19 which aligns with and supports the strategic directions framework. The Strategic Plan 2016-19 was approved by the Board in September 2016.

Key Performance Measures

The Board met nine times and was assisted by three committees, Finance, Risk and Audit, Asset and Development and Remuneration and Nominations, in reviewing Wentworth's progress against strategic objectives.

The Board receives key reports each meeting from the senior management team together with a balanced scorecard that summarises the keys areas of the business and enables the Board to review the state and health of the company. The Board also regularly reviews key risks of the business together with the business plan to ensure key strategic objectives are monitored and met during the year. These periodic reviews enable the Board to check the organisational health by reviewing financial and non financial key performance indicators against the business plan, budget and benchmarks.

Meetings of Directors

The number of meetings (including meetings of committees) held during the year and the numbers of meetings attended by each Director were as follows:

	Board Meetings held whilst a Director	Board Meetings Attended	Finance, Audit & Risk Meetings held whilst a Director	Finance, Audit & Risk Meetings Attended	Asset & Development Meetings held whilst a Director	Asset & Development Meeting Attended	Remuneration & Nominations Meetings held whilst a Director	Remuneration & Nominations Meeting Attended
Keith Bryant	9	9	7	7	3	3	1	1
Ken Gilbert	9	9	7	7	-	-	1	1
Ron Coskerie	9	5	-	-	-	-	1	1
Brodie Druett	9	8	-	-	3	3	-	-
Cameron Lamb	9	9	-	-	3	3	-	-
Joseph Litwin	9	9	-	-	3	2	-	-
Ashleigh O'Brien*	1	0	0	0	-	-	-	-
Dianne Jackson**	4	3	-	-	-	-	-	-
Aimee Lindfield***	7	4	5	5	-	-	-	-
Amanda Anker****	5	5	-	-	-	-	-	-

Louise Morris was on extended leave due to personal circumstances and officially resigned from the Board of Directors in February 2016.

* Ashleigh O'Brien was granted a leave of absence from August 2015 and officially resigned from the Board of Directors in November 2015.

** Dianne Jackson was appointed to the Board on the 18 January 2016.

***Aimee Lindfield was appointed to the Board in October 2015.

****Amanda Anker was appointed to the Board on the 15 January 2016.

Contributions on Winding Up

The Company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. In the event that the Company is wound up, the constitution states that each member is required to contribute a maximum of \$20 each towards meeting any outstanding obligations of the entity. At 30 June 2016, the total amount that members of the company are liable to contribute if the company is wound up is \$400 (2015: \$350).

Auditor's Independence Declaration

The auditor's independence declaration in accordance with section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 has been received and can be found on page 4 of the financial report.

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



Keith Bryant
Director



Ken Gilbert
Director

Dated the 21st day of October 2016



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**Auditor's Independence Declaration
To the Responsible Entities of Wentworth Community Housing Limited**

In accordance with the requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012, as lead auditor for the audit of Wentworth Community Housing Limited for the year ended 30 June 2016, I declare that, to the best of my knowledge and belief, there have been:

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

A handwritten signature in dark ink that reads "Grant Thornton".

GRANT THORNTON AUDIT PTY LTD
Chartered Accountants

A handwritten signature in dark ink that reads "James Winter".

James Winter
Partner - Audit & Assurance

Sydney, 21 October 2016

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Financial statements

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2016

	Note	2016 \$	2015 \$
Revenue from ordinary activities			
Government funding			
– Capital grants		3,059,659	717,435
– Government funding and subsidies		5,309,610	4,775,600
Fundraising		26,035	56,605
Non-monetary donations		147,252	–
Rental income		24,868,322	24,883,921
Other revenues		268,305	71,938
Compensation settlement		380,000	–
Total revenue	2	34,059,183	30,505,499
Expenses from ordinary activities			
Employee benefits expense		(5,496,500)	(4,726,781)
Tenancy and property management expenses	4	(17,445,232)	(19,306,352)
Depreciation expenses	3	(480,321)	(237,628)
Other expenses from ordinary activities	5	(1,968,102)	(1,522,651)
Total expenses		(25,390,155)	(25,793,412)
Net surplus for the year		8,669,028	4,712,087
Other comprehensive income			
Other comprehensive income for the year		–	–
Total comprehensive income for the year		8,669,028	4,712,087

This statement should be read in conjunction with the notes to the financial statements.

Statement of financial position

As at 30 June 2016

	Note	2016 \$	2015 \$
CURRENT ASSETS			
Cash and cash equivalents	6	26,497,489	27,603,932
Trade and other receivables	7	2,611,668	2,236,837
Other current assets	8	755,288	192,656
TOTAL CURRENT ASSETS		29,864,445	30,033,425
NON-CURRENT ASSETS			
Property, plant and equipment	9	26,251,297	19,295,606
Other non-current assets	10	1,663,960	1,519,341
TOTAL NON-CURRENT ASSETS		27,915,257	20,814,947
TOTAL ASSETS		57,779,702	50,848,372
CURRENT LIABILITIES			
Trade and other payables	11	10,336,834	11,850,791
Borrowings	12	300,000	300,000
Provisions	13	732,030	706,860
TOTAL CURRENT LIABILITIES		11,368,864	12,857,651
NON CURRENT LIABILITIES			
Accounts and other payables	11	60,426	42,764
Borrowings	12	4,125,000	4,425,000
Provisions	13	147,781	114,354
TOTAL NON CURRENT LIABILITIES		4,333,207	4,582,118
TOTAL LIABILITIES		15,702,071	17,439,769
NET ASSETS		42,077,631	33,408,603
FUNDS			
Reserves	14	19,183,000	18,068,000
Accumulated funds		22,894,631	15,340,603
TOTAL FUNDS		42,077,631	33,408,603

This statement should be read in conjunction with the notes to the financial statements.

Statement of changes in funds

For the year ended 30 June 2016

	Accumulated funds \$	Reserves \$	Total funds \$
Balance at 30 June 2014	10,725,516	17,971,000	28,696,516
Comprehensive income			
Surplus for the year	4,712,087	-	4,712,087
Other comprehensive income for the year	-	-	-
Total comprehensive income	4,712,087	-	4,712,087
Transfer	(97,000)	97,000	-
Balance at 30 June 2015	15,340,603	18,068,000	33,408,603
Comprehensive income			
Surplus for the year	8,669,028	-	8,669,028
Other comprehensive income for the year	-	-	-
Total comprehensive income	8,669,028	-	8,669,028
Transfer	(1,115,000)	1,115,000	-
Balance at 30 June 2016	22,894,631	19,183,000	42,077,631

This statement should be read in conjunction with the notes to the financial statements.

Statement of cash flows

For the year ended 30 June 2016

	Note	2016 \$	2015 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Tenant rents received		22,687,388	21,599,608
Sundry income		227,960	113,123
Government funded subsidies and grants		9,716,483	15,839,524
Payments to suppliers and employees		(26,578,034)	(27,943,128)
Interest received		575,772	636,409
Net cash outflow from operating activities	16	6,629,569	10,245,536
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of property, plant and equipment		(7,436,012)	(4,798,744)
Proceeds from the sale of property, plant & equipment		–	230,000
Proceeds from term deposit investments		–	9,300,000
Net cash (used in) from investing activities		(7,436,012)	4,731,256
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds/(payment) from bank loan		(300,000)	(300,000)
Net cash outflow from financing activities		(300,000)	(300,000)
Net increase (decrease) in cash held		(1,106,443)	14,676,792
Cash and cash equivalents at the beginning of the financial year		27,603,932	12,927,140
Cash and cash equivalents at the end of the financial year	6	26,497,489	27,603,932

This statement should be read in conjunction with the notes to the financial statements.

Notes to the financial statements

For the year ended 30 June 2016

Note 1: Summary of Significant Accounting Policies

a. Nature of operations

The principal activity of Wentworth Community Housing Limited (the "Company") during the course of the year was the provision of housing to very low to moderate income earners and the homeless. There was no significant change in the nature of this activity during the year.

b. General information and statement of compliance

The general purpose financial statements of the Company have been prepared in accordance with the requirements of the Australian Charities and Not-for-profits Commission Act 2012, Australian Accounting Standards – Reduced Disclosure Requirements and other authoritative pronouncements of the Australian Accounting Standards Board ('AASB').

The financial report covers Wentworth Community Housing as an individual entity and is presented in Australian dollars, which is the Company's functional and presentation currency. Wentworth Community Housing Limited is a not-for-profit unlisted public company limited by guarantee and it is incorporated and domiciled in Australia.

The financial statements for the year ended 30 June 2016 were approved and authorised for issue by the Board of Directors on the 21st of October 2016.

The significant accounting policies that have been used in the preparation of these financial statements are summarised below.

The financial statements have been prepared using the measurement bases specified by Australian Accounting Standards for each type of asset, liability, income and expense. The measurement bases are more fully described in the accounting policies below.

c. Revenue recognition

Revenue mostly comprises revenue from the rendering of services, government funded subsidies, capital grants, rental revenue and utilities received and management fees. Revenue from major sources is shown in further detail in Note 2. Revenue is measured by reference to the fair value of consideration received or receivable.

Revenue is recognised when the amount of revenue can be measured reliably, collection is probable, the costs incurred or to be incurred can be measured reliably, and when the criteria for each of the Company's different activities have been met. Details of the activity-specific recognition criteria are described below.

Rental income

Rental income is recognised as income in the period within which it is earned.

Government funded subsidies

A number of the Company's activities are supported by grant funding received from the federal, state and local governments.

If conditions are attached to a grant which must be satisfied before the Company is eligible to receive the contribution, recognition of the grant as revenue is deferred until those conditions are satisfied.

Where a grant is received on the condition that specified services are delivered to the grantor, this is considered a reciprocal transaction. Revenue is recognised as services are performed and at year end a liability is recognised until the service is delivered.

Revenue from a non-reciprocal grant that is not subject to conditions is recognised when the Company obtains control of the funds, economic benefits are probable and the amount can be measured reliably. Where a grant may be required to be repaid if certain conditions are not satisfied, a liability is recognised at year end to the extent that conditions remain unsatisfied.

Where the Company receives a non-reciprocal contribution of an asset from a government or other party for no or nominal consideration, the asset is recognised at fair value and a corresponding amount of revenue is recognised. Grants received on the condition that specified services are delivered, or conditions are fulfilled, are considered reciprocal. Such grants are initially recognised as a liability and revenue is recognised as services are performed or conditions fulfilled. Revenue from non-reciprocal grants is recognised when the Company obtains control of the funds.

Rendering of services

Revenue from fees received for services and management fees is recognised when the service is provided.

Interest

Revenue is recognised as interest accrues using the effective interest method.

d. Cash and cash equivalents

For the purposes of the Statement of Cash Flows, cash and cash equivalents includes cash on hand and at bank, deposits held at call with financial institutions, other short term, highly liquid investments with maturities of three months or less, that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value and bank overdrafts.

e. Trade and other receivables

Current receivables

Current receivables are recognised at original invoice amounts less an allowance for uncollectible amounts. Collectability of receivables is assessed on an ongoing basis and debts which are known to be uncollectible are written off. An allowance is made for doubtful debts where there is objective evidence that the company will not be able to collect all amounts due according to the original terms. On confirmation that the receivable will not be collectible the gross carrying value of the asset is written off against the associated provision.

Non-current receivables

Non-current receivables include loans due from related parties. These are accounted for on an amortised cost basis using the effective interest method. For non-interest bearing loans, fair value at initial recognition requires an adjustment to discount these loans using a market-rate of interest for a similar instrument with a similar credit rating. The discount is debited on initial recognition to the statement of comprehensive income. The amortised cost is subsequently measured as the fair value amount initially recognised, plus interest accrued using the effective interest method, less any principal repayments.

f. Property, plant and equipment

Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment losses. Plant and equipment is recognised at historic cost, including costs directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management, less depreciation and any impairment. Land and buildings transferred to the company for nil consideration are measured at the fair value of the contribution received. This takes into account any restrictions on use imposed by the transferor.

As no finite useful life for land can be determined, related carrying amounts are not depreciated.

Depreciation is recognised on a straight-line basis to write down the cost less estimated residual value of buildings, plant and other equipment. The following useful lives are applied:

› Motor vehicles	4 – 5 years
› Leasehold improvements	5 – 6 years
› Office furniture	4 – 10 years
› Computer equipment	3 – 4 years
› Buildings	40 years

In the case of leasehold property, expected useful lives are determined by reference to comparable owned assets or over the term of the lease, if shorter.

Material residual value estimates and estimates of useful life are updated as required, but at least annually.

Gains or losses arising on the disposal of property, plant and equipment are determined as the difference between the disposal proceeds and the carrying amount of the assets and are recognised in profit or loss within other income or other expenses.

g. Impairment of assets

At the end of each reporting period the Company assesses whether there is any indication that individual assets are impaired. Where impairment indicators exist from events of changes in circumstances, the recoverable amount is determined and impairment losses are recognised in the statement of profit or loss and other comprehensive income where the asset's carrying value exceeds its recoverable amount. Recoverable amount is the higher of an asset's fair value less costs to sell and value in use. Depreciated replacement cost is the current replacement cost of an item of plant and equipment less, where applicable, accumulated depreciation to date, calculated on the basis of such cost. Value in use for all other assets is a discounted cash flow calculation.

h. Leases**Finance leases**

Leases of property, plant and equipment where the company has substantially all the risks and rewards of ownership are classified as finance leases and capitalised at inception of the lease at the fair value of the leased property, or if lower, at the present value of the minimum lease payments. Lease payments are apportioned between the finance charges and reduction of the lease liability so as to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are charged to profit or loss over the lease period so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period.

Operating leases

Leases where the lessor retains substantially all the risks and rewards of ownership of the net asset are classified as operating leases. Payments made under operating leases are charged to profit or loss on a straight-line basis over the period of the lease. Associated costs, such as maintenance and insurance, are expensed as incurred.

i. Trade and other payables

Trade and other payables represent liabilities for goods and services provided to the company prior to the year end and which are unpaid. These amounts are unsecured and have 7 to 90 day payment terms. The carrying amount of the creditors and payables is deemed to reflect fair value.

j. Provisions, contingent liabilities and contingent assets

Provisions are measured at the estimated expenditure required to settle the present obligation, based on the most reliable evidence available at the reporting date, including the risks and uncertainties associated with the present obligation. Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. Provisions are discounted to their present values, where the time value of money is material.

Any reimbursement that the Company can be virtually certain to collect from a third party with respect to the obligation is recognised as a separate asset. However, this asset may not exceed the amount of the related provision.

No liability is recognised if an outflow of economic resources as a result of present obligation is not probable. Such situations are disclosed as contingent liabilities, unless the outflow of resources is remote in which case no liability is recognised.

k. Employee benefits**Short-term employee benefits**

Short-term employee benefits are benefits, other than termination benefits, that are expected to be settled wholly within twelve (12) months after the end of the period in which the employees render the related service. Examples of such benefits include wages and salaries, non-monetary benefits and accumulating sick leave. Short-term employee benefits are measured at the undiscounted amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The Company's liabilities for annual leave and long service leave are included in other long-term benefits as they are not expected to be settled wholly within twelve (12) months after the end of the period in which the employees render the related service. They are measured at the present value of the expected future payments to be made to employees. The expected future payments incorporate anticipated future wage and salary levels, experience of employee departures and periods of service, and are discounted at rates determined by reference to market yields at the end of the reporting period on high quality corporate bonds that have maturity dates that approximate the timing of the estimated future cash

outflows. Any re-measurements arising from experience adjustments and changes in assumptions are recognised in profit or loss in the periods in which the changes occur.

The Company presents employee benefit obligations as current liabilities in the statement of financial position if the Company does not have an unconditional right to defer settlement for at least twelve (12) months after the reporting period, irrespective of when the actual settlement is expected to take place.

l. Income tax

The Company is a public benevolent institution registered under the Australian Charities and Not-for-profits Commission Act 2012 and is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

m. Goods and Services Tax

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 Taxation Office ('ATO'). 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 statement of financial position are shown inclusive of GST.

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

n. Reserves

The general reserve is for future expenditure such as property development, property repairs and maintenance, IT projects, and other programs to achieve Wentworth's strategic objectives.

o. Significant accounting estimates and judgements

The Directors evaluate estimates and judgements incorporated into the financial report based on historic knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company. The Directors have assessed the likely timing of the repayment of the loan to BlueCHP Limited and this timing has been incorporated into the measurement of the loan on an amortised cost basis using the effective interest method.

p. Changes in accounting policies

New and revised accounting standards and interpretations

Certain new accounting standards and interpretations have been published that are not mandatory for 30 June 2016 reporting periods. The impact of these new standards and interpretations is not expected to be significant.

q. Significant management judgement in applying accounting policies

When preparing the financial statements, management undertakes a number of judgements, estimates and assumptions about the recognition and measurement of assets, liabilities, income and expenses.

Estimation uncertainty

Information about estimates and assumptions that have the most significant effect on recognition and measurement of assets, liabilities, income and expenses is provided below. Actual results may be substantially different.

Impairment

In assessing impairment, management estimates the recoverable amount of each asset or cash-generating units, based on expected future cash flows and uses an interest rate to discount them. Estimation uncertainty relates to assumptions about future operating results and the determination of a suitable discount rate.

Useful lives of depreciable assets

Management reviews its estimate of the useful lives of depreciable assets at each reporting date, based on the expected utility of the assets. Uncertainties in these estimates relate to technical obsolescence that may change the utility of certain software and IT equipment.

Long service leave

The liability for long service leave is recognised and measured at the present value of the estimated cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Note 2: Revenue

	2016 \$	2015 \$
Revenue from operating activities:		
Rental income and utilities received	22,871,320	21,381,969
Government funding and subsidies	5,309,610	4,775,600
Capital grants	3,059,659	717,435
Fundraising	26,035	56,605
Non-monetary donations	147,252	–
Management fees	1,352,917	2,830,634
Insurance recoveries	68,313	9,588
Proceeds on sale of non-current assets	–	25,321
Other income	29,995	19,280
Compensation settlement	380,000	–
Interest revenue	575,772	636,409
Write back of finance charge on BlueCHP Limited loan	238,310	52,658
	34,059,183	30,505,499

Note 3: Surplus from ordinary activities

	2016 \$	2015 \$
Surplus from ordinary activities been determined after charging as expense:		
Bad and doubtful debts	459,465	305,957
Depreciation	480,321	237,628
Provision and payment of employee entitlements	147,150	88,201
Interest and financing expense	330,089	341,806

Note 4: Tenancy and property management expenses

	2016 \$	2015 \$
Bad and doubtful debts	459,465	305,957
Insurance	479,506	466,711
Property leases	6,113,031	5,861,410
Rates and utility charges	3,383,880	3,137,432
Repairs and maintenance	5,592,461	7,957,295
Return of unexpended funds	189,668	206,954
Sundry expenses	1,227,221	1,370,593
	17,445,232	19,306,352

Note 5: Other expenses

	2016 \$	2015 \$
Office expenses	283,710	280,553
Program expenses	63,996	58,096
Office rental expenses	292,269	301,569
Professional and consultancy expenses	620,330	312,378
Sundry expenses	707,797	570,055
	1,968,102	1,522,651

Note 6: Cash and cash equivalents

	2016 \$	2015 \$
Cash at bank	182,367	2,894,449
Short term deposits	26,312,110	24,708,033
Cash on hand	3,012	1,450
	26,497,489	27,603,932

Note 7: Trade and other receivables

	2016 \$	2015 \$
Sundry debtors and accrued income	1,835,927	1,617,091
Tenant arrears- rental	396,028	307,289
Tenant arrears – water	274,566	270,131
Tenant arrears – other	488,149	328,473
Provision for doubtful debts	(383,002)	(286,147)
	2,611,668	2,236,837

Note 8: Other current assets

	2016 \$	2015 \$
BlueCHP Limited loan	124,000	–
Prepayments	572,786	514,621
GST receivable	(7,386)	(372,852)
Security bonds and deposits	65,888	50,887
	755,288	192,656

Note 9: Property, plant and equipment

Movements in carrying amounts for each class of property, plant and equipment:

	Land and buildings \$	Leasehold Improvements \$	Office Furniture and Equipment \$	Motor Vehicles \$	Total \$
Balance as at 1 July 2015	18,874,357	143,198	114,791	163,260	19,295,606
Additions	7,218,597	4,060	27,885	185,472	7,436,014
Disposals				(1,494)	(1,494)
Depreciation	(337,854)	(34,917)	(42,600)	(63,458)	(478,829)
Balance as at year end 30 June 2016	25,755,100	112,341	100,076	283,780	26,251,297
Balance as at 1 July 2014	14,363,441	120,350	93,523	131,856	14,709,170
Additions	4,607,902	74,252	78,760	63,150	4,824,064
Disposals	-	-	-	-	-
Depreciation	(96,986)	(51,404)	(57,492)	(31,746)	(237,628)
Balance as at year end 30 June 2015	18,874,357	143,198	114,791	163,260	19,295,606

Land and buildings includes construction in progress with a total cost of \$2,931,199.

Note 10: Other non-current assets

	2016 \$	2015 \$
BlueCHP Limited loan	1,220,124	1,105,814
Security bonds and deposits	443,836	403,527
Other	–	10,000
	1,663,960	1,519,341

In August 2008, Wentworth, together with four other community housing associations entered into a Members' Agreement to establish BlueCHP Limited for the purpose of assisting in the growth of community housing by providing affordable and subsidised housing solutions to low and moderate income households. Wentworth holds an unsecured non-interest loan totalling \$1,344,124 which has been settled post year end on 29 July 2016. Refer also to Note 22.

Note 11: Trade and other payables

	2015 \$	2015 \$
CURRENT		
Trade creditors and accrued expenses	693,070	1,773,776
Rental income received in advance	1,136,121	906,450
Government subsidies and grants received in advance	8,140,089	9,029,110
Tenant bonds	46,779	40,242
Other payables	214,329	40,261
Lease liability – Westpac	106,446	60,952
	10,336,834	11,850,791
NON-CURRENT		
Lease liability – Westpac	60,426	42,764
	60,426	42,764

Note 12: Borrowings

	2015 \$	2015 \$
CURRENT		
Bank loan (secured) – Westpac	300,000	300,000
	300,000	300,000
NON-CURRENT		
Bank loan (secured)- Westpac	4,125,000	4,425,000
	4,125,000	4,425,000

The bank loan is secured against the Company's land and buildings at Derby Street, Penrith and a deed of priority between the company, Westpac Banking Corporation and the Director-General of the NSW Department of Family and Community Services.

Note 13: Provisions

	2015 \$	2015 \$
CURRENT		
Employee entitlements	732,030	706,860
	732,030	706,860
NON CURRENT		
Employee entitlements	147,781	114,354
	147,781	114,354

A provision has been recognised for employee entitlements relating to annual leave, long service leave and personal leave for employees.

Note 14: Reserves

	General reserve \$	Asset revaluation reserve \$	Acquisition and Development Reserve \$	Community services projects reserve	Computer and IT reserve	Total \$
1 July 2015	12,000,000	113,000	4,359,000	650,000	946,000	18,068,000
Consolidation of Reserves	6,068,000	-113,000	-4,359,000	-650,000	-946,000	-
Transfer from accumulated funds	1,115,000	-	-	-	-	1,115,000
Balance at year end 30 June 2016	19,183,000	-	-	-	-	19,183,000

Note 15: Leasing commitments

Operating Lease Commitments

The Company's future minimum operating lease payments contracted for but not capitalised in the financial statements (exclusive of GST) are as follows:

	2016 \$	2015 \$
Within one year	743,108	729,866
More than 1 year but not greater than 5 years	361,021	350,114
Greater than 5 years	-	-
Total operating lease commitments	1,104,129	1,079,980

The property lease commitments are non-cancellable operating leases within lease terms between one month and 12 months. Increases in lease commitments may occur in line with CPI or market rent reviews in accordance with the agreements.

Note 16: Reconciliation of cash flows from operating activities

	2016 \$	2015 \$
Cash flows from operating activities		
Net operating surplus for the period	8,669,028	4,712,087
Non-cash items in operating surplus		
Depreciation	480,322	237,628
Write back of finance charge on BlueCHP Limited loan	(238,310)	(52,659)
Gain on Disposal of Asset	-	(25,321)
Movement in assets and liabilities		
Decrease/(increase) in trade receivables	(813,462)	(623,747)
Decrease/(increase) in other receivables	(30,309)	458,124
Increase/(decrease) in trade and other payables	(1,496,296)	5,356,051
Increase/(decrease) in provisions	58,596	183,373
Net cash provided by operating activities	6,629,569	10,245,536

Note 17: Directors remuneration benefits

Directors were paid honorariums for undertaking duties to ensure effective governance of the Company during the year totalling \$34,948 (2015: \$24,060).

Note 18: Transactions with key management personnel

Key management personnel of the Company are members of Wentworth Community Housing's Board of Responsible Entities (Directors) and the senior management team.

Key management personnel are those having authority for planning, directing and controlling the Company's activities, directly or indirectly.

Total remuneration (excluding Directors' honorariums disclosed at Note 17)	775,672	754,339
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Note 19: Related parties

In August 2008, Wentworth Community Housing joined four other large Housing Associations – Argyle Community Housing, Hume Community Housing, Southern Cross Community Housing and Women’s Housing Company (collectively “Members”) – and entered into a Members’ Agreement to establish Blue CHP Limited, for the purpose of assisting in the growth of community housing by providing affordable and subsidised housing solutions to low and moderate income households. Blue CHP achieves this aim by the securitisation of finance and government grants to purchase and/or construct dwellings that are then leased to Members to manage as social or affordable housing.

The Company leases properties from BlueCHP Limited at market rates and sub leases these properties to tenants and has engaged BlueCHP Limited on a consultancy basis for sourcing of properties and potential development of these properties.

	2016 \$	2015 \$
a) Transactions with other related parties		
Rent paid to BlueCHP Ltd (from which management fee revenue was deducted)	1,173,657	1,095,578
Donations from Directors	9,930	6,605
b) Outstanding balances with other related parties		
Current Other Creditors – BlueCHP Limited	1,892	17,946
Current receivable from BlueCHP Limited	154,319	150,478
Non-current receivable from BlueCHP Limited	1,220,124	1,344,124

Note 20: Contingent liabilities

There were no contingent liabilities as at 30 June 2016 (2015: Nil).

Note 21 : Capital commitments

Estimate capital commitments for estimated construction costs on the Caddies Boulevard, St Mary's Project and the Rouse Hill Project are \$16,227,041.

Note 22: Events subsequent to reporting date

On 29 July 2016, the BlueCHP consortium was dissolved and the Company's loan of \$1,344,124 to BlueCHP was settled.

There have been no matters or circumstances, other than that referred to in the financial statements or notes thereto, that have arisen since the end of the financial year, that have significantly affected or may significantly affect, the operations of the entity, the results of those operations, or the state of affairs of the entity in future years.

Note 23: Economic dependency

Wentworth Community Housing Limited is involved with Federal and State Government departments. Any change in the policies of these Governments may impact on the Company's ability to achieve its principal objectives. At the date of this report, management has no reason to believe that this financial support will not continue.

Note 24: Company details

The address of the Company's registered office and charity street address is:


Suite 1002, Level 1, 29-57 Station Street
Penrith NSW 2750

Responsible Entities' Declaration

In the opinion of the Responsible Entities of Wentworth Community Housing Limited:

- a. The financial statements and notes of Wentworth Community Housing Limited are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:
 - i. Giving a true and fair view of its financial position as at 30 June 2016 and of its performance for the financial year ended on that date; and
 - ii. Complying with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Regulation 2013, and
- b. There are reasonable grounds to believe that Wentworth Community Housing Limited will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Responsible Entities of the Company:



Keith Bryant
Director



Ken Gilbert
Director

Dated the 21st day of October 2016

**Grant Thornton**

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Independent Auditor's Report To the Members of Wentworth Community Housing Limited

We have audited the accompanying financial report of Wentworth Community Housing Limited (the "Company"), which comprises the statement of financial position as at 30 June 2016, 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 Responsible Entities' declaration of the Company.

Responsible Entities' responsibility for the financial report

The Responsible Entities of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012. The Responsible Entities' responsibility also includes such internal control as the Responsible Entities determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's responsibility

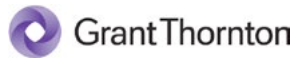
Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require us to comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain 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.

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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 Responsible Entities, 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 Accounting Professional and Ethical Standards Board and the Australian Charities and Not-for-profits Commission Act 2012.

Auditor's opinion

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

- 1) giving a true and fair view of the Company's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- 2) complying with Australian Accounting Standards-Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Regulation 2013.

A handwritten signature in dark ink that reads "Grant Thornton".

GRANT THORNTON AUDIT PTY LTD
Chartered Accountants

A handwritten signature in dark ink that reads "James Winter".

James Winter
Partner - Audit & Assurance

Sydney, 21 October 2016

Acknowledgements

Wentworth would like to thank the following donors and businesses for supporting our activities and fundraising programs throughout the year.

Corporate Partners

HENRY DAVIS YORK

Henry Davis York

In October 2015, Henry Davis York commenced a relationship with Wentworth to provide pro-bono legal services. One of Australia's leading independent law firms, Henry Davis York has a strong commitment to making a difference in our community and helping people who are disadvantaged. During the initial nine-month period, Henry Davis York provided 280 hours of pro-bono legal services across a range of practice areas, adding immense value to Wentworth's programs and services. The team at Henry Davis York has been delighted to support Wentworth during the year, and look forward to an ongoing and mutually beneficial relationship.



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Individual donors

We are grateful for the support we received from generous individual donors who connected with our cause and made a significant contribution to our fundraising. We will continue to nurture this group of people to ensure they remain engaged with our work and with helping those more disadvantaged in our community.

Our thanks go to:

- › Ms A Anker
- › Mr J Baird
- › Mr K Bryant
- › Ms T Doyle MP
- › Mr B Druett
- › Mr L Inhativ
- › Mrs S Kirkby
- › Ms A Lindfield
- › Mr S McIntyre
- › Mr S Montague
- › Mr J O'Keefe
- › Ms S Quealey
- › Mr K Stevenson
- › Mr G Timpson
- › Ms K Williams

Corporate donors

We would like to thank the following businesses and groups who supported the Game Challenge night and other fundraising projects.

- › Anytime Fitness, Penrith
- › Astina Serviced Apartments
- › Bunnings Penrith
- › Cables Wake Park
- › Captain Cook Cruises
- › Conford Consulting
- › Dan Murphy's Penrith
- › Definition Health Club
- › Drummond Golf
- › Elevation Church Group
- › Fantastic Aussie Tours
- › Fit N Fast Penrith
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- › Flipout
- › Getaway Disposals
- › Good Price Pharmacy Penrith
- › Grill'd Penrith
- › Hoyts Penrith
- › Hux Grill
- › IFly Downunder
- › Joe's Meat Market
- › John Cootes Furniture Warehouse
- › Koly's Dog Treats
- › Major Oak Theater Restaurant
- › Mercure Hotel Penrith
- › Nepean Belle
- › Officeworks Penrith
- › Osso Restaurant
- › Outback Restaurant Penrith
- › Penrith Panthers
- › Penrith RSL
- › Penrith Whitewater
- › Rejuven8 Body
- › Rum Corp Barracks Windsor
- › Scenic World
- › Segway Blue Mountains
- › Starwash Penrith
- › Swissotel Sydney
- › The Australian Hotel
- › The Escarpment Group
- › The Harbourside Group
- › The Scentre Group
- › Willowdene Constructions

We thank all our sponsors for their support of our programs.

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Wentworth Community Housing Limited

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