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Vision

We provide access to housing to create:

- A region that provides an affordable place to live for all
- An inclusive community that creates a sense of belonging
- An economy that enables people to participate and flourish

Mission Statement

A not-for-profit community and affordable housing company with individuals at the heart of our mission to:

- Transform Lives – by supplying homes for people with a pathway to affordable living
- Promote Social Inclusion – by providing a place to live for those in greatest need
- Contribute to Economic Development – by providing key worker accommodation and stimulating construction activity that builds a sustainable community

Values

External Values - We are:

Person Centred – respecting people and helping them to fulfill their aspirations

Local – focused on creating stronger communities across our regions

Innovative – creatively designing and implementing sustainable housing solutions

Collaborative – working with others in a transparent, accountable and purposeful way

Operational Values (how we conduct our business) - We value work that is:

Team Oriented – individually and collectively working and contributing to a team culture

Ethical – ensuring integrity and transparency in our business

Professional – consistently applying our skills, knowledge and expertise to our work

Dedicated – operating in a manner that secures high levels of performance and continuous improvement in our approach

AWARDS

This year saw our Organisation recognised as a winner with three different Awards.



The Australasian Housing Institute Professional Excellence in Housing Awards. We, along with Sundale won both the Queensland and Australasian Awards Leading Innovation Award Better Together – A Shared Housing Community Project.

The Sunshine Coast Business Awards.

In November we attended the Sunshine Coast Business Awards and won the Award for best Social Enterprise (Large Category).

It is wonderful to be recognised by both the business and community sectors.



Our Stories

Ben

"My daughter, Jennifer was born six weeks premature and weighed just 1.23 kg. She was in the Mater Hospital, Brisbane for five weeks. She has been with me since she was seven weeks old.

After a very difficult and traumatic relationship break-up and becoming a single parent with a young baby, I moved to the Sunshine Coast where I had the support of my sister and mother. I found myself in a situation where money was limited as I only had casual employment with limited hours. I was living under my sister's house in a small granny flat with my mother and daughter. We lived with family for six years and the situation was far from ideal and was straining relationships.

I decided Jennifer, now aged seven, and I, needed our own place. When I started looking at rental properties my options were limited by low income. I was looking at small one and two bedroom units in areas that were far away from my daughter's school and other facilities for her sports and recreation.

A friend suggested I start looking at some National Rental Affordability Scheme (NRAS) rentals due to the reduced rent. I was then able to look at some houses that were within my budget. I applied and was approved for a NRAS house from Coast2Bay Housing Group. I now live in a house in a lovely neighbourhood that is just a stone's throw from my daughter's school.

Our house has a yard to play in and my daughter has her own bedroom. I even have a spare room which I have turned into a small home office.

Renting from Coast2Bay Housing Group provides me with a feeling of security knowing that I can afford the rent and the small fixed rental increases.

I am so grateful for this opportunity so thank you Coast2Bay Housing Group."



Chairperson's Report

Gordon Sutherland
Chairman

The 2019-2020 year has delivered a major milestone for the organisation through the approval of our Partnering for Growth plan by the Queensland Government with its aim to construct 510 new dwellings over the next five years. We also received the prestigious Sunshine Coast Business Award for 2019 in the Social Enterprise, Large Category.

All elements of our strategic plan are being expertly delivered including approval and funding for the first tranche of new dwellings, added expertise and capacity building resources deployed within the organisation, and continued advocacy for more community and affordable housing in our region over time. Our staff and management team continue to deliver outstanding performance.

This report outlines our operational successes and the progress with our subsidiary Purpose Real Estate. The significant stories of transformation across all our housing programs ably demonstrates the impact of our work on the lives of individuals alongside added strength to the local community and economy.

We continue to be highly active in advocating for more community and affordable housing through the national Community Housing Industry Association (CHIA), with both representation on the Chair's forum and membership of the Board of Directors.

We fully support the comprehensive CHIA national plan for growth in housing supply including the proposed SHARP stimulus initiative to provide jobs and vital housing infrastructure following the

economic impact of the COVID-19 pandemic.

The Board's annual self-assessment again demonstrated strong performance trends in developing and strengthening the organisation's governance framework. Overall ratings for leadership, knowledge, organisational performance, structure and composition of meetings and Director engagement continue to increase year on year. I thank all Directors for their contributions to the organisation in a year when a high level of Director engagement was both necessary and forthcoming.

Our Shareholders have agreed to enhance their own support and engagement and a process of transforming our governing policies and documents is underway. A particular thank you is given to the Chairperson of the Tenant Advisory Group, Karel Wouters for his work. On behalf of the Board I congratulate Chief Executive Andrew Elvin, the Executive and Senior Manager team along with the whole staff group for their dedication, creativity and successes during a most demanding year. As a team they have ensured the mission and work of the organisation has been enhanced over the year and sustained through the lock down phase impact of the pandemic.

Finally, this report captures and highlights the overall success and achievement of our mission over the year in the lives of our tenants.





Strategic Growth Priorities 2020-2025

The organisation has sustained and enhanced its long-term strategy aimed at;

- Increasing the portfolio under management through expansion of the properties managed by the group of companies
- Implementing the agreed capital development pipeline
- Attracting grants, other funds and securing business opportunities to provide complementary services
- Advocating for more community and affordable housing for the region and seeking philanthropic support and social investment to provide innovative housing options
- Securing resources for capacity building and ensuring effective development and use of human resources

The outcome of successful delivery of these strategies in the coming years will see a significant rise in the number of homes available for community and affordable housing across our region and broaden the continuum of housing options available to individual families.

Our Independent Board of Directors



**Gordon Sutherland,
Chairperson**

(Appointed 10/10/2007)

Gordon has a Bachelor of Science in Building and a Post Graduate Diploma in Business Management. He has over 35 years' experience in the construction and property industry in the UK, New Zealand and Australia, having worked for a number of major property companies. In Queensland, Gordon has worked on high profile public projects such as the redevelopment of the Gabba and Lang Park in Brisbane, and has been involved in retail and residential developments including both high and medium density residential schemes and suburban subdivisions. On the Sunshine Coast, he has worked as a development manager for FKP and Reed Property Group and has a particular interest in environmentally sustainable development. Gordon is also a Director on the Board of Purpose Real Estate.



Helen Glanville

(Appointed 10/10/2007)

Helen also holds two other board positions, one as Chairperson of Purpose Real Estate and the second as Director of the Australian Housing Urban Research Institute. Helen has a Graduate Diploma in Housing Management and Policy from Swinburne University and is a licensed Real Estate Agent. She has worked in various Property, Housing or Real Estate roles since 1990, including 12 years working for the Queensland Department of Housing. She has partnered in commercial and residential development projects on the Sunshine Coast. Helen has broad business and management experience and is currently a self-employed commercial property manager.



Adam Morley

(Appointed 28/10/2014)

Adam has a Bachelor of Business in Property Valuation and Administration, and is currently a Commercial Sales Consultant with Ray White Commercial Noosa and Maroochydore. He has over 20 years of experience in the property finance industry, having worked for St George Bank and ANZ Bank. Adam has financing experience of large scale residential, commercial, retail and industrial projects around Queensland and Northern Territory and is a long-term member of the UDIA Sunshine Coast branch.



Terrence Bethke

(Appointed 24/02/2020)

Terry is the Director of Munro Thompson Lawyers, and has been for over 30 years. Along with managing the business, Terry practices in unit development, land subdivision, commercial property transfers and joint ventures. In his career, he has been associated with a wide range of tourist orientated developments, including some of the region's major projects. Terry holds the honour of being accredited as a Property Law Specialist by the Queensland Law Society. It is an honour held by few solicitors in Queensland. Terry has also been appointed a fellow of the UDIA in recognition of his services to the property industry.



Jean McRuvie

(Appointed 05/11/2015)

Jean has held the role of CEO and Senior Executive for the past 21 years in a range of sectors including primary health, education, agriculture and regional development. She has extensive experience in membership of government advisory bodies. Jean has wide experience in government and non-government funded projects, reporting and evaluation and designed and developed ISO 9001 accreditation for a number of agencies. She is currently Vice President for LiveBetter Services – a disability support agency; and Director, COTA Qld – Council of the Ageing.



Peter Moriarty

(Appointed 05/11/2015)

Peter is a dedicated, team orientated and strategic thinker with a strong business acumen developed over his 16-year career in construction and development projects. A well-established reputation in development management and consulting planning, has led Peter to be instrumental in the delivery of a broad range of highly successful multi-million dollar development projects. With exceptional skills in the management of specialist project teams and their outputs, Peter has a well-established and highly respected reputation for getting the most out of people and projects.



Daren Cardow

(Appointed 28/08/2017)

Daren is a professional accountant, practicing for over 20 years. He is a business owner and long-term resident of the Sunshine Coast. Daren holds board positions with both commercial and not for profit organisations as well as advisory board positions with numerous SME's across diverse industries, and acts as external auditor for a variety of local community organisations, as well as commercial and statutory engagements. He is a business graduate from Monash University, Certified Practising Accountant, Chartered Tax Professional and graduate member of the Australian Institute of Company Directors. Daren has extensive financial reporting, business development and corporate governance capabilities.



Daniel O'Brien

(Appointed 09/11/2017)

A strategic minded Executive Director, Dan has over 17 years business experience in the planning, capital investment and delivery of major infrastructure and resource projects. Dan has an engineering degree from the University of Queensland. He is a qualified project management practitioner with the Association for Project Management (UK), and was previously a Director of the Australian Institute of Management. As an experienced Senior Executive, Board member and Project Manager with a background in both corporate (publicly listed, large private and government owned corporations) and professional sectors, Dan brings significant experience in highly regulated environments of construction, engineering, water, resources, energy and infrastructure.



Leanne Newberry

(Appointed 28/10/2019)

With over 30 years' experience in commercial real estate management across Asia Pacific Leanne is currently working with Cushman & Wakefield, as the Account Director for Aurizon, Australia's largest rail freight operator. Leanne has a Bachelor of Business (Land Economy) as well as qualifications in adult and workplace education, project management as well as copyediting. Over her career Leanne, has managed commercial portfolios throughout Australia for a diverse range of clients. Over the last 12 years she has worked across the Asia Pacific in governance and risk management, organisational change, people development and project management.



Chief Executive Officer's Report

Andrew Elvin
Chief Executive Officer

In our multiple award-winning year, the organisation has delivered exceptionally strong performance across a wide range of indicators as seen in the following;

Community Housing

- Average occupancy levels of 98.22 % within the portfolio across the year
- Tenancy turnaround times including repairs and appropriate allocation averaging under 22 calendar days
- Rent arrears over 7 days just 0.8% of all total rent income
- 67.5% of community housing tenants enrolled in tenant incentive and engagement schemes
- Average of 5.8 place making events per month with average attendance of 96 tenants
- Overall community housing tenant satisfaction at 87.4%
- Satisfaction with property condition 84.2%
- 85.7% of all complaints resolved in service standard time frames (rolling average)

Affordable Housing – National Rental Affordability Scheme

- Average 99.8% occupancy in affordable housing National Rental Affordability Scheme (NRAS)
- Investor overall satisfaction 97.9% and service evaluation as good value for money at 92.6%

This performance continues to meet and exceed all operational metrics and targets under the National Regulatory System for Community Housing putting the organisation amongst some of the best community housing providers in the nation.

Our successful application under the Queensland Government's Partnering for Growth initiative will result in the construction of 510 dwellings over the next five years and provide a substantial investment in community and affordable housing across our regions. Initial project funding and construction timetable for the first 40 homes is in place for homes in Cooroy and Beerwah.

The tenant and community engagement programs continue to grow in strength as does the HELP Fund with personal hardship grants provided to 130 beneficiaries over the year.

My deepest thanks go to the staff, management and leadership team for their dedication and commitment to the mission throughout the year and in particular through the COVID -19 pandemic response since March. Once again staff opinion survey results demonstrate our strong employee engagement staff satisfaction.

I thank all of our partners in community organisations, the Queensland Government Department of Housing and Public Works and the many business sponsors, individuals and stakeholders who have supported us throughout the year. This has enabled the organisation to deliver its' mission to transform lives, promote social inclusion and support economic development.





Staff

The organisation strives to be an employer of choice through sustaining and promoting a strong and dynamic professional staff team. At the end of the financial year, 38 staff were employed in the group company structures. The 2019-2020 staff opinion survey again highlighted a very strong and positive organisational culture, high job satisfaction ratings, robust employee engagement and effective organisational leadership.

“The best things about working at Coast2Bay Housing Group are achieving professional satisfaction through the achievements of goals, the team work and my personal development.

Staff Member –
Staff Survey January 2020



Operations Report

Lee Banfield
Chief Operating Officer

What an incredible roller coaster of a year the 2019-2020 year has been, from winning the Sunshine Coast Business Award in November to rethinking the way we work with the onset of COVID-19 in March the Operations team have been even more flexible and responsive than usual ensuring we continue to place the tenants at the heart of what we do.

The highlights of the year for us are always centred around the tenants stories and we have quite a few to share with you again this year. We were also fortunate to secure funding from the Department of Housing and Public Works to improve the infrastructure and expand the Better Together Housing Project to other communities in Queensland.

Despite the lockdown we have met and, in some areas, exceeded our key performance indicators with our occupancy rate at 98.22% and tenancy and vacant turnaround times improving substantially, of the 168 exits completed 139 were completed within 12 days. This allowed us to assist with housing the many people experiencing homelessness during the COVID-19 lockdown.

Across all the Coast2Bay Housing Group portfolios a total of 1175 households were assisted with a home this year. This is what makes what we do so worthwhile. Of the 136 households that transitioned through our community housing pathway another household transitioned to home ownership, 29 to private rental / NRAS and 58 to longer term social housing.

Our asset team continue to deliver on our Strategic Management Plan effectively managing our portfolio

with the completion of 98 asset inspections, 168 tenancy exit inspections and 2125 routine inspections and headleased 26 new properties for the housing portfolio over the year.

The HELP fund assisted 123 families with essential goods including back to school supplies, many fridges, washing machines and removalist costs. With many of our fundraising activities curtailed during COVID-19 lockdown this was a great result.

The challenges that have, been thrown at us with the coming of the pandemic in the last quarter of the financial year have again shown that every single member of the team contributes their creativity and dedication to this rewarding work. My deepest gratitude goes to each and every team member both present and past that have, through their commitment, created this amazing award-winning organisation.





Our Programs

Trudy Lane
Acting Operations Manager - Community Housing

Coast2Bay Housing Group continues to provide a wide variety of housing solutions for families and individuals across the Sunshine Coast, Noosa, Gympie, Moreton Bay and Brisbane Council areas. We take great pride in the work we do to provide a professional, coordinated and integrated housing service that is responsive to the community and our tenants' needs. We were thrilled this year to be the winner of the Sunshine Coast Business Award for the best Social Enterprise (large category).

We have been very pleased to be able to assist a total of 1,175 families and or individuals with a housing solution across our affordable and community housing portfolios in the financial year.

Longer Term Housing

"Having a safe home for my children is a blessing. Thanks for being supportive." – Long Term Community Housing tenant.

The big news this year has been the Partnering for Growth funding that will see growth in this program area in the coming year for the first time since 2011. We manage 218 independent housing options in this portfolio including detached houses, townhouses and units in 1, 2, 3 and 4 bed configurations. During the year a total of 250 households were assisted through this housing stream.

Community Managed Studio Units (CMSU)

"Housing security, wonderful to have my beautiful unit as home." – tenant in CMSU accommodation responding to the question What is the best part of being a tenant with Coast2Bay Housing Group?

Coast2Bay Housing Group was able to assist 68 individuals through this program over the year. The program consists of a total of 54 units of accommodation across two complexes located in Maroochydore and Nambour.

Transitional Housing (Community Rent Scheme)

"The team has made my transition drama free. Very grateful. Couldn't be happier with the great service and friendly staff. Makes being a tenant that much easier and stress free" – A response from this year's satisfaction survey from a Transitional Housing tenant who came to us from after a period of homelessness

This year we assisted a total of 259 households with transitional housing across our portfolio of 176 properties in the Sunshine Coast and Moreton Bay regions. There were 68 exits through the pathway planning process with the trend of increased exits to longer term community or social housing continuing to grow, and only 17 households exiting to private rental/NRAS.

Disability Housing

This year we provided a housing solution for 16 individuals across 4 properties alongside specialised support to people living with disabilities. Our support provision partners are Wesley Mission Queensland, Synapse, Cerebral Palsy League, and Southern Cross Community Health Care. Two of the four houses are in the Sunshine Coast Council area, one in Noosa and one in Brisbane North. We also provided 9 tenancies

in share houses in the Moreton Bay region for tenants recovering from mental health challenges.

Affordable Housing Program (NRAS)

The last financial year saw a housing solution provided to 550 households across our affordable housing portfolio. The 476 dwelling portfolio is made up of properties located from Gympie in the North to Taigum in the South.

Restart In a Safe Environment (RISE) Program

The RISE Program continues to be a successful program for women and children impacted by domestic violence and has assisted 5 families during the year. We manage the property and tenancies with support delivered by our partners The Salvation Army Sunshine Coast Supported Accommodation Team as well as the ongoing support from the Zonta Club of Caloundra who are the initial founders of this Program. Zonta's support in making the properties feel warm and welcoming is wonderful for our families.

Kabi Kabi Aboriginal Corporation

"Nice people, affordable. I learnt to budget. Keep up the good work." Tenant providing feedback in the Annual Tenant Survey

We continue our strong working relationship with Kabi Kabi Aboriginal Corporation delivering property and tenancy management services for their 26 properties located across the Sunshine Coast region. 31 households were assisted with a housing solution during the year.

Our Stories



James

"I have had some amazing jobs with all the money and two cars. However, I've also had many near-death experiences and have a lot of health obstacles.

Forty years ago I was told I wouldn't live much longer, but here I am. I'm now on a pension. I moved up to the Sunshine Coast for the 'simpler life' but I soon discovered I had nowhere to go. I was recovering from another surgery and in response to COVID-19 my planned accommodation was shut down. I was able to secure a unit with Coast2Bay Housing Group. I am happy because of this place and feel safe, and I trust my tenancy manager.

I have created a planning journal focussing on blog creation, health, study, tutoring and wellbeing. These are all facets that I believe are so important to living a good life, but without feeling safe and being in the company of good people with integrity and trust, it would be madness. Coast2Bay Housing have provided this space where I can be happy and safe. I have a great rapport with my Tenancy Manager and know that she is genuine and there to provide the support, so I can focus on my goals. I truly believe there needs to be less of 'me, me, me, take, take, take', it's time to give back and even if you don't have much, courtesy costs nothing. I am grateful for what I have."



Amanda

In August we were approached by the Cricks Autopact Motor Group who, each year, donate funds from car sales to a worthwhile charity in the community. We were asked to select a tenant who could really use a helping hand. The program is called "12 Lives".

Amanda was chosen as we had recently housed her after she and her 6-year old son had been living in a tent. Amanda is a nurse but hadn't been able to work due to illness. She subsequently lost her house and most belongings. Although we were able to find accommodation for her she was without many essential items such as whitegoods and furnishings. She and her son were sleeping on broken and damaged mattresses. She was also badly in debt due to credit card expenditure.

The call went out for donations of gift cards, home furnishings and a variety of other items. The organisation that inspired 12 Lives, (52 Lives), then came on board and donations started flooding in.

Amanda and her son received new beds, bedding, a whole range of whitegoods plus many other home furnishings, toys and gift cards. It was a wonderful testament to the generosity of people from the Sunshine Coast and all over the world!



Vincent

"I've been a tenant of Coast2Bay Housing Group for a few years now. I have been through various housing streams and am now in long term housing. I was paying back an old Centrelink debt of \$12,000. This meant I was unable to afford anything except noodles for the last days of each fortnight's payment. When my Tenancy Manager heard about this she contacted Centrelink who explained the situation. This was then investigated and it was found that the debt could be waived.

Not only was the debt waived, I was refunded the \$6,000 I had already paid so was able to afford a car – my long-term goal. Now I'm hoping to start a volunteering role with the PCYC called 'Braking the Cycle' which helps learner drivers get their hours up.

"It just shows how Coast2Bay Housing Group do more than just find safe accommodation for those in need – they go above and beyond to help their tenants."



Brendan and Baylin

We have some very close communities with tenants looking after each other. This was highlighted during the COVID-19 lockdown when our NRAS Tenancy Manager, Kerry was doing welfare checks and was told the following story.

Tenants Brendan and his son Baylin designed and printed some flyers with their contact number and delivered to the letter boxes of elderly neighbours in the complex. The flyers stated, if anyone needed help with anything to give them a call. Jackie one of the tenants was so appreciative of Brendan and Baylin's help she said, "He is an angel and a very caring man."

Brendan then set about looking after neighbours in the complex, checking on their health and requirements. They shopped for toilet paper and tissues when they were in short supply with nine year old Baylin doing the dash to the supermarkets to see if there were new supplies in store.

Sometimes it's the little things that count most!

Our Stories



Bronwyn

"My name is Bronwyn and I'm a 48 year old veteran who was a participant in the Salvation Army's Veteran Support Program. I was given temporary RSL funded emergency hotel accommodation for one month but after that I was homeless and was sleeping in my car. I had been completing a Law degree but, due to my lack of stable housing, had to defer.

Due to a prior back injury, I have ongoing back issues which affect my mobility. I was so happy when Coast2Bay Housing Group contacted me to say they had a suitable place for me to live. Not only that, but once I moved in, they organised a washing machine for me.

It's the little things that make a difference. Finding a roof over my head has changed my life and will enable me to continue my Law studies and lead to a regular income and independent living for me."



Christmas story

"Words cannot express how we are feeling right now." - Tenant.

We received an email from the Department of Housing seeking urgent assistance for a family of 6 who had been living in their car. The father was unable to work due to the eldest son being terminally ill. After their tenancy was terminated the family struggled to find accommodation and stayed in a variety of motels, and with family and friends. Finally, they ended up living in their car.

The family was not aware of the community service system and did not know who to ask for assistance. Thankfully the Department of Housing was informed and we were contacted on December 18. Two days later, we were able to offer them a 3-bedroom Transitional Housing Property. The Department of Housing was able to progress the bond loan and rental grant that same day. Waves of Kindness came to the rescue with household items such as bedding and our HELP brokerage fund provided a fridge a washing machine.

Thanks to the Christmas Toy Appeal, the family all received presents, which were delivered on December 23rd, just in time for Christmas!

National Rental Affordability Scheme (NRAS)

Coast2Bay Housing Group is one of 103 Approved Participants throughout Australia. We manage the NRAS compliance and property management for 494 properties on the Sunshine Coast and Moreton Bay and were successful in the completion of the incentive payment system for these 494 dwellings.

NRAS provides incentives to investors to provide a home at 74.9% discount on market rent to NRAS eligible tenants. This supports affordable housing by reducing the rental costs for low to moderate income households for a range of families and for key workers such as teachers and firefighters.

We provide full property management services to 170 of these and work towards ensuring the successful operation of the Scheme. This has resulted in;

- Occupancy rate of 99.8%
- Successful entry for 25 households into the NRAS Scheme
- 1 family exited NRAS after purchasing their own home
- 1 family purchased a motor home and travelled
- 17 families moved into the private rental market

We continue to conduct our annual survey of our investors to gain feedback from them on the success of the scheme and gauge their satisfaction with our service. Results from the investors who responded to this survey showed;

- 93% of those who responded were satisfied or very satisfied with the information and advice provided by the NRAS team
- 97% were satisfied or very satisfied with our role in finding a suitable tenant for their property

- 100% were satisfied or very satisfied with the compliance role carried out by our team
- 100% were satisfied or very satisfied with us as their managing agent
- 93% agreed or strongly agreed the NRAS scheme has been a successful investment for them

Feedback from a tenant:

"I am very thankful for the opportunity to rent an NRAS house through Coast2Bay. I am a single parent living on a very tight budget raising my seven year old Daughter.

NRAS has provided me with the opportunity to rent a house in Bli Bli, an area that I would not normally be able to afford. I am thankful for the NRAS Scheme as it allows myself and my daughter to live in a house with a yard for my child to play in. It allows us to live in an area where my budget would typically not allow. On my budget I was looking at having to rent a unit in a location much further away from my child's school and other services.

I hope that the NRAS Scheme can be expanded to allow more people opportunities to rent more affordable housing. Thank you very much."

Feedback comments from property owners:

"You guys are brilliant in keeping me informed on my property and making sure we and our tenant are happy. I will be forever grateful."

"Coast2Bay have always managed our investment property professionally at all times."

"I am located in WA and knowing that you are looking after my property in QLD, I really do not have to worry about it, as you keep me informed on everything involving my property and I cannot thank you enough for making this a stress-free investment."

"I have been with Coast2Bay with my NRAS property from the beginning and cannot fault their service, maintenance service and overall obtaining any questions I have wanted answered at any time."

"Professional, efficient, effective and friendly."



Purpose Real Estate Annual Report 2019-2020 Chairperson's Report

Helen Glanville

Purpose Real Estate is primarily a full service, high quality real estate agency that provides exemplary service to its customers. It is also a social enterprise where commercial business models create social good. Our customers pay for our services just like any other business, but we use all the surpluses to fund social housing projects and programs. Over time the entity will develop into a self-sustaining, profitable enterprise and increasing amounts of funds can be used to finance larger housing projects.

This year our focus has been upon local women facing homelessness and severe housing stress. 14 women have been provided a home under the innovative award winning Better Together Housing accommodation. 29 low income National Rental Affordability Scheme tenants have been supported in their tenancies. We have also contributed over \$50k to the work of the housing charity Coast2Bay Housing Group, helping women and children impacted by domestic and family violence.

Our staff are conscientious, professional, and highly skilled real estate professionals. They put the needs of our clients first. Increasingly, employees want to work for an organisation that has meaning and purpose. Having this allows us to engage

the best possible staff that are highly motivated to look after customer needs and deliver social outcomes. Staff and Directors of the Board are committed to the values and mission of the organisation. During the first half of the 2019/20 we saw steady growth in our rent roll and consistent sales numbers. Our sales to date are predominantly mid-priced investment properties on the Sunshine Coast. During the second half of the year several challenges came upon us in the form of COVID-19 and increased tightening of lending from financial institutions. Businesses were locked down for a period and we changed the way we operated and functioned.

Coming out of this period we are seeing a tight rental market with minimal vacancies and strong rental growth. New developments are now coming up for sale. These offer excellent rental returns and, if past performance can be taken as a guide, will bring capital growth as well.

Our Successes

In November 2019 we were nominated as a finalist in the REIQ Awards for Excellence (Community Service). This recognition of our work by our industry within the first

three years of trading, celebrates the impact and underlying concept of our work. We were also finalists in the Sunshine Coast Business Awards. We were delighted on the night that our sister organisation Coast2Bay Housing Group took out first place for the best Social Enterprise.

Thanks to my fellow Directors and to the staff that have made these successes a reality.

Our Future Growth

We will relocate our offices and enhance the promotion of our work by moving to 42 Howard Street Nambour during the first quarter. This move will increase our reach, further develop our services and provide a base to promote our brand and mission.

To all those people reading this report that currently own a property that they rent out I would like to say that if you believe in our mission and want to see a positive change in your community entrust your property management or property sale to us.

Our mission is summed up in our promotional statement:

*We sell your home,
We manage your property,
You help transform lives.*





Purpose Real Estate

Lindell Gittoes
Agency Manager

Purpose Real Estate has just completed its third year of trading despite the challenges of the 2019/2020 year with elections and COVID-19. In the past year, Purpose has continued to provide a professional, ethical real estate service helping 13 buyers into their new home, 20 women into our shared accommodation for women over 55 and 55 families into dwellings approved under the National Rental Affordability Scheme (NRAS). Purpose Real Estate was Queensland's first social enterprise real estate agency where 100% of our surpluses are returned to Coast2Bay Housing Group for affordable housing projects in particular to assist women and children escaping domestic violence.

Here is what our customers say about us:

"My husband and I have had investment properties for over 30 years and have found out the hard way the problems you can face if you don't find a decent property manager. Some agencies are all talk, all fluff and bubble, with lots of clever marketing but when it comes down to it, they provide very

little service. We have been with Purpose for a few years now and they have consistently provided polite, efficient and professional service. So much so that I will be calling on them when it is time to sell my properties. I was initially wary because their office is over an hour's drive from my rentals but I have found that this has not been an issue. I am happy to recommend Purpose Realty."

"Friendly and professional team Know their job and provide a timely response Glad to have them looking after my property Keep it up team." S Khadri

"Purpose Real Estate has managed our property for some years. I find the staff to be helpful, thorough and timely in their responses to tenants, to me and regarding any issues about the house or the tenancy that requires attention." Owner

"I have worked with many agents but this is the best company by far. They are very thorough in their management of my property and always keep me informed on what is going on. That is important to me." Owner



Judi

"I was a nurse for 34 years but towards the end of my career, I suffered from chronic back pain. As a result of my condition I was unable to continue working and went through a very difficult time. I fell into mortgage stress and lost my home. That was when I spoke with Coast2Bay Housing Group and was referred to Purpose Real Estate who managed affordable shared accommodation for women over 55.

I have been here for 12 months now. I am very happy to find safe, secure and affordable housing in a central location. I'm very grateful to my Property Manager and Purpose Real Estate for their help. Thank you"

Purpose Real Estate Board of Directors



Helen Glanville

Chairperson (Appointed 7/12/2016)

Helen also holds two other board positions, one as Director of Coast2Bay Housing Group and the second as Director of the Australian Housing Urban Research Institute. Helen has a Graduate Diploma in Housing Management and Policy from Swinburne University and is a licensed Real Estate Agent. She has worked in various property, housing or real estate roles since 1990, including 12 years working for the Qld Department of Housing. She has partnered in commercial and residential development projects on the Sunshine Coast. Helen has broad business and management experience and is currently a self-employed commercial property manager.



Gordon Sutherland

(Appointed 7/12/2016)

Gordon has a Bachelor of Science in Building and a Post Graduate Diploma in Business Management. He has over 35 years experience in the construction and property industry in the UK, New Zealand and Australia, having worked for a number of major property companies. In Queensland, Gordon has worked on high profile public projects such as the redevelopment of the Gabba and Lang Park in Brisbane, and has been involved in retail and residential developments including both high and medium density residential schemes and suburban subdivisions. On the Sunshine Coast, he has worked as a development manager for FKP and Reed Property Group and has a particular interest in environmentally sustainable development. Gordon is also a Director on the Board of Coast2Bay Housing Group.



Andrew Elvin

(Appointed 07/12/2016)

Andrew has 25 years experience as a chief executive, executive, manager and development consultant in the not for profit, government, human services, health, community housing, mental health, aged care and disability sectors in the UK and Australia. He has extensive knowledge of community housing models and practice gained from his work as a Board Director of three community housing providers, and experience in developing and implementing ground-breaking community led programmes that have received wide international recognition. Andrew has a first class Masters Degree in Criminology and Social Policy from Middlesex University (UK) with research based component modules including Research and Evaluation Techniques and Preparing for Research.



Ian Ford

(Appointed 07/12/2016)

Ian has over 30 years experience as a qualified Accountant/Financial Controller for medium sized companies both here on the Sunshine Coast and in London (UK). He also worked for the Queensland Public Service as the Assistant Internal Auditor for the Department of Education. Since Ian joined the Sunshine Coast Housing Council Inc. in 2005 and subsequently Coast2Bay Housing Group Ltd as Chief Finance Officer, he has developed his interest and knowledge in the field of Not for Profit Management and Administration. Ian also holds a qualification in Financial Planning and is a Commissioner for Declarations.



Michaela Duke
(Appointed 24/02/2020)

Michaela holds a Bachelor of Laws (Honours), Bachelor of International Business and Graduate Diploma of Legal Practice (Griffith University) and is a Member of the Queensland Law Society.

Michaela is a highly experienced commercial, property and estate planning lawyer providing advice to business owners and private investors in relation to leasing, property acquisitions and sales, business transactions and structuring. Michaela is also a sessional lecturer and tutor at the University of the Sunshine Coast.



Jean McRuvie
(Appointed 30/10/2017)

Jean has held the role of CEO, Senior Executive and Board Director for the past 21 years in a range of private and NFP companies. Her more recent roles as CEO of the Central Highlands Medicare Local and previously as General Manager of Focus Health based on the Sunshine Coast were focussed on the health industry. Both organisations provided mental health, physical health, Indigenous health and drug and alcohol services in addition to health planning, preventative health promotion and community development. Jean is currently also a Director on the Board of Coast2Bay Housing Group, LiveBetter, a social services organisation providing disability, child safety and aged care services based in NSW and Queensland, COTA Qld (Council for the Ageing Qld) and Excelcare Australia.



Leanne Newberry
(Appointed 01/06/2018)

With over 30 years experience in commercial real estate management across Asia Pacific, Leanne is currently working with Cushman & Wakefield as National Services Manager for Suncorp Real Estate. Leanne has a Bachelor of Business (Land Economy) as well as qualifications in adult and workplace education, project management as well as copy editing. Over her career Leanne has managed commercial portfolios throughout Australia for a diverse range of clients. Over the last twelve years she has worked across the Asia Pacific in governance and risk management, organisational change, people development and project management. Beyond her career Leanne is involved in several community organisations including Zonta, Maleny Film Society and Montville Village Association.

Purpose Satisfaction Survey 2020

The following details the results of the survey:

- 92% said they would recommend Purpose Real Estate to a friend or colleague
- 100% said they were satisfied or very satisfied with Purpose Real Estate
- 100% were satisfied or very satisfied with the level of communication received from Purpose Real Estate.
- 100% said they were satisfied or very satisfied with the value for money they received using Purpose Real Estate.



Tenant Engagement

Karel Wouters
Chair, Tenant Advisory Group

Tenant Engagement

This year has been a challenging year to continue with many of our tenant programs and events due to the COVID-19 Pandemic. We have still managed to engage positively through socially-distanced activities, continuing with the cooking program, providing 'DIY- do it at home' arts and craft kits and the delivery of meals to our most vulnerable tenants. The neighbourly generosity and care we have seen this year is reflective of well-connected communities and we will continue to encourage these behaviours and create opportunities for ongoing improvement through:

- Tenant Feedback Process
- Tenant Activities
- Tenant Advisory Group
- Tenant Awards

Tenant Awards

The positive attributes and actions of our tenants continue to be recognised through a variety of Tenant Award categories, which include:

- Keen on Clean/Keen on Green
- Good Neighbour/Community Spirit
- Tenant Exit Award
- Top Tenant Award

Tenant Activities

Coast2Bay Housing Group tenants shape the

activities and engagement events we plan by providing us valuable feedback during one on one appointments and survey responses. The survey results provided welcome feedback around the kinds of events and areas where tenants need support. This included back2school assistance and a desire to be creative and connect with neighbours. When COVID-19 prevented group activities, we made the decision for the safety of our tenants to cease group activities and morning teas. It was equally important to us to ensure we maintained connection and engagement by provided a listening ear to help manage what has been one of the most unprecedented obstacles to community connection and engagement. Here is a look at some of the activities over the last year.

Crafternoons

Families at our William Street complex, many of whom exited from homelessness or much smaller dwellings such as caravans expressed a desire to add some colour and individuality to their properties as they did not own many home-décor items. Afternoon craft activities or "Crafternoons" began as an opportunity to connect in a group and create some family-lead items such as photo frames, dream catchers and other DIY home décor.

When the pandemic prevented face to face group activities we created DIY 'at home' packs, calling on tenants to create something positive through the Positive Project. Tenants had a selection of craft kits, robotics sets, painting options, modelling clay and





other items to create something positive, bright and colourful. The aim was to continue to connect with tenants and their families, and the response was overwhelmingly and you guessed it, positive.

Creative Cookies

With the cancellation of events across the nation, we continued to find new and innovative ways to connect with tenants and support local businesses. In honour of Reconciliation Week which was coincidentally but aptly themed “In this together” we partnered with Stormie D’s Cupcakery. This local Sunshine Coast business, owned by Aboriginal woman and mother, Stormie Duffy, created 50 DIY cookie kits which we delivered to some of our families, including those housed in our Kabi Kabi properties, asking them to design their cookies in line with Reconciliation Weeks’ theme. The creations were thoughtful and artistic, and our staff learned some interesting Indigenous family history while doing the door to door drops of the cookies.

Food and Cooking

The cooking classes with The Kitchen Garden Teacher, Robyn Cook, continue at the Arundel Avenue Community Kitchen. This space is transformed into

a hive of activity where Robyn creates shared feasts while imparting technique and nutritional information. Tenants have shown real creative flare, suggesting meals and making spontaneous dishes with fantastic outcomes. The program also uses the on-site raised garden bed produce, such as fresh herbs and tasty strawberries. Tenants have also shown a keenness to maintain the garden, with several working bee groups over the year to weed and plant the produce nominated by residents.

Christmas Toy Drive and Christmas Party

Our Tenants’ 2019 Christmas party was held at Nambour Majestic Cinema and Events Centre. However, instead of a movie, the stage and surrounds were transformed into Santa’s beach escape. Gubi Gubi man, Lyndon Davis opened our event, taking us on a story telling adventure and playing the didgeridoo. The children were hypnotised by the sounds that depicted a hopping kangaroo. Lyndon connected us all to the place and sense of community before we welcomed our party entertainers, Tilly Belle, to take us on another adventure. We were privileged to have Tilly Belle donate their time and creative flare, transforming

the cinema into a festive musical called Looking for Santa. The participants, young and old enjoyed the singing and dancing.

The party could not have been as successful without the huge community response to our Toy Drive, supported by 92.7 MIX FM. The radio station both promoted the drive as well as offered office space to wrap all the donated presents. We were overwhelmed with the large number of donations. We were heartened by some of the very personal, heartfelt and sometimes heartbreaking stories behind some of the donations. Every family who attended the party was able to receive a gift.

Mental Health First Aid Training

Tenants were able to participate in a Mental Health First Aid training course, delivered in several locations in partnership with the Sunshine Coast Council and Listen, Connect, Care an accredited training provider. More than 10 tenants attended the course and found the training beneficial and the skills learnt transferable. It was an opportunity to positively engage with other community members and organisations. The course offered a safe and responsive place to discuss personal experiences and to ask questions about Mental Health First Aid.



Community Engagement

We are committed to working with the broader community through a range of events and initiatives. With restrictions in response to the pandemic, many large events were cancelled this year. However, we have tried to find new and creative ways to participate in our Sunshine Coast and Moreton Bay communities.

Booin Gari

As a proud sponsor of Booin Gari Festival, a celebration of Aboriginal and Torres Strait Culture, staff hosted a stall at Lions Park, Noosaville. The event included workshops for young and old such as basket weaving and learning about bush tucker food and tools used by the Indigenous people.

We provided community housing advice to many of the visitors on the day and connected with other participating organisations to explore partnership possibilities and exchange service delivery information.

COVID-19 Service Hub Delivery

When the COVID-19 pandemic forced many residents into lock down, it identified a real need to provide temporary housing to rough sleepers who were not able to self-isolate. We worked with the Integrated Family and Youth Service (IFYS), Sunshine Coast Council and Department of Housing to respond to the crisis.

Providing a service hub model of support, we provided housing advice and sourced suitable properties to house over half a dozen homeless people and their families.

The Sunshine Coast Council provided the Sports Stadium in Kawana as a temporary service hub activation which also hosted Queensland Mental Health



Outreach Services, Sunny Street Doctors providing free flu vaccinations and medical checks, Orange Sky Laundry and Suncoast Christian Care provided fresh, hot meals daily.

NAIDOC Week

We attended the NAIDOC (National Aborigines and Islanders Day Observance Committee) Family Fun Day at Caboolture in July. This event celebrates the history, culture and achievements of the Aboriginal and Torres Strait Islander people.

The 2019 theme was VOICE TREATY TRUTH and featured a Welcome to Country, Aboriginal and Torres Strait Islander dancing, singing as well as workshops. Professional athlete and mental health advocate Joe Williams was the guest speaker.

Homelessness Week

Homelessness Week is an annual week coordinated by Homelessness Australia to raise awareness of people experiencing homelessness. We attended the Moreton Bay Housing and Homelessness Network's event in August 2019.

The purpose of the event is to raise awareness of homelessness in our region, dispel myths about the causes of homelessness and provide an opportunity for community members to become involved to reduce homelessness.

Most importantly, the event provides an opportunity for people who are homeless, or need support, to keep their homes and connect with community services.

This is an annual event that we, together with our partners, are proud to attend.





Development Activity

Mark McMahon
Executive Development Manager

Demand for Affordable Housing

Over the last twelve months, we have continued to strive to increase the supply of community and affordable housing in our region. So far, 2020 has been an unprecedented year with the COVID-19 pandemic resulting in job uncertainty and causing unemployment rates to rapidly increase. Homelessness in our community has also been highlighted as a major issue with many of those sleeping rough sent into hotel quarantine. We anticipate this shift change will unfortunately result in the demand for low cost housing to grow rapidly in the coming months. In response, we are committed to continuing to seeking solutions to enable the delivery of new community housing to meet this growing demand.

Partnering for Growth

Partnering for Growth is a framework derived from the Queensland Housing Strategy 2017-2027 for the State Government to work in partnership with the Community Housing Sector to increase community and affordable housing supply. We have secured a commitment to deliver up to 510 new dwellings in our region over the next six years. The first two projects have commenced and will be delivered over the next 12-18 months.

Cooroy

Situated at the northern end of our region, Cooroy is a vibrant hinterland town in the Noosa shire with access to a range of services and public transport. We are currently delivering seven 1-bed townhouses on a central site close to the town centre. Each townhouse

has access to a private courtyard and undercover parking. This accommodation will be suitable for older people with good access to local amenities.

Beerwah

Beerwah is a growing railway town with a bustling town centre and rail access to Brisbane City. We are finalising designs to deliver around 27 townhouses close to the CBD which will suit a mix of individuals and families. The buildings will be architecturally designed and assist with the demand for housing in the southern end of the Sunshine Coast region.

We are keen to continue engaging with the Queensland Government in planning further housing development projects over the longer-term. Future projects are a focus for us and negotiations with key stakeholders are underway.



REGISTERED
NDIS
PROVIDER

National Disability Insurance Scheme (NDIS)

We are a NDIS Registered Provider of 'Specialist Disability Accommodation' (SDA). We currently own and operate an SDA enrolled property in Bridgeman Downs. We are looking to deliver SDA in upcoming projects in our region to provide specialist accommodation for people in need.



The HELP Fund

Although we were able to assist over 1,000 tenants with a home during the year, there are many more individuals and families needing safe, affordable accommodation. Some are escaping tragic circumstances such as domestic and family violence and others are experiencing hard times due to job loss, sickness or injury. Statistics show that it can take less than two weeks for someone to become homeless once their income source is significantly reduced.

Once we find a housing solution for our tenants we do our best to help them with essential items such as food, bedding, furniture, and assist with school fees. The HELP Fund provides the means to do this.

Since its inception 3 years ago, The HELP Fund has provided goods to the value of \$44,600 to 290 recipients. Although we would like to provide more assistance to many more tenants we are limited by funding. The HELP Fund relies on donations and fundraising which has been severely impacted by COVID-19.

We are very grateful to our partners such as Cricks Volkswagen Maroochydore who regularly give to The HELP Fund. Donations over \$2 are tax deductible and can be made via the Coast2Bay website, EFT or visit us at our office.

We will continue to fundraise and always appreciate the generosity shown by so many in the community who donate each year.



Make a donation today and let the universe know there is HELP available.

Donations over \$2 are tax deductible and can be made via the Coast2Bay Housing Group website, EFT or via office reception.

Call 1300 796 716 for more information or check the website: www.coast2bay.com.au



Chief Financial Officer's Report

Ian Ford
Chief Financial Officer

A good financial result this year through a difficult trading environment where we still improved our consolidated position, increased operational efficiencies, and invested our resources to achieve strategic growth.

Coast2Bay Housing Group

The organisation recorded a surplus of \$1,562,949 for 2019/20 as a result of:

Income

- relative stabilisation of tenant rent through sustaining high occupancy rates
- other **Comprehensive Income** of \$1,435,563 representing the increase in the Asset Revaluation Reserve through our tri-annual independent valuations.

Expenditure

- increase in salaries and wages absorbing the Equal Remuneration Order increase plus added investment in building capacity for delivery of the Partnering for Growth program
- increase in Depreciation Expense to \$1,631,290 as reflected by the new accounting standards.

The **Net Asset Position** further strengthened in 2019/20 by \$1,562,946.

Our **Cash Position** has decreased from last year to 14% of total assets but this is entirely due to the timing of the receipt of the National Rental Affordability Scheme cash incentives for the year.

The **Overall Position** for 2019/20 has improved greatly through strong operational outcomes, solid financial management and control, alongside generous donations.

Securing reasonable annual operational surpluses allows the organisation to continue its investment strategy through the contribution to the asset maintenance reserve, in line with our **Strategic Asset Management Plan**, and by continuing the implementation of our Partnering for Growth construction program.

A five-year review was examined by the Finance Audit and Risk Committee. It was noted that positive operating surpluses have been achieved annually since 30 June 2016 and **Net Assets** have increased from \$6,444,287 in 2014/15 to \$17,596,566 in 2019/20.

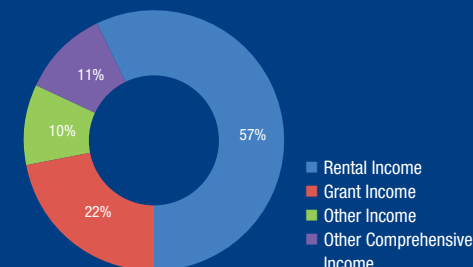
Purpose Real Estate

The agency reported a small loss for 2019/20 of (\$9,749) as compared to a loss in 2018/19 of (\$3,511). This result was significantly better than the projections made for the end of the third year of trading. Coast2Bay Housing Group has continued to provide an interest free loan to the agency up to a maximum of \$200,000 for working capital. The balance of the loan account at 30 June 2020 was \$138,225.

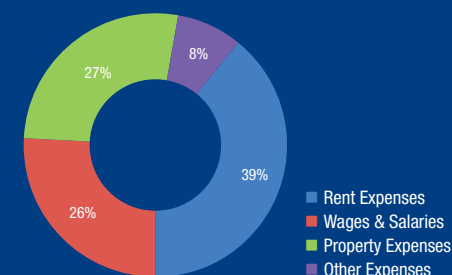
In closing, I would like to thank our Auditors BDO for completing the audit and the issuing of the Financial Statements. In addition, I would like to acknowledge BDO's great service over their audit period as we are required to change our auditors every five years to comply with the NRSCH guidelines.

As required the organisation adopted the new Accounting Standards AASB9, AASB15 and AASB16 in the 2019/20 Financial Statements. The adoption of these accounting standards has changed the recording of leases from Profit and Loss items to a Balance Sheet items recognising the Right-of- Use Assets and Lease liabilities. Some year on year comparisons will be affected by these changes.

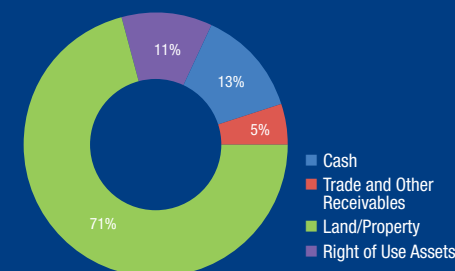
Sources of Income



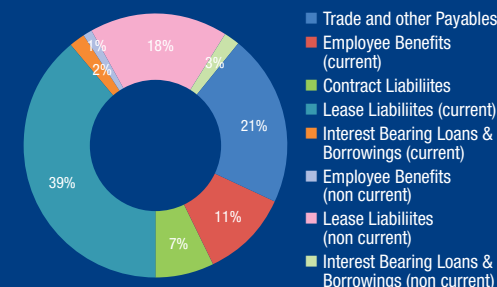
Areas of Expenditure



Assets



Liabilities



Consolidated Statement of Financial Performance

Income	2019/20	2019/20	2018/19	2018/19
Rental Income	\$7,432,487	57%	\$7,224,750	64%
Grant Income	\$2,884,621	22%	\$2,942,686	26%
Other Income	\$1,290,381	10%	\$1,167,082	10%
Other Comprehensive Income	\$1,435,563	11%	-	0%
Total Income	\$13,043,052	100%	\$11,334,518	100%
Expenses				
Rent Expenses	\$4,431,135	39%	\$4,736,775	45%
Wages & Salaries	\$3,039,025	26%	\$2,851,226	27%
Property Expenses	\$3,083,814	27%	\$2,354,512	17%
Other Expenses	\$926,129	8%	\$667,061	11%
Total Expenses	\$11,480,103	100%	\$10,609,574	100%
Surplus	\$1,562,949		\$724,944	

Consolidated Statement of Financial Position

Assets	2019/20	2019/20	2018/19	2018/19
Current Assets				
Cash and cash equivalents	\$2,954,587	14%	\$3,879,133	19%
Trade and other Receivables	\$1,018,264	5%	\$902,287	4%
Total Current Assets	\$3,972,851	18%	\$4,781,420	24%
Non-Current Assets				
Property, Plant and Equipment	\$15,497,999	71%	\$14,211,779	70%
Right of Use Assets	\$2,323,156	11%	\$1,237,184	6%
Total Non-Current Assets	\$17,821,155	82%	\$15,448,963	76%
TOTAL ASSETS	\$21,794,006	100%	\$20,230,383	100%
Liabilities				
Current Liabilities				
Trade and other Payables	\$894,251	21%	\$2,128,220	51%
Contract Liabilities	\$282,192	7%		0%
Employee Benefits	\$449,817	11%	\$342,824	8%
Deferred Revenue		0%	\$108,383	3%
Lease Liabilities	\$1,657,648	39%	\$595,829	14%
Interest Bearing Loans & Borrowings	\$29,861	1%	\$105,928	3%
Total Current Liabilities	\$3,313,769	79%	\$3,281,184	78%
Non-Current Liabilities				
Employee Benefits	\$32,332	1%	\$26,559	1%
Lease Liabilities	\$746,291	18%	\$670,305	16%
Interest Bearing Loans & Borrowings	\$105,048	3%	\$218,715	5%
Total Non-Current Liabilities	\$883,671	21%	\$915,579	22%
TOTAL LIABILITIES	\$4,197,440	100%	\$4,196,763	100%
NET ASSETS	\$17,596,566		\$16,033,620	
Equity				
Share Capital	\$9	0%	\$12	0%
Retained Earnings	\$6,356,292	36%	\$6,318,893	39%
Capital Maintenance Reserve	\$1,235,600	7%	\$1,145,613	7%
Asset Revaluation Reserve	\$10,004,665	57%	\$8,569,102	53%
Equity	\$17,596,566	100%	\$16,033,620	100%

CALL FOR INVESTORS

The organisation is continuing to increase investment opportunities to deliver affordable housing development in the Sunshine Coast, Noosa and Moreton Bay regions. We are always keen to hear from individuals and groups willing to invest capital in property development with economic and socially responsible outcomes. Whether it be for community, affordable, disability or domestic violence housing, we would love to speak with you. Please email us at admin@coast2bay.com.au if you would like more information.

Partnerships & Networks

2019-2020 Partnerships and Networks

QLD Department of Housing and Public Works
QLD Department of Communities, Disability Services
and Seniors
QLD Department of Health
QLD Dept of Child Safety, Youth and Women
Services Australia
Sunshine Coast Council
Noosa Shire Council
Moreton Bay Regional Council
Sunshine Coast Hospital and Health District Board
Metro North Hospital and Health District Board
Southern Cross Community Health Care
Wesley Mission
Synapse
Cerebral Palsy League
Sundale Inc
Mercy Family Services
Moreton Bay Local Level Alliance
Act for Kids
Sunshine Coast Family Support Collective
Purpose Partners
STEPS Community Services
University of the Sunshine Coast
CHPs for QLD
QCOSS
Sunshine Coast Housing & Homelessness Network

Moreton Bay Housing & Homelessness Network
Northern Sunshine Coast Social Services Network
IFYS
Kabi Kabi Aboriginal Corporation
The Salvation Army - Accommodation and
Homelessness Services
Najidah – Sunnykids
Kyabra In Place
Maroochy Neighbourhood Centre
Caloundra Community Centre
Nambour Community Centre
Maleny neighbourhood centre
Caboolture Neighbourhood Centre
Flourish
BRIC Housing
Connections Inc.
Youturn Youth Support Services
Open Minds
Encircle (Pine Rivers Neighbourhood Centre)
Richmond Fellowship QLD
Equity Works
Aftercare – PIR
Centre Against Domestic Abuse Inc (CADA)
Domestic and Family Violence Network
Community Focus – Discovery Program
OzCare
St Vincent de Paul

Citizen Advocacy
PHN Country to Coast
Lutheran Community Care – Graceville
Foot Prints
Reclink Australia
ACSO Ltd
Cricks Maroochydore Volkswagen
Knights of the Southern Cross
UDIA
Stockland
Ausmar



Australian Government
Department of Social Services



**Queensland
Government**





Welcome to Volkswagen

Purpose

PROPERTY MANAGEMENT & SALES

Real Estate Purpose

not for
agency
fes

Contractors event at
Cricks Maroochydore Volkswagen



Coastal Office

Kon-Tiki Building, Level 4 – Tower 2
55 Plaza Parade, Maroochydore Qld 4558

Central Office

Ground Floor
42 Howard St, Nambour Qld 4560

Southern Office

Suite 8/ Kingsgate Building
42-44 King Street, Caboolture Qld 4510

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Purpose

REAL ESTATE

Real Estate with Real Purpose

Central Office

Ground Floor
42 Howard St, Nambour Qld 4560

Coastal Office

Kon-Tiki Building, Level 4 – Tower 2
55 Plaza Parade, Maroochydore Qld 4558

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