

Tenants Victoria

Annual Report

2017/18

Acknowledgments

Tenants Victoria wishes to acknowledge and thank the following organisations for their financial and other contributions to our work in the 2017-18 financial year:

- Department of Health & Human Services
- Victoria Legal Aid (Community Legal Services Program)
- Commonwealth Attorney General's Department (Community Legal Services Program)
- Consumer Affairs Victoria (Department of Justice)
- Victorian Women's Benevolent Trust (Con Irwin Sub-fund)

Contents

About	4
Strategic Direction 2015-18	5
Personnel	6
Donors	7
Chairperson's Report	9
Chief Executive Officer's Report	10
Operations	11
Operational Scorecard	12
Legal Services	17
Outreach	20
Help for Community Services	24
Publications	27
Make Renting Fair	28
The Future	33
Financial Statements	35

About

Tenants Victoria (formerly the Tenants Union of Victoria) was founded over 30 years ago to promote and protect the rights of tenants and residents in all forms of residential accommodation in Victoria. We aim to inform and educate tenants about their rights and work for social change to improve conditions for all tenants.

In 1974, a group of disgruntled tenants in Royal Court, Parkville formed a tenants' association to do something about their landlord: Rents were continually rising despite the landlord's failure to carry out repairs. The tenants at Royal Court soon realised that the basic problem was the archaic tenancy laws that still existed in Victoria at the time. They took their story to the media and in the process, raised awareness of tenancy law reform in Victoria. Tenants Victoria was formed as a result of the support and momentum from this brave undertaking.

By the mid-1970s, consumer rights had gained acceptance and the idea that tenants, as consumers, are entitled to basic consumer protection became easier to support in public policy. Once formed, Tenants Victoria – with a number of other community organisations – was instrumental in having the Community Committee on Tenancy Law Reform established, which ultimately led to the Residential Tenancies Act of 1980.

Since its inception, Tenants Victoria has worked continuously to provide advice to as many individual tenants as possible while working towards long-term change for the benefit of all tenants. We successfully campaigned to have caravan park residents included in the 1987 legislation and rooming house residents covered in 1990. After a protracted campaign of more than ten years, an independent Residential Tenancies Bond Authority was established in 1997.

We have assisted more than half a million tenants since that first informal advice service of 30 years ago. The need for basic advice and advocacy for residential tenants is as strong as ever, and we are now assisting more than 16,000 public and private tenants each year.



Painting by Damian Fitzgerald © 2002

Strategic Direction 2015-18

Our vision

Genuine housing choice without social or economic disadvantage.

Our mission

To promote and protect the rights and interests of all residential tenants in Victoria.

Our values

- Social justice including a belief that safe, secure, affordable and appropriate housing is a fundamental human right
- Empowerment of tenants
- Understanding our environment and engaging with our stakeholders
- Acknowledging, supporting and encouraging diversity
- Professionalism and integrity in our activities
- A supportive work environment
- Improvement through ongoing learning

Key result areas

- Reach/effect
- Quality
- Financial health
- Internal health
- Innovation

Strategic goals

- Better tenants' rights
- Better tenant resources
- Better tenant services

Strategic objectives

- Expand the reach and effect of our social change work
- Improve our education and self-help resources
- Expand the reach and impact of our client services
- Integrate our activities and enhance access

Major strategies

- Continue to extend change proposals beyond law reform
- Enhance support for social change objectives
- Broaden markets for training
- Improve online resources with more practical strategies for self-help
- Enhance legal advice with more practical strategies for clients
- Broaden services to complement legal advice
- Extend services from free to fee

Personnel

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

- Matthew Andreas, Lawyer
- Corinah Batt, Senior Lawyer
- Marisol Bombal, Bookkeeper
- Mirjana Budimkik, Administrative Support Worker
- Adrian Campion, Training Officer
- Yaelle Caspi, Policy Officer
- Kelly Cassidy, Lawyer
- Ben Cording, Senior Lawyer
- Christian Dargatz, Contract Lawyer
- Zoe Dealehr, Lawyer
- Hannah Dodd, Senior Lawyer
- Catherine Dyer, Outreach Worker
- Daniel Erna, Lawyer
- Peta Hodgson, Administrative Support Worker
- Devon LaSalle, Communications Officer
- Jacob Lee, Finance & Administration Manager
- Tania Lim, Lawyer
- Sunita McGregor, Publications Officer
- Catherine Miller, Senior Lawyer
- Cindy Nguyen, Lawyer
- Tayla Nguyen, Administrative Support Worker
- Craig Nixon, Senior Lawyer
- Mark O'Brien, CEO
- Brendan O'Hanlon, Lawyer
- Mark Richardson, Lawyer
- Natalie Rutherford, Policy Officer
- Tracey Ryan, Lawyer
- Karl Schaffarczyk, Lawyer
- Daniela Schneider, Policy Officer
- Andrew Vincent, Outreach Lawyer

We would also like to thank our support contractors and partners for their assistance in 2017-18.

- Daniel Scoullar, Social Change Projects
- Albie Colvin, ACGD Creative Services
- Dave Watson, Watson Design
- Cloudrecover
- Futurised
- IT Register

Donors

Tenants Victoria would like to extend its sincere thanks to the following individuals and organisations that made financial donations during 2017-18:

- Craig Allen
- Kaoru Aoki
- Cheryl Beasley
- Jasmine Bedding
- William Boyd
- Sean Brown
- Irene Bryan
- Hugh Buzacott
- Caitlin Carter
- Nick Cassidy
- Kate Cerny
- Wing Chan
- Glenn Chapman
- Kha Cheung
- Sarah Chislett
- Tim Connellan
- William Cowan
- Lucy Cowper
- Christopher Currie
- Megan Dehne
- Daniel Divola
- Lauren Ferris
- Jasmin Fiske
- Thomas Fitzhenry
- Graham Galea
- Paul Goodsell
- Phillipa Grylls
- Daniela Hague
- Leah Healy
- Peita-Lee Heywood
- Geoff Hjorth
- Ian Horgan
- Yuting Huang
- Cynthia Huo
- Nick Johnston
- Alicia Kew
- Brenna Kinnaird
- Anna Kontarini
- Yasmin Langley
- Stephen Le Cornu
- Shu-ting Lin
- Andrea McKenzie
- Kellie Millar
- Virginia Millen
- Jean Millwar
- Harry Millwar
- Cameron Milnes
- Gladys Mora Gondo
- Catie Morrison
- Rowland Mosbergen
- Amira Moshi
- Lachlan Musicman
- Victoria Napata
- Scott Nash
- Ian Nightingale
- Carolien Njoto
- Emma Noble
- Rowena Noronha
- Chin Ong
- Michael Papamihail
- Gareth Penten
- Luke Rasborsek
- Hatharasinghe Ratnavira
- Ian Register
- Penny Renc
- Elisabeth Rizzi
- David Robb
- William Robbins
- Gerald Roleff
- Marc Schekenburger
- Katherine Shimmins
- Ian Sinclair
- Susan Sisko
- Mick Smith
- Gemma Starr
- Margadh Stoc Pty Ltd
- Anne-Marie Strickland
- Arpit Sud
- Jack Tadic
- Joseph Tafra
- Thomas Taylor
- Nobuo Tezuka
- Sonali Thakrar
- Sony Thomas
- Rachael Toseland
- Mavis Vaz
- Jacqueline Ward
- Marilyn Wentworth

TENANTS: don't forget:

IT'S YOUR MONEY

RENTAL BOND BOARD NOW



COME TO THE PUBLIC MEETING: HAVE YOUR SAY

7 PM Mon 18 March

UNITING CHURCH CENTRE
130 Little Collins St, Melbourne
(Just up from Russell St)

Chairperson's Report

On behalf of the Board of the Tenants Union of Victoria (operating as Tenants Victoria) I take great pleasure in presenting the Annual Report for 2017-18.

The Annual Report documents the work of the organisation throughout the year and it highlights the vital role that Tenants Victoria plays in protecting and promoting the rights and interests of residential tenants in Victoria.

We are very proud of the important work undertaken by Tenants Victoria on a day-to-day basis to assist so many individual tenants and households to solve their problems. Our client feedback indicates that when people do receive a service they are generally very satisfied with the assistance we provide and would willingly recommend our services to other tenants. The management and staff of the organisation are to be commended on their continuing efforts to improve our services and for their many individual successes.

In early September 2018 a significant package of legislative reforms was passed in the Victorian Parliament. This represented a very successful conclusion to our most recent period of law reform activity through the Make Renting Fair campaign. These reforms represent a significant change in tenant's rights in Victoria and a promised opportunity for more tenants to be able to make their rented house a proper home. There are more than one hundred reforms and a substantial number of the reforms represent long standing policy objectives of Tenants Victoria including the abolition of the no specified reason notice to vacate and the introduction of minimum rental housing standards. Minimum rental housing standards were first recommended by the Community Committee on Tenancy Law Reform in the late 1970's and we have been continuously campaigning for their introduction since that time. The reforms are a welcome

and long overdue rebalancing of the rights and responsibilities of tenants.

In addition to the reforms in mainstream residential tenancies, another long standing reform objective was achieved with the inclusion of specialist disability accommodation into the residential tenancies law providing similar tenancy rights to these residents and ensuring that disputes are resolved consistent with established tenancy law principles.

Neither of these reform efforts would have been possible without the resources and commitment of the large number of partner organisations that we worked with. Contributions great and small were made by many and we gratefully acknowledge their assistance.

Whilst we can celebrate the success of our reform work, it is built on the integrated service model that we operate which includes our service delivery and education activities. We had the difficult task this year of adapting to the loss of our drop-in service, which we operated continuously for about 40 years. We are continuing to look for innovations and improvements to reach as many tenants as possible with the assistance they require.

I would like to thank all my fellow Board members for the substantial commitment and effort they have given throughout this year. We continue to have a fine range of interests and skills on our Board. Particular thanks go to our former Chairperson, Dr Kate Dempsey, for her stewardship of the organisation and her contribution as a Director.



Judith Dickson, Chairperson

Chief Executive Officer's Report

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

Following the closure of our drop-in service on 30 June 2017 we have continued to provide a very significant level of advice and advocacy assistance, primarily targeted at vulnerable and disadvantaged renters. We are continuing to adapt to a changing residential tenancies service environment and to investigate better access for tenants to the services that we deliver. Over the last twelve months we have enhanced referral pathways to and from other community services.

We were very fortunate to secure continued funding for our outreach program with the support of the Minister for Housing. This important program continues to reach out to very vulnerable rooming house residents and reconnect them to services and better housing. The Outreach program has also continued to identify systemic problems in the rooming house sector and to advocate for regulatory action to address rogue conduct.

Consistent with our aim of empowering tenants, we have continued to build a repository of self-help information on our website. The overall number of tenants we are assisting indirectly through the website has continued to increase. We are constantly refining and expanding our resources and making them accessible through translation into common community languages.

We have also continued to implement our social change agenda and to find opportunities for reform of unfair rental practices. This year we continued a significant amount of work for the review of the tenancy law in Victoria resulting in a major change in tenants' rights. During this review we have provided several

detailed submissions with numerous examples of poor practices and inadequate protections for renters.

In addition to advocating for positive change in the private rental market we have contributed actively to a number of reform processes within the public and community housing sector. Another significant milestone was achieved when the Victorian Ombudsman released a report about systemic practice issues in public housing management in October 2017. Since that time we have been working directly with the Department of Health and Human Services and others to implement the Ombudsman's recommendations for practice changes.

This year we continued our work with the statewide and peak bodies in housing and homelessness in the community sector to advocate for a fairer and more sustainable social housing system in Victoria. These alliances are critical for promoting positive change for tenants.

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

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



Mark O'Brien, CEO



Operations

Operational Scorecard

Every year, Tenants Victoria maintains an operational scorecard to ensure that we are performing at peak efficiency across key service areas. Quantitative and qualitative data from operational activities was gleaned from a number of sources. This data was then analysed against a standard set of key performance indicators.

Reach

The following indicators provide insight into the impact of our services, education and social change activities:

Advocacy	Annual Target	Annual Result	Variance	Notes
No. of enquiries overall	16,000	15,591	97.4%	1
No. of phone enquiries	14,000	13,567	96.9%	2
No. of e-mail enquiries	2,000	1,928	96.4%	3
No. of organisational enquiries	1,000	812	81.2%	4
No. of social housing matters	700	726	>100%	
No. of social housing cases	90	142	>100%	
No. of new cases	350	533	>100%	
No. of active cases	700	623	89.0%	
No. of VCAT appearances	150	156	>100%	
Amount of CAV advocacy hours	2,600	4,036	>100%	

Social Change	Annual Target	Annual Result	Variance	Notes
No. of media releases	6	9	>100%	
No. of media articles	12	180	>100%	
Review communications strategy	By 30/06/2018	1/6/2018	No	

Education	Annual Target	Annual Result	Variance	Notes
No. of leaflets distributed	80,000	262,926	>100%	
No. of handbooks distributed	15,000	15,456	>100%	
No. of web site sessions	100,000	2,375,306	>100%	
No. of multilingual page views	5,000	162,427	>100%	
No. of newsletters distributed	10,000	12,683	>100%	
Amount of CAV outreach hours	1,300	790	60.7%	5
No. of outreach visits	100	150	>100%	
No. of training sessions	18	24	>100%	

Quality

The following indicators provide insight into the quality of our services, education, social change and corporate activities:

Advocacy	Annual Target	Annual Result	Variance	Notes
Abandoned call rate	<20%	36.2%	(16.2%)	6
Service guidelines exceptions	None	0	No	
No. of unresolved complaints	None	0	No	
Client satisfaction rate	>85%	81.2%	Yes	7

Education	Annual Target	Annual Result	Variance	Notes
Training participant satisfaction rate	>85%	88.0%	No	
Publications vetting exceptions	None	0	No	
Publications satisfaction rate	>85%	87.6%	No	

Social Change	Annual Target	Annual Result	Variance	Notes
Project completion exceptions	None	1	Yes	8
Adoption of recommendations	>2	>2	No	

Corporate	Annual Target	Annual Result	Variance	Notes
No. of Director vacancies	<3	7	Yes	9
Director turnover	<3	1	No	
Maintain ISO 9001 accreditation	Yes	Yes	No	

Finance

The following indicators provide insight into the health of our financial activities:

	Annual Target	Annual Result	Variance	Notes
Expenditure variance from Budget	<2%	(1.2%)	No	
Expenditure variance from programs	<2%	(1.2%)	No	
Proportion of discretionary income	>1%	2.3%	No	
Retain effective funding levels	100%	103.5%	No	
Reporting compliance exceptions	None	0	No	

Innovation

The following indicators provide insight into the enhancement of our operational activities:

Innovation	Annual Target	Annual Result	Variance	Notes
No. of new projects	0	1	No	
No. of new services	1	1	No	

Internal Health

The following indicators provide insight into the health of our human resources activities:

	Annual Target	Annual Result	Variance	Notes
Rate of absenteeism	<5%	3.7%	No	
Rate of staff turnover	<10%	7	Yes	10
Staff satisfaction rate	>75%		-	11
EO & OHS compliance exceptions	None	0	No	

Notes

- Overall enquiries are below target due to both phone advice and email advice (see below).
- Phone advice: The average total call time was 16.72 minutes compared to the average total call time last year of 14.63 minutes. On average calls were about 14% longer. Our staff hours gap (that is, the gap between the actual staff hours recorded for phone call centre advice and the target staff hours for call centre advice) also increased marginally from 6.5% to 7.0%.
- Email advice: Unfortunately, a backlog of unanswered emails that arose in January was partially addressed in February but slipped again in March. We were unable to make up this backlog in the remainder of the year.
- There was a relatively sharp decline in organisational enquiries in the first six months of the year. The reasons for this are not entirely clear other than reduced activity from CAV funded advocates. This decline was corrected in the latter half of the year through demand from other service organisations.
- Outreach hours are below the established program target but visits are high. The target will be adjusted for the next financial year. It is however worth retaining this measure as it provides some insight into staff utilisation.
- The abandoned call rate is directly correlated to the increased call times noted above but has slightly decreased from 36.4% for 2016/17 to 36.2% for 2017/18. We are continuing to work with staff whose call times are above average.
- Client satisfaction for 2017/18 was below target. This result was largely driven by access issues and excess demand in all advice channels.
- Project completions: CAV Innovations Project completion was delayed. Completion date was renegotiated.
- We continue to have some Director vacancies following the last recruitment in January 2018.
- Staff turnover was well above target due to a combination of reasons. 6 staff have left since 1 July 2017. Unfortunately, 2 resignations took effect in early July 2017 and there have been 4 further resignations since then. [Policy Officer (August), Admin Officer (October), Lawyer (December), Senior Lawyer (April)]. We are undertaking an HR review.
- Staff satisfaction was not assessed this year.

32,000

emails sent to members of the Victorian Government in support of the Make Renting Fair campaign

132

lives changed through outreach help

1,500+

14

substandard rooming houses reported

emails sent to local MPs to Make RentingFair

57

training sessions held for community sector workers

812

phone advice calls received from community sector organisations

15,591

enquiries received seeking advice

623

active cases handled

500+

interviews across print, digital and broadcast media

1,928

email advice queries received

73

Make Renting Fair supporter organisations

16,000+

likes, comments and shares of Make Renting Fair content on social media

Legal Service

Tenants Victoria has provided legal information and advice services for close to 40 years, assisting over 500,000 tenants in that time.

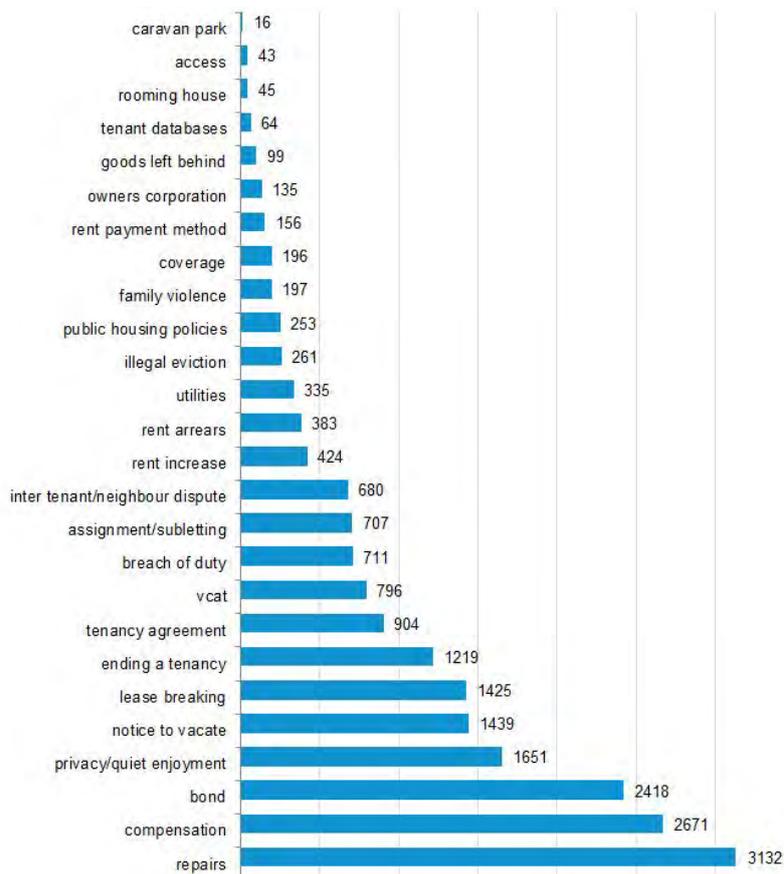
Initial contact largely occurs through the telephone advice service, with referrals to our in-house legal service or to other tenancy services or community service organisations across the state as required. This enables tenants with simple issues to receive basic information and advice, while tenants with more complex issues can utilise in-person advice and advocacy services.

Results

In the 2017-18 financial year, these services were provided through our telephone and email advice centre located in Fitzroy, both of which operated between 9:00am and 4:30pm every weekday. Advice was also provided via email through the Tenants Victoria website.

Tenants Victoria handled 15,591 advice enquiries in the 2017-18 financial year. These included 13,567 phone calls and 1,928 emails.

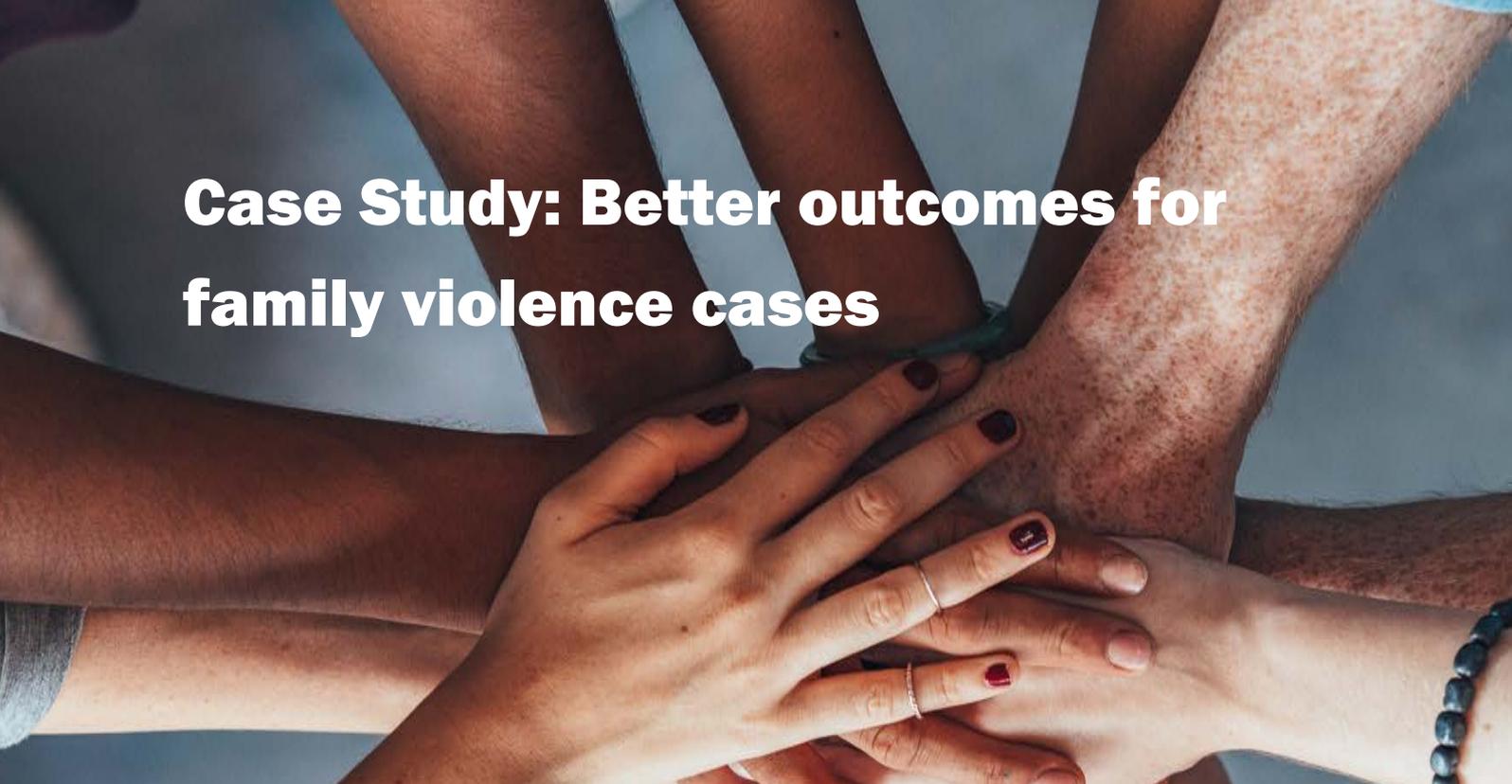
Problem Type x Number of Queries



The vast majority of enquiries were from tenants within the private rental market, accounting for 82.2% of the total received. The most common issues raised were related to repairs, accounting for 15.4% of all queries received. Enquiries about bonds, privacy, notices to vacate, and breaking a lease were also common this financial year.

Meeting the demand for our tenancy advice

services continued to be a challenge this financial year, with approximately 36.2% of phone calls received abandoned before an advisor was able to provide assistance. That said, this figure has decreased by 0.2% since 2016-17 and legal services staff, reflecting an increase of efficiency in handling telephone enquiries.



Case Study: Better outcomes for family violence cases

Our client was a young Aboriginal woman who was referred to the Tenants Victoria Legal Service by a support service. She had sought refuge from this service after fleeing her public housing premises because of domestic violence committed by her ex-partner over 3+ years. After fleeing, the client's children were removed from her because of the severe mental and physical violence that had been inflicted on her, and she was hospitalised.

The ex-partner continued to stay at the property without the legal right to do so, and proceeded to cause significant damage to the property.

The Office of Housing obtained abandonment orders against the tenant, who was not able to go back to clean the property because the locks had been changed. The Office of Housing then claimed just under \$10,000 in compensation from the tenant for repair and damages. This claim did not have evidence of depreciation. Moreover, it was not compliant with the Office of Housing's own policies stating that they will not pursue claims that are a result of domestic violence.

Because the tenant was staying at a refuge at

the time, she was unaware of the application and did not attend the hearing. As a result, an order for the \$10,000 of compensation claimed was made against the tenant.

When the tenant found out, her support services contacted the Tenants Victoria Legal Service for assistance with resolving the matter. We helped the client and her support services have the matter reopened and adjourned for negotiations with the Office of Housing. Photos provided by the Office of Housing showed overt evidence of holes and body marks that were consistent with a person having been battered, pushed, assaulted or punched into the walls and doors.

We requested that the Office of Housing withdraw their application and continued to negotiate. While the Office of Housing were not very responsive to negotiations, they allowed the matter to proceed past the date for the renewal of application instead of getting it affirmed or enforced. As a result, the order was suspended and the client is no longer required to pay the \$10,000 compensation previously claimed against her.

What did our clients think of our services?

We conduct an annual client survey to assess the level of satisfaction with our services. The results for 2017-18 all showed improvements on the results for the last financial year. The majority of negative feedback was from clients dissatisfied with getting access to our services.



This Net Promoter Score result was significantly lower than last year's result (+39). The average Net Promoter Score in the charitable sector in Australia is about +27 (McCrindle, May 2016).



"Without Tenants Victoria, I would not have the capacity to handle my own or uphold my rights as a tenant. Tenants Victoria is empowering and I hope to see them continue with their aide to the public."

--Legal Services client

Outreach

The Tenants Victoria Outreach Program has been in operation for 11 years, providing a vital pathway to tenancy advice and advocacy services for some of Victoria's most vulnerable tenants residing in rooming houses and caravan parks. These residents are very likely to suffer from housing stress due to low or unstable income, complex physical and mental health needs and a long history of trauma, and have limited capacity to address accommodation issues.

In the 2017-18 financial year, the Tenants Victoria Outreach Program conducted visits to 178 rooming houses, a significant number of which were to premises known to be in poor condition operated by entities known to actively avoid their legal obligations. Only 61% were addresses registered with Consumer Affairs Victoria.

132 residents were contacted by the Outreach Program. Of these, 37% were aged over 50 years. The majority of these residents were unemployed, under-employed or doing periodic casual work. 92% were subsisting on some type of Centrelink benefit.

Not surprisingly, these factors directly affected their ability to get out of bad housing situations and close to half were paying in excess of 50% of their income toward rent. Indeed, 80 residents requested referrals to additional support services, 88% of whom required help with access to safe and stable housing.

The general condition of the rooming houses visited by the Outreach Program continued to be a major concern of residents, with only 34% being in a reasonable standard of maintenance and repair. Common complaints included poor cleanliness and



repair, vermin infestation, sewerage and safety concerns related to electrical, gas and plumbing services. Maintenance and repair requests were not actioned in a timely manner – if at all – in 67% of cases.

Other common reports include receiving illegal notices to vacate and issues with abusive behaviour by rooming house operators. Safety concerns were also prevalent, with 60% of residents reported regularly fearing for their personal safety.

The Outreach Program referred 26 residents to Consumer Affairs Victoria (CAV) for assistance. The program also reported 14 rooming houses for further investigation by CAV in relation to breaches of minimum standards and rooming house regulations. Further rooming houses were reported in relation to unreasonable rent increases, and the operation of unregistered premises.

Residents that required legal assistance and who were referred to the Tenants Victoria Legal Service, generally had positive outcomes. 15 residents were referred to other local government organisations for further assistance.

Since September 2017, the Outreach Program teamed with Merri Outreach Support Service Broadmeadows, the Community Connections Program (CCP) at Vincent Care Glenroy, Cohealth Footscray, the Salvation Army Places Program,



Werribee Uniting Support and Housing, and the CCP team at Star Health to conduct joint rooming house visits in Melbourne’s north, west and southeast. These joint visits are a boon to at risk rooming house residents: The program is able to provide assertive outreach to program properties, and offer immediate response for urgent issues. Various periods of support can also be offered, during which clients can be linked to a range of physical and mental health support services.



“I’d like to thank the Outreach team for getting the ball rolling on my living conditions and to let me know that I have rights that need to be exercised. The Tenants Victoria team was great and I am truly grateful for the help I received all throughout the ordeal.”
--Outreach Program client

Case Study: Judy's experience of emergency accommodation

Judy is a 56-year-old woman with a long history of vulnerable housing. She is smart, articulate, house-proud and incredible at managing things on a tight budget.

Judy lived in her own Office of Housing property some years ago. Unfortunately, domestic violence forced her to vacate this premises, which was in her name. Judy's ex-partner damaged the property and accrued a substantial rent arrears debt. This has made it challenging for Judy to apply for housing again despite resolution through VCAT.

In early 2017, Judy was in private rental with her current partner, Tim.

"The rental property was falling into the ground, but it was cheap and all we could afford," said Judy. "The house was uninhabitable. Every time it rained, the house flooded and there was mould throughout."

After getting the notice to vacate, Judy and

Tim struggled to find a new rental property as they had both lost work and were recipients of Centrelink benefits. "We were knocked back for everything we applied for and there was nothing that we could really afford."

They visited the nearest homelessness access point for help, who referred them to a room in a private rental property and paid the first two weeks' rent. "The day before we were due to move in, the owner contacted us and said the room was no longer available."

Months of insecurity in temporary shelter options followed: First, they stayed with Judy's uncle for a few weeks, then squatted in an uninhabitable house over Easter. After they were removed from there, they returned to the homelessness access point for help and were placed in a hotel for one night.

"The room was in appalling condition: No bedding, no pillows, nothing. The police visited the premises six times through

the night in relation to physical assaults, domestic violence and damage to property.”

Judy and Tim returned the following day and begged not to be returned to the hotel where they felt unsafe. Unfortunately, there were no other options available. They were given a contact for another provider and advised to make contact themselves. After one night in a backpackers’, they ran out of money.

Judy and Tim then moved into a private rental property listed for \$150 per week. After two days, the landlord illegally increased the rent by almost double the agreed amount. They faced various forms of bullying during the three months they lived there; Judy recalls one week where they slept in the garage because the locks had been changed.

They then stayed in a small apartment with two family members, who both had substance abuse issues. Unfortunately, this meant that they could no longer receive assistance from the homelessness access point since they were outside of their catchment area.

Thanks to police intervention, they were able to receive assistance and were referred to a motel for one night. They were then placed in a private rooming house for one week.

Once again, Judy and Tim were subjected to appalling living conditions and bullying tactics: When they requested a two-day extension on their rent to coincide with Newstart payments, the rooming house manager threatened them with an illegal eviction. They also felt unsafe on the premises.

“There was a couple with serious substance use issues. The male regularly beat up his partner. On most nights, she slept in a completely empty room without furnishings in an effort to stay away from him.” Sadly, the girl overdosed and died in the bathroom at this premises. She had no support.

The experience was too traumatic for

Judy and Tim to bear. They requested to be moved and were transferred to an unregistered rooming house. This premises also had several repairs issues.

By February 2018, long periods of homelessness and difficulties finding work profoundly impacted Tim’s mental health and he was admitted to a psych hospital for more than a week. “I also felt hopeless. No one had offered to help with long term housing options – even simple things like completing a housing application.”

Judy continued to stay on the premises on her own with barely enough money left to cover food and medication. She was often too scared to leave her room or her belongings unattended due to theft issues.

“I had never been in this position before in my life. You have to be in [the crisis housing and the homelessness system] to fully understand what it is like. I could never understand how bad it was until it was in it.”

In December 2017, the Tenants Victoria Outreach Program attended the premises where Judy and Tim lived after receiving information about an unregistered rooming house at that address. After almost a year of bouncing between crisis accommodation options, they had lost all hope of their situation ever changing.

The outreach worker attended the premises with a nurse, who has provided Judy and Tim much-needed support. Tenants Victoria’s Legal Service assisted Judy with abolishing the property damage debt with the Office of Housing and significantly reducing the rent arrears. Referrals were made to support agencies who, with advocacy over several months, completed a priority homeless with support housing application. Judy was eligible for older persons’ community housing and at the end of June 2018, was re-housed in a peaceful over 55s bedsit.

Help for Community Services

Tenants Victoria's advocacy work extends far beyond assisting individual tenants with information, advice and advocacy – our team also provides valuable services for organisations and volunteers working in the community sector.

As the types of individuals and families within the public and private rental market become more diverse, it is vital that all organisations working within the community sector understand the challenges faced by residential tenants and have a solid knowledge base of tenants' rights and responsibilities under the Residential Tenancies Act (RTA). Our organisation advice and training services help ensure that workers and volunteers in the community sector are equipped with the tools they need to assist their clients with housing issues.

Secondary Consultations

Tenants Victoria assisted 812 community sector organisations with information and advice on tenancy matters during the 2017-18 Financial Year.

The majority of the organisations were community legal, tenancy advice, housing and homelessness, health and medical, and welfare services.

Other organisation types included Aboriginal, multicultural, women's, youth and Government services.

Training

Our training program continued to thrive in 2017-18, with 57 training sessions conducted for some 1,242 participants.

Tenants Victoria has been active in offering training sessions and presentations to community sector workers, volunteers, industry events and individual tenants on a diverse range of themes and matters relevant to the RTA. In 2017-18, over 800 people attended these sessions, which included representation from culturally and linguistically diverse, indigenous, and other marginalised sectors of our community such as newly arrived migrants, overseas students, public housing tenants and those at risk of homelessness.

Tenants Victoria also receives funding to provide training to workers in the following specific programs or areas of service:

Tenancy Advice and Advocacy Program (TAAP), Consumer Affairs Victoria

Following funding changes by Consumer Affairs Victoria to the TAAP Program, 18 new TAAP advocates commenced employment within the greater TAAP program from the 1 July 2017.

Tenants Victoria initially provided 21 individual and group training sessions for these advocates – including a two-day induction program – for Advice Line, VCAT and VCAT Simulation training. This unheralded training suite was conducted over seven months and included a range of self-development resources to assist with tenant advocacy practice.

Following this mass induction process, the latter half of the training calendar year saw Tenants Victoria offer a further six trainings for TAAP advocates over a broad range of core tenancy themes, including VCAT & Advocacy (Basic), VCAT & Advocacy (Advanced), Family Violence and Tenancy, Rooming Houses, Accessibility to Program Targets, and Caravan Parks.

Community Capacity Training Workshops, Consumer Affairs Victoria

A total of 10 trainings were offered in 2017-18 both in metropolitan Melbourne and regional Victoria. These workshops were designed for strategically targeted groups and covered:

- Tenancy Rights and Responsibilities training focused on the basic rights and responsibilities of tenants and landlords. The sessions showed community workers and volunteers on how best to provide clients with support and information on simple tenancy issues, stressing the importance of workers seeking expert advice when required.
- Migrant / Newly Arrived and Indigenous trainings focused on the basic rights and responsibilities of tenants and landlords for migrant settlement workers and indigenous workers across Victoria. The sessions included discussions on the most common tenancy problems experienced by newly-arrived migrant and indigenous tenants, as well as a brief discussion on how a hearing at VCAT can assist tenants resolve many of their tenancy problems.
- Family Violence training focused on the content and use of the family violence provisions in the RTA. The sessions were suitable for community service workers who assist residential tenants who are experiencing family violence.
- Financial Counsellors training focused on assisting financial counsellors to understand and identify tenancy issues and how this may relate to their client's financial position. The training discussed the rights afforded to tenants under the RTA and the considerations available to best support the client's financial situation.

Tenancy Plus (and other homelessness service workers), Department of Health and Human Services (DHHS)

DHHS contracted Tenants Victoria to provide specific training for Tenancy Plus workers who provide tenancy advice and support to public housing residents.

Whilst we have a long history in working with DHHS and the Tenancy Plus programs, we have continually worked to create a more comprehensive range of training sessions for such staff.



“Excellent training as always. Leave feeling confident in the knowledge gained to put into practice and share with others.”

--Training session attendee

Feedback

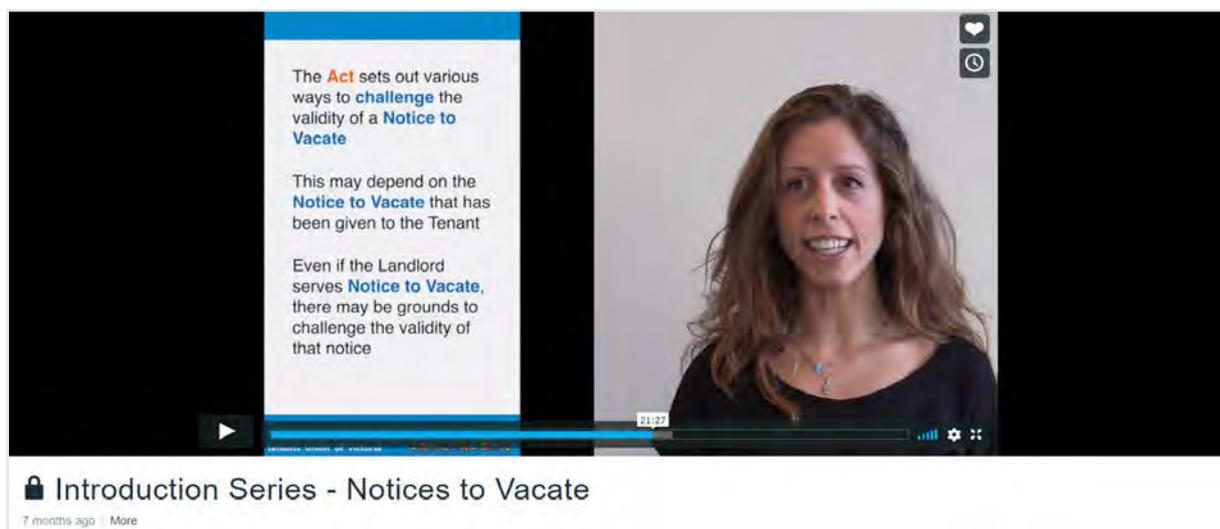
Participant response for training sessions continued to be overwhelmingly positive, with 85% of surveyed participants scoring their session as above average or excellent.

Resources

In April 2018, Tenants Victoria launched its web-based tenancy assistance and advocacy program for TAAP services and advocates. Affectionately known as TUTAR, this innovative system was generously supported via a grant provided by Consumer Affairs Victoria. This comprehensive resource includes:

- advice on a broad range of tenancy matters in a clear, concise, easy-to-communicate format,
- extended advice for more complex cases including practice notes, decisions and authorities,
- step-by-step enforcement guide to help creditors enforce VCAT orders,
- training videos containing useful information on a range of tenancy topics,
- information on a range of additional services for clients requiring extra support, and
- discussion forum and e-newsletters to engage with fellow advocates.

Initial uptake and feedback from users has been very positive. Tenants Victoria will continue to monitor its use in 2018-19 and look for continued improvement opportunities.



Publications

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

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

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

Tenants Victoria provides information on a range of residential tenancy issues via both printed and digital media. In 2017-18 through a combination of website and print:

- our fact sheets and step by step guides covering 30 common residential tenancy problems and rooming house issues were accessed more than 730,000 times
- our handbooks for tenants and residents of rooming houses and caravan parks were accessed more than 15,000 times

Tenants Victoria's website proved once again to be a useful tool for tenants, experiencing a significant uptake in usage in 2017-18 with nearly 2.4 million visits to our website representing about 730,000 unique users.

We continued to refine our foreign language resource offerings this year, adding new resources in both Chinese Traditional and Chinese Simplified. Foreign language resources were accessed over 195,000 times.



Feedback

On 11 May 2018, we added a form on the Tenants Victoria website to gather feedback about the content on each page. Though only in use for a short time in the 2017-18 financial year, this feature has already yielded useful insights into how our website achieving its core objectives and where improvements can be made in the future.



"Tenants Vic have been an invaluable service over the last five years and saved me thousands of dollars in the process. Real estate agents can and do take advantage of renters who aren't aware of their rights. Disappointed to learn they lost funding; they need more not less."
--Google review

THE
MADE

STATE
A PRO

↖
Make

Ren

1 5

SIT
TO G

E GOV
DMISE

ting

TING
GET IT

ERNMENT
TO...

Fair

DAYS
DONE!



Make Renting Fair

The Make Renting Fair campaign continued to gain momentum in 2017-18.

Thirteen more organisations joined the charge for renters' rights and thousands of Victorian renters and landlords alike engaged with the issues. Several meetings were held throughout the financial year with ministers and MPs across the state. Activity undertaken on the public face of the campaign aligned with the focus areas of our lobbying efforts.

We approached our messaging in public campaigning efforts with three objectives in mind:

1. To educate the general public about tenancy issues and how certain recommended changes would negatively impact tenants.
1. To show tenants that they are not alone in their plight. It can be quite easy to take certain issues for granted because they are often seen as an unavoidable part of renting.
2. To encourage campaign supporters to publicly call on the Victorian Government to make positive changes to the state's tenancy legislation.

These efforts were recognised on 8 October 2017, when Premier Daniel Andrews announced a series of intended reforms to the Residential Tenancies Act (RTA) – dubbed their 'RentFair' Package. While these announcements included several of our recommendations, the package missed many key points such as enhanced protections for tenants affected by family violence.

Keep your promise

By early 2018 with silence looming about tenancy law reforms, it became clear that work needed to be done to put renters' rights back in the spotlight. Make Renting Fair ramped up its efforts with one core message aimed at the Victorian Government: Keep your promise.

Social media was heavily utilised to engage with supporters throughout the campaign. In an effort to leverage new trends in social media engagement, we teamed up with the Council to Homeless Persons and Domestic Violence Victoria to host two Facebook Live video broadcasts. These reached thousands of people, received positive feedback and sparked media interest.

Eight months after the 'RentFair' Package was first announced, Make Renting Fair decided to take an unprecedented step to call for change: A large-scale window installation was unveiled on 8 June 2018 to count down the number of Parliamentary sitting days left to make renting safe, stable and private for all Victorians. The installation spanned the entire length of Tenants Victoria's ground floor office in Fitzroy, and the move received a great deal of attention from the general public, media, the community sector, housing bodies and the government.

The campaign also launched multiple public actions throughout the financial year to draw attention for specific tenancy issues such as minimum health, safety and energy efficiency standards for rental properties and renting with pets. These efforts resulted in over 30,000 emails being sent to members of the Victorian Government throughout the run of the campaign.

Enough drops can create a raging river

Escaping family violence is a challenge for anyone, but many people don't realise that tenants in these situations can often face additional struggles such as breaking a lease and being blacklisted for property damage caused by their abusers.

The Victorian Government's October 2017 announcement of their intention to legislate a series of changes to the state's Residential Tenancies Act (RTA) did not include increased protections for tenants affected by family violence, despite a previous commitment to follow the recommendations set out the Royal Commission into Family Violence.

Given the absence of discussion about family violence issues and a lack of wider knowledge about their effects, Tenants Victoria felt it was time to shine a spotlight on the unique challenges tenants in these situations face. We commenced our campaign with a Facebook Live video broadcast in partnership with Domestic Violence Victoria. Tenants Victoria CEO, Mark O'Brien and Domestic Violence Victoria Policy & Program Manager, Alison Macdonald spent 30 minutes discussing what changes to tenancy legislation would make it easier for tenants to escape family violence and answering user-submitted questions. The event was promoted via multiple social media channels in the lead up, and quotes were tweeted live throughout the broadcast with a link to watch.

Shortly after, we received a call from a journalist from a major metropolitan news outlet who had been watching the broadcast and wanted to publish a story highlighting these issues. Tenants Victoria and Domestic Violence Victoria worked closely with the journalist to provide information, commentary and a case study for the article. On the day the article was published, Make Renting Fair launched an action on social media encouraging campaign supporters to email their local MPs in support of better protections for tenants affected by family violence. In less than one week, over 300 emails were sent by supporters to members of the Victorian Government.

We continued to receive queries about family violence issues from multiple media outlets in the weeks that followed. The coverage received for tenancy-related family violence matters ultimately led to more media coverage on a variety of family violence issues. At the time of reporting, the Victorian Government has further responded to the call for action by including amendments to the tenancy law to provide better protections for tenants experiencing family violence in its recent reform package.



Tenants Victoria CEO, Mark O'Brien (left) and Solicitor, Karl Schaffarczyk (right) standing in front of the window signage (with official office companion, Lia!)

A successful campaign

Just one month after the end of the financial year, the Victorian Government introduced the Residential Tenancies Amendment Bill 2018 to Parliament. This Bill includes all of Make Renting Fair's recommendations, including:

- establishing minimum health, safety and energy efficiency standards for all rental properties,
- abolishing 'no specified reason' notices to vacate,
- making it easier for people to rent with pets,
- allowing renters to make certain minor modifications, including safety modifications, and
- capping bonds for more rental properties at four weeks' rent.

At the time of reporting, this Bill was passed by both houses and is set to become law by 1 July 2020.



"Thank you for all your work. Life changing work, to benefit millions of Australians. Many other states are now following the lead of Victoria. Go Renters Rights!!"

--Facebook comment from a supporter of Make Renting Fair



The Future

The coming financial year will continue last year's theme of 'innovation' across multiple services and activities, with a major focus being on ensuring that everything produced provides the best possible fit for its intended purpose.

Fairer tenancy legislation

At the time of reporting, the *Residential Tenancies Amendment Bill 2018* was passed by both houses of Victoria's Parliament. The changes included in this Bill are slated to become law by 1 July 2020, with some changes taking effect sooner. Consumer Affairs Victoria will commence a process to develop the regulations required to legislate a number of changes such as what minimum health, safety and energy efficiency standards will be required for all rental properties.

Tenants Victoria will continue to lead the Make Renting Fair campaign in this process, encouraging our supporters to have their say on these regulations. A strategy is forthcoming for this initiative.

Better tenancy resources

A major focus area in 2018-19 will be to enhance the resources – both written and advice – we provide to Victorian renters. The Tenants Victoria website and printed publications (factsheets, handbooks, etc.) will continue to be reviewed and created with up-to-date advice in clear and concise language. This initiative will become particularly important as changes included in the *Residential Tenancies Amendment Bill 2018* become law.

We will also continue to develop useful resources for tenants and community sector advocates in a range of foreign languages.

More changes for vulnerable tenants

Tenants Victoria's Outreach Program will continue working with Community Connections Programs (CCP) and other partner organisations to lobby for tighter regulation of rooming houses in Victoria. Key focus areas for these efforts will include:

- advocating for Initial Assessment and Planning (IAP) services to stop using rooming houses that have previously been identified as profoundly unsafe and non-compliant with relevant legislation,
- requesting homelessness 'front door' services (including hospitals) to arrange routine follow-up appointments for residents who have been referred to unsafe rooming houses to ensure priority support,
- advocating for the expansion of the Melbourne Street to Home Program and other similar programs to include long-term residents of unsafe rooming houses, who are often overlooked for this vital service
- providing more outreach funding for services across Melbourne's metropolitan region, particularly in areas where little to no funding exists.



Financial Statements

Director's Report

Tenants Union of Victoria Limited ACN 081 348 227

Your Directors present this report on the entity for the financial year ended 30 June 2018.

Directors

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

Agata Wierzbowski
Appointed 21/3/2018.

Alison Ivey
Appointed 27/4/2017.
Resigned 10/7/2018.

Andrew Ogbourne
Appointed 5/3/2018.

Haydn Calderwood
Appointed 4/7/2017.

Judith Dickson
Appointed 23/1/2017.

Dr Kate Dempsey
Elected 29/10/2012.

Philip Campbell
Appointed 29/10/2012.

Piero Ammirato
Appointed 23/1/2017.
Resigned 20/8/2017.

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

Long Term Objectives

The principal objective of the company is to:

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

To fulfil its principal objective the company's main activities are:

- to represent tenants and speak for the collective interests of tenants
- to work towards the improvement of the status and rights of tenants and to promote alternatives to the present forms of rental housing
- to work towards more just and equitable systems of regulating both rental housing and the rights of tenants
- to act with individual tenants and tenants as a group in order to ensure better conditions in rental housing, fairer leases and conditions of tenancy, a more equitable supply of rental housing and the prevention of deceitful, oppressive or unjust practices in the rental market
- to promote the establishment of resource centres, advice and coordination services for tenants and to promote, as

Tenants Union of Victoria Limited ACN 081 348 227

far as possible, autonomous local and regional groups of tenants, affiliated with the Tenants Union of Victoria Ltd

- to inform and educate tenants as widely as possible as to their existing rights and of conditions in the rental market, and to conduct research about such conditions and about the specific needs and problems of tenants
- to encourage participation by members and tenants groups in all activities concerning tenants and in the activities of the Tenants Union of Victoria Ltd
- to ensure representation by, and participation of, tenants as far as possible in law and policy making as it affects tenants or housing
- to promote the provision of rental housing that is safe, convenient, and available to all people regardless of gender, age, religious or political beliefs, marital status and family composition, disability or sexual preference
- to take all reasonable steps to provide equitable and accessible services to individuals from socially, culturally and linguistically diverse backgrounds and situations

Short Term Objectives

The company has identified the following short term objectives:

- Expand the reach and effect of our social change work
- Improve our education and self-help resources for tenants
- Expand the reach and impact of our services for tenants
- Effectively integrate our activities

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

- Implemented a comprehensive action plan to guide our social change work
- Reviewed and improved our advice and advocacy services
- Enhanced the delivery of our online client education resources
- Investigated and implemented complementary services and approaches

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

Tenants Union of Victoria Limited ACN 081 348 227

Review of Operations

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

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

- The reach of our services remains broad despite the closure of our drop in advice service from 1 July 2017. Overall client services have increased and the decline in phone service levels is being addressed with improvements already noted. Demand for new advice services such as email has continued to increase and is being managed by a gateway that limits access. Website access, particularly to multilingual resources, also continues to increase. Media profile and engagement with relevant law reform and other social change issues has been comprehensive.
- Financial health remains strong with no projects in deficit after transfers from project balances. Very limited exceptions to the achievement of funding and service agreement targets. All grants are confirmed for 2018/19 financial year with a modest increase in grant income assured.
- Service quality remains strong with consistently high client satisfaction levels and no significant exceptions in service audit processes. We have maintained

our ISO 9001 accreditation for quality management processes.

- Internal health is adequate. Staff turnover increased this financial year consistent with a wave of recruitment that occurred about 3 years ago. Absenteeism remained stable.

A full set of the performance indicators is provided to all stakeholders in the Annual Report.

Future Developments

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

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

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

Operating Results

The surplus of the company for the year amounted to \$84,392 (2017: surplus of \$46,321).

Tenants Union of Victoria Limited ACN 081 348 227

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

Information on Directors

Agata Weizbowski

Appointed: 21/3/2018

Qualifications: BSc, LLB (Hons), Master of Laws

Experience: Community lawyer with a number of areas of expertise including consumer law, family violence. Principal Lawyer of generalist community legal centre and Board Member of another specialist community legal centre.

Alison Ivey

Appointed: 27/4/2017 *Resigned:* 10/7/2018

Qualifications: Bachelor of Education, Master of Public Policy

Experience: CEO of State Government regulator and registration board. Experienced executive manager, including successful change management and leadership.

Andrew Ogbourne

Appointed: 5/3/2018

Qualifications: BSc (Physics, Computing), AICD Member

Experience: IT consultant and business leader with experience in Government and private sector roles. Expertise in information technology, program and project governance, financial and risk management, partner and contract management including outsourcing and human resource management.

Haydn Calderwood

Appointed: 4/7/2017

Qualifications: Certificate of Executive Leadership & Development from the Australian Graduate School of Management (AGSM), AICD Member

Experience: Extensive experience in finance, risk management and business strategy. Skills honed at a national level in financial markets across the corporate, agribusiness, community, health, education and government sectors.

Special Responsibilities: Chair of the Audit & Risk Committee

Tenants Union of Victoria Limited ACN 081 348 227

Judith Dickson

Elected: 23/1/2017

Qualifications: BA, LLB, Master of Laws, Master of Adult Education (Global)

Experience: Consultant in workplace learning. Lawyer, educator and manager with extensive experience in general legal practice, community legal practice, clinical legal education and practical legal training. Management experience at senior level including successful change management.

Dr Kate Dempsey

Elected: 29/10/2012

Qualifications: Bachelor of Arts (Psychology), PhD (Psychology)

Experience: Over 20 years management consulting experience within the public and community sectors.

Special Responsibilities: Chairperson (from 27/3/2017)

Philip Campbell

Appointed: 29/10/2012

Qualifications: Bachelor of Engineering, AICD Member

Experience: A senior director and executive with over 30 years experience in national and international enterprises across a range of industries.

Special Responsibilities: Audit & Risk Committee

Piero Ammirato

Appointed: 23/1/2017 Resigned: 20/8/2017

Qualifications: BA, PhD (Politics), AICD Diploma

Experience: Highly qualified senior professional with a broad and unique work experience with state governments and universities including policy development, governance and compliance, research, regulation reform and service delivery.

Tenants Union of Victoria Limited ACN 081 348 227

Meetings of Directors

During this financial year, 8 meetings of the Board of Directors were held.

Attendances by each director during the financial year were as follows:

	BOARD OF DIRECTORS' MEETINGS	
	<i>Number eligible to attend</i>	<i>Number attended</i>
Agata Weirzbowski	1	-
Alison Ivey	8	7
Andrew Ogbourne	1	1
Haydn Calderwood	8	5
Judith Dickson	8	8
Dr Kate Dempsey	8	8
Philip Campbell	8	8
Piero Ammirato	1	1

Tenants Union of Victoria Limited ACN 081 348 227

The entity is incorporated under the *Corporations Act 2001* and is an entity limited by guarantee. If the entity is wound up, the Constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the entity. At 30 June 2018, the total amount that members of the company are liable to contribute if the company is wound up is \$280 (30 June 2017: \$230).

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2018 has been received and forms part of the directors' report.

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



Kate Dempsey

Chairperson

Dated this 24th day of September 2018.

Auditor's Independence Declaration

Tenants Union of Victoria Limited ACN 081 348 227

UNDER SUBDIVISION 60-C SECTION 60-40 OF AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE DIRECTORS OF TENANTS UNION OF VICTORIA LIMITED

I declare that, to the best of my knowledge and belief, in relation to the audit for the financial year ended 30 June 2018 there have been:

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

C.W. Stirling & Co

C.W. Stirling & Co.

Chartered Accountants

John A. Phillips

John A. Phillips

Partner

Dated this 24th day of September 2018.

Melbourne.

Statement of Profit or Loss and Other Comprehensive Income

for the year ended 30 June 2018

Tenants Union of Victoria Limited ACN 081 348 227

	Note	2018 (\$)	20167(\$)
Revenue from ordinary activities	2	2,491,357	2,388,086
Employee benefits expense		(1,570,193)	(1,678,301)
Occupancy expense		(179,748)	(208,446)
Programs, publicity, printing and stationery		(154,559)	(119,666)
Communications		(139,063)	(121,117)
Administration and other expenses		(155,500)	(98,894)
IT support		(154,080)	(63,847)
Library and resources		(38,254)	(35,469)
Depreciation expense		(10,193)	(11,643)
Equipment purchases	1(b)	(5,375)	(4,382)
Profit before income tax	2	84,392	46,321
Income tax expense	1(a)	-	-
Net profit for the year		84,392	46,321
Other comprehensive income			
Other comprehensive income for the year, net of tax			-
Total comprehensive income for the year		84,392	46,321
Total comprehensive income attributable to members of the entity		84,392	46,321

Statement of Financial Position

for the year ended 30 June 2018
Tenants Union of Victoria Limited ACN 081 348 227

	Note	2018 (\$)	2017 (\$)
CURRENT ASSETS			
Cash and cash equivalents	3	1,179,639	1,024,871
Trade and other receivables	4	5,103	104,928
Other current assets	5	97,696	126,413
TOTAL CURRENT ASSETS		1,282,438	1,256,212
NON-CURRENT ASSETS			
Trade and other receivables	4	10,002	10,001
Plant and equipment	6	36,906	31,443
TOTAL NON-CURRENT ASSETS		46,908	41,444
TOTAL ASSETS		1,329,346	1,297,656
CURRENT LIABILITIES			
Trade and other payables	7	129,966	186,580
Current tax liabilities	8	14,861	5,213
Short-term provisions	9	151,925	147,926
Other current liabilities	10	316,095	336,288
TOTAL CURRENT LIABILITIES		612,847	676,007
NON-CURRENT LIABILITIES			
Long-term provisions	9	10,458	-
TOTAL NON-CURRENT LIABILITIES		10,458	-
TOTAL LIABILITIES		623,305	676,007
NET ASSETS		706,041	621,649
EQUITY			
Retained surplus		691,041	606,649
Reserves	11	15,000	15,000
TOTAL EQUITY		706,041	621,649

Statement of Changes in Equity

for the year ended 30 June 2018
Tenants Union of Victoria Limited ACN 081 348 227

	Retained Surplus (\$)	Capital Reserve (\$)	Total (\$)
Balance as at 1 July 2016	560,328	15,000	575,328
<hr/>			
Comprehensive Income			
Profit for the year	46,321	-	46,321
Other comprehensive income	-	-	-
Total comprehensive income	46,321	-	46,321
<hr/>			
Transfer to reserves	-	-	-
Balance as at 30 June 2017	606,649	15,000	621,649
<hr/>			
<u>Comprehensive Income</u>			
Profit for the year	84,392	-	84,392
Other comprehensive income	-	-	-
Total comprehensive income	84,392	-	84,392
<hr/>			
Transfer to reserves	-	-	-
Balance as at 30 June 2018	691,041	15,000	706,041
<hr/>			

Statement of Cash Flows

for the year ended 30 June 2018
Tenants Union of Victoria Limited ACN 081 348 227

	Note	2018 (\$)	2017 (\$)
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from government and other sources		2,813,848	2,677,720
Payments to suppliers and employees		(2,655,673)	(2,616,152)
Interest received		12,945	22,389
Net cash provided by operating activities	15	171,120	83,957
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for plant and equipment		(16,352)	(21,273)
Net cash used in investing activities		(16,352)	(21,273)
CASH FLOW FROM FINANCING ACTIVITIES			
Net cash provided by financing activities		-	-
Net increase in cash held		154,768	62,684
Cash and cash equivalents at beginning of financial year		1,024,871	962,187
Cash and cash equivalents at end of financial year	3	1,179,639	1,024,871

Notes to the Financial Statements

Notes to the financial statements for the year ended 30 June 2018 Tenants Union of Victoria Limited ACN 081 348 227

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

The financial statements were authorised for issue on 24 September 2018 by the directors of the company.

Note 1: Statement Of Significant Accounting Policies

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

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

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

Accounting Policies

a. Income Tax

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

b. Plant and Equipment

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

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed

Notes to the financial statements for the year ended 30 June 2018 Tenants Union of Victoria Limited ACN 081 348 227

on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

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

Depreciation

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

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

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

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

c. Financial Instruments

Recognition and initial measurement:

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

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

Derecognition:

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the company no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities

Notes to the financial statements for the year ended 30 June 2018 Tenants Union of Victoria Limited ACN 081 348 227

are derecognised where the related obligations are either discharged, cancelled or expire. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed is recognised in profit or loss.

Classification and subsequent measurement:

(i) Loans and receivables:

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

(ii) Financial liabilities:

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

Fair value:

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

Impairment:

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

Impairment losses are recognised in the Income Statement.

d. Impairment of Assets

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

Notes to the financial statements for the year ended 30 June 2018 Tenants Union of Victoria Limited ACN 081 348 227

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

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

e. Employee Benefits

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

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

f. Unexpended Grants

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

g. Cash and Cash Equivalents

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

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

Notes to the financial statements for the year ended 30 June 2018 Tenants Union of Victoria Limited ACN 081 348 227

h. Revenue

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

i. Contributions

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

j. Goods and Services Tax (GST)

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

k. Comparative Figures

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

l. Economic Dependence

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

Notes to the financial statements for the year ended 30 June 2018
Tenants Union of Victoria Limited ACN 081 348 227

Note 2: Profit from Ordinary Activities

Profit from ordinary activities before income tax expense has been determined after:

	2018 (\$)	2017 (\$)
(i) Revenue		
Grant revenue		
Victoria Legal Aid – Commonwealth Funding	149,588	144,788
Victoria Legal Aid – State Funding	686,305	647,092
Consumer Affairs Victoria	538,559	740,631
Office of Housing	1,038,324	874,957
Other funding	33,243	14,805
Add: prior year funding now unconditional	100,508	3,133
Less: funds deferred until unconditional	(78,353)	(86,445)
Total Grant Revenue	2,468,174	2,338,961
Interest earned	12,945	22,389
Membership fees	1,383	1,970
Other income	8,855	24,766
Total Revenue	2,491,357	2,388,086
(ii) Expenses		
Remuneration of auditor		
- audit of the financial report	12,500	12,000
- other audit related services	5,000	5,000
Rental expense on operating leases	136,855	133,733

Notes to the financial statements for the year ended 30 June 2018
Tenants Union of Victoria Limited ACN 081 348 227

Note 3: Cash and Cash Equivalents

	2018 (\$)	2017 (\$)
Cash on hand	600	600
Cash at bank	624,634	173,676
Cash at bank on short term deposit	554,405	850,595
	1,179,639	1,024,871

Note 4: Trade and Other Receivables

CURRENT

Accrued income and sundry debtors	5,103	104,928
-----------------------------------	-------	---------

NON-CURRENT

Security deposits	10,002	10,001
-------------------	--------	--------

Note 5: Other Current Assets

Prepayments	97,696	126,413
-------------	--------	---------

Note 6: Plant And Equipment

Plant and equipment - at cost	107,434	118,364
Less accumulated depreciation	(70,528)	(86,921)
	36,906	31,443

Movements in carrying amounts

Written down value at the beginning of the financial year	31,443	21,982
Additions	16,352	21,273
Assets written off	(696)	(169)
Depreciation for the year	(10,193)	(11,643)
Written down value at the end of the financial year	36,906	31,443

Notes to the financial statements for the year ended 30 June 2018
Tenants Union of Victoria Limited ACN 081 348 227

Note 7: Trade and Other Payables

	2018 (\$)	2017 (\$)
Trade creditors	13,546	67,179
Sundry creditors and accrued expenses	116,420	119,401
	129,966	186,580

Note 8: Tax Liabilities

Net Tax Liabilities – GST	14,861	5,213
---------------------------	--------	-------

Note 9: Provisions

SHORT-TERM

Employee benefits	151,925	147,926
-------------------	---------	---------

LONG TERM

Employee benefits	10,458	-
-------------------	--------	---

Notes to the financial statements for the year ended 30 June 2018
Tenants Union of Victoria Limited ACN 081 348 227

Note 10: Other Current Liabilities

	2018 (\$)	2017 (\$)
Grants received in advance - VLA ERO	58,130	92,443
Grants received in advance - FCLC	1,962	-
Project Balances:		
CAV – Legal & Policy	-	12,772
CAV – Metro Advocacy	-	13,909
CAV – Outreach	-	11,171
CAV – Tenancy Projects	-	27,702
CAV – Tenancy Central Service Program	29,058	-
OoH PHIP – Education	150,545	150,602
OoH PHIP – Policy	8,849	9,434
OoH PHIP – Training	6,690	4,617
OoH PHIP – SHASP	42,370	13,638
OoH PHIP – RHS	18,491	-
	316,095	336,288

Note 11: Reserves

Capital Replacement Reserve	15,000	15,000
-----------------------------	--------	--------

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

Note 12: Members' Guarantee

The entity is incorporated under the Corporations Act 2001 and is an entity limited by guarantee. If the entity is wound up, the Constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the entity. At 30 June 2018, the number of full members was 28 (2017: 23).

Notes to the financial statements for the year ended 30 June 2018 Tenants Union of Victoria Limited ACN 081 348 227

Note 13: Events Subsequent to Reporting Date

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

Note 14: Contingent Liability

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

Note 15: Cash Flow Information

	2018 (\$)	2017 (\$)
<u>Reconciliation of cash flow from operations with profit from ordinary activities after income tax</u>		
Profit from ordinary activities after income tax	84,392	46,321
Non-cash flows in surplus from ordinary activities		
Depreciation	10,193	10,384
Plant and equipment written off	696	1,013
Changes in assets and liabilities		
Decrease/(increase) in receivables	99,825	(10,137)
Decrease/(increase) in other current assets	28,716	(5,882)
Increase/(decrease) in payables	(44,614)	(19,653)
Increase/(decrease) in provisions	2,457	(13,285)
Increase/(decrease) in tax liabilities	9,648	(4,086)
Increase/(decrease) in other liabilities	(20,193)	(67,575)
Cash inflow from operations	171,120	83,957

Notes to the financial statements for the year ended 30 June 2018
Tenants Union of Victoria Limited ACN 081 348 227

Note 16: Commitments

	2018 (\$)	2017 (\$)
<u>Operating Lease Commitments</u>		
Non-cancellable operating leases contracted for but not capitalised in the financial statements:		
Payable		
- not longer than 1 year	144,588	112,917
- longer than 1 year but not longer than 5 years	279,829	-
- longer than 5 years	-	-
	424,417	112,917

Details of significant leasing arrangements: The company's property lease runs for three years from 1 May 2018.

<u>Capital expenditure commitments</u>		
- not longer than 1 year	27,960	27,960

Note 17: Company Details

The registered office and principal place of business of the company is:

55 Johnston Street, Fitzroy, Victoria 3065.

Notes to the financial statements for the year ended 30 June 2018 Tenants Union of Victoria Limited ACN 081 348 227

Note 18: New Accounting Standards for Application in Future Periods

Accounting Standards issued by the AASB that are not yet mandatorily applicable to the company, together with an assessment of the potential impact of such pronouncements on the company when adopted in future periods, are discussed below:

AASB 15: Revenue from Contracts with Customers (applicable to annual reporting periods beginning on or after 1 January 2018, as deferred by AASB 2015-8: Amendments to Australian Accounting Standards – Effective Date of AASB 15).

When effective, this Standard will replace the current accounting requirements applicable to revenue with a single, principles-based model. Apart from a limited number of exceptions, including leases, the new revenue model in AASB 15 will apply to all contracts with customers as well as non-monetary exchanges between entities in the same line of business to facilitate sales to customers and potential customers.

The core principle of the Standard is that an entity will recognise revenue to depict the transfer of promised goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for the goods or services. To achieve this objective, AASB 15 provides the following five-step process:

- identify the contract(s) with a customer;
- identify the performance obligations in the contract(s);
- determine the transaction price;
- allocate the transaction price to the performance obligations in the contract(s); and
- recognise revenue when (or as) the performance obligations are satisfied.

The transitional provisions of this Standard permit an entity to either: restate the contracts that existed in each prior period presented per AASB 108: Accounting Policies, Changes in Accounting Estimates and Errors (subject to certain practical expedients in AASB 15); or recognise the cumulative effect of retrospective application to incomplete contracts on the date of initial application. There are also enhanced disclosure requirements.

Although the directors anticipate that the adoption of AASB 15 may have an impact on the company's financial statements, it is impracticable at this stage to provide a reasonable estimate of such impact.

Notes to the financial statements for the year ended 30 June 2018 Tenants Union of Victoria Limited ACN 081 348 227

AASB 16: Leases (applicable to annual reporting periods beginning on or after 1 January 2019).

When effective, this Standard will replace the current accounting requirements applicable to leases in AASB 117: Leases and related Interpretations. AASB 16 introduces a single lessee accounting model that eliminates the requirement for leases to be classified as operating or finance leases.

The main changes introduced by the new Standard are as follows:

- recognition of a right-of-use asset and liability for all leases (excluding short-term leases with less than 12 months of tenure and leases relating to low-value assets);
- depreciation of right-of-use assets in line with AASB 116: Property, Plant and Equipment in profit or loss and unwinding of the liability in principal and interest components;
- inclusion of variable lease payments that depend on an index or a rate in the initial measurement of the lease liability using the index or rate at the commencement date;
- application of a practical expedient to permit a lessee to elect not to separate non-lease components and instead account for all components as a lease; and
- inclusion of additional disclosure requirements.

The transitional provisions of AASB 16 allow a lessee to either retrospectively apply the Standard to comparatives in line with AASB 108: Accounting Policies, Changes in Accounting Estimates and Errors or recognise the cumulative effect of retrospective application as an adjustment to opening equity on the date of initial application. Although the directors anticipate that the adoption of AASB 16 will impact the company's financial statements, it is impracticable at this stage to provide a reasonable estimate of such impact.

Director's Declaration

Tenants Union of Victoria Limited ACN 081 348 227

The directors of the Tenants Union of Victoria declare that, in the directors' opinion:

1. The financial statements and notes, are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and:

a. comply with Australian Accounting Standards; and

b. give a true and fair view of the financial position of the registered entity as at 30 June 2018 and of its performance for the year ended on that date.

2. There are reasonable grounds to believe that the registered entity will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subs 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.



Kate Dempsey

Chairperson

Dated this 24th day of September 2018.

Independent Audit Report

to the members of Tenants Union of Victoria Limited

Tenants Union of Victoria Limited ACN 081 348 227

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Tenants Union of Victoria Limited (the registered entity), which comprises the statement of financial position as at 30 June 2018, 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, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of Tenants Union of Victoria Limited has been prepared in accordance with Div 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

(i) giving a true and fair view of the registered entity's financial position as at 30 June 2018 and of its financial performance for the year then ended; and

(ii) complying with Australian Accounting Standards to the extent described in Note 1, and Div 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the registered entity's financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Independent Audit Report to the members of Tenants Union of Victoria Limited ACN 081 348 227

Responsibilities of the Directors for the Financial Report

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

In preparing the financial report, the directors are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 registered entity's internal control.

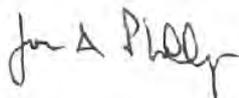
Tenants Union of Victoria Limited ACN 081 348 227

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

C.W. Stirling & Co

Chartered Accountants



John A. Phillips

Partner

Dated this 24th day of September 2018.

Melbourne.

Compilation Report

for the Directors of Tenants Union of Victoria Limited

Tenants Union of Victoria Limited ACN 081 348 227

We have compiled the special purpose financial statements of Tenants Union of Victoria Limited, which comprise the Detailed Operating Statement for the year ended 30 June 2018 as set out on the following pages.

The Responsibility of the Directors of Tenants Union of Victoria Limited

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

Our Responsibility

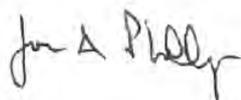
On the basis of information provided by the directors of Tenants Union of Victoria Limited we have compiled the accompanying special purpose financial statements in accordance with the APES 315: Compilation of Financial Information.

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

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

C.W. Stirling & Co

Chartered Accountants



John A. Phillips

Partner

Dated this 24th day of September 2018.

Melbourne.

Detailed Operating Statement

for the year ended 30 June 2018

Tenants Union of Victoria Limited ACN 081 348 227

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

	2018 (\$)	2017 (\$)
Income		
Grants – recurrent	2,434,931	2,324,156
Grants – non-recurrent	33,243	7,615
Interest earned	12,945	22,389
Membership fees	1,383	1,970
Other income	8,855	31,956
Total Income	2,491,357	2,388,086
Less Expenditure		
Accounting and audit fees	22,000	17,000
Archiving costs	3,809	3,569
Bank charges	1,803	1,973
Capital equipment	5,375	2,271
Catering - meetings	2,332	3,437
Cleaning	10,279	19,520
Computer software and consumables	61,909	2,112
Consultancy – IT support	92,171	63,847
Consultancy – other	11,010	23,584
Depreciation	10,193	11,643
Directory entries	3,943	6,574
Client disbursements	7,632	5,830
Employment advertisements	33,027	2,436
Fixed assets written off	696	169
Gas/electricity	11,040	10,766
Insurances	4,970	4,506
Internet and website	91,704	86,257

Detailed Operating Statement for the year ended 30 June 2018
Tenants Union of Victoria Limited ACN 081 348 227

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

	2018 (\$)	2017 (\$)
Expenditure (continued)		
Library	22,798	22,482
Miscellaneous	6,323	1,988
Payroll	1,452,823	1,540,321
Photocopying	22,346	24,615
Postage and freight	9,195	6,680
Practising certificates	3,917	3,942
Printing	4,490	19,945
Publications program	39,886	13,436
Publicity and press clippings	19,856	1,059
Rent, rates and outgoings	140,024	142,284
Repairs and maintenance	12,679	27,203
Security	832	3,310
Special projects	59,642	26,690
Staff amenities	10,266	16,009
Staff development and training	21,282	20,839
Stationery	6,674	10,338
Subscriptions, memberships and accreditation	29,115	12,569
Superannuation	112,349	135,237
Telephone	34,221	21,605
Travel	18,248	18,990
Waste Removal	1,085	1,794
Workcover	5,021	4,935
Total Expense	2,406,965	2,341,765
PROFIT FOR THE YEAR	84,392	46,321

ACN 081 348 227

55 Johnston Street, Fitzroy VIC 3065

PO Box 234, Fitzroy VIC 3065

P: 03 9411 1444

F: 03 9416 0513

E: admin@tuv.org.au

W: www.tuv.org.au

