

Tenants Victoria

Annual Report

2016-17



Acknowledgements

Tenants Victoria wishes to acknowledge and thank the following organisations for their financial and other contributions to our works in the 2016-17 financial year:

- Department of Health & Human Services
- Victoria Legal Aid (Community Legal Services)
- 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
Organisation Advice and Training	22
Publications	24
Make Renting Fair	27
Rooming House Reform	30
The Future	31
Financial Statements	33

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 for 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 30,000 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
- Sharon Bigg, Volunteer Lawyer
- Marisol Bombal, Bookkeeper
- Adrian Campion, Training Officer
- Yaelle Caspi, Policy Officer
- Liam Cooper, Research Officer
- Ben Cording, Senior Lawyer
- Christian Dargatz, Contract Lawyer
- Zoe Dealehr, Lawyer
- Hannah Dodd, Senior Lawyer
- Catherine Dyer, Outreach Worker
- Leah Hecht, Lawyer
- Peta Hodgson, Administrative Support Worker
- Devon LaSalle, Communications Officer
- Cassandra Laybourn, Tenant Advocate
- Tania Lim, Lawyer
- Sunita McGregor, Publications Officer
- Cath McLeish, Lawyer
- Catherine Miller, Senior Lawyer
- Jenna Molan, Senior Lawyer
- Cindy Nguyen, Lawyer
- Tayla Nguyen, Administrative Support Worker
- Victor Nieto, Finance & Administration Manager
- Mark O'Brien, CEO
- Brendan O'Hanlon, Lawyer
- Kenneth Tie, Legal Services Manager
- Tracey Ryan, Lawyer
- Jenny Sharp, Lawyer
- Aldo Taranto, Outreach Worker
- Andrew Vincent, Outreach Lawyer
- Helen Woodruff, Tenant Advocate

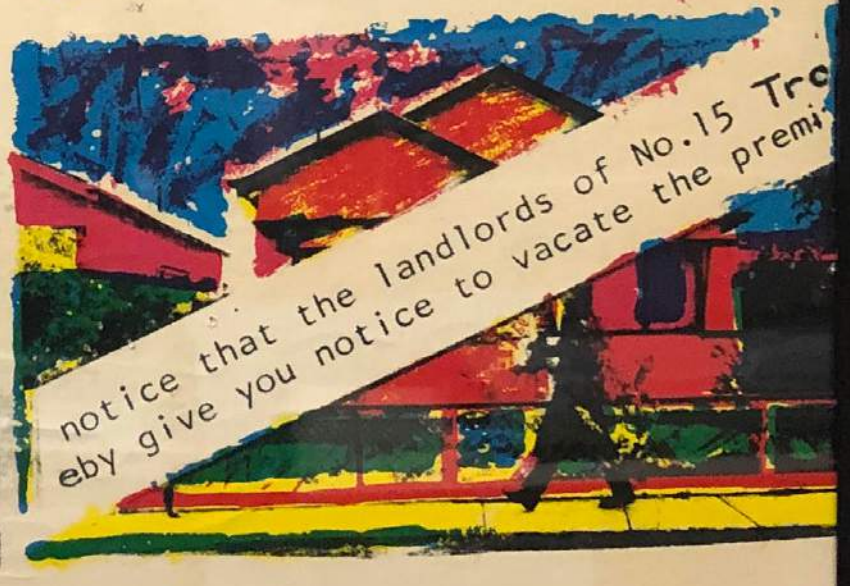
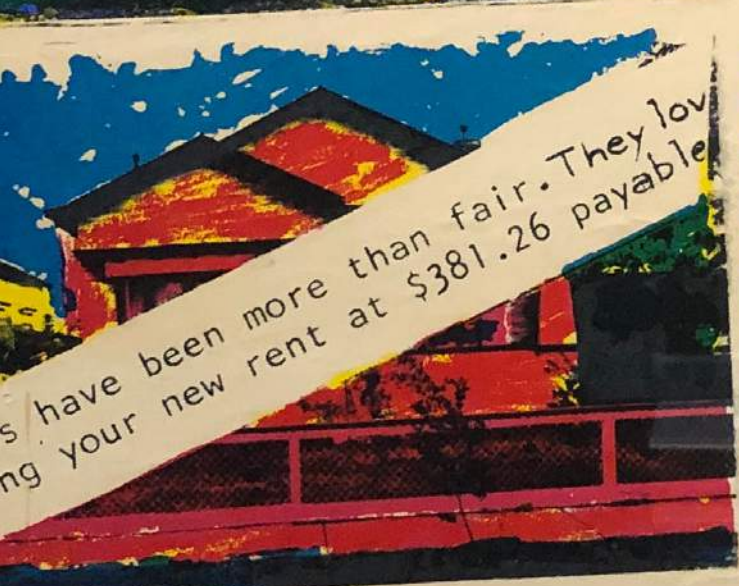
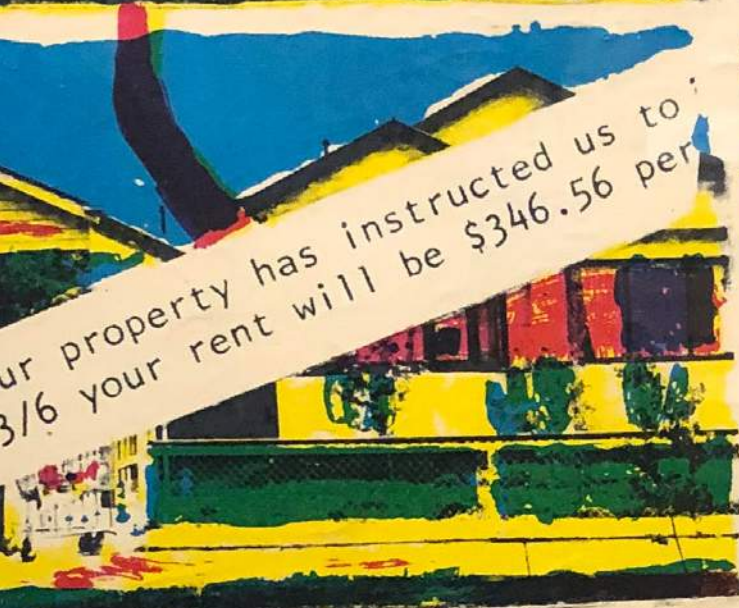
We would also like to thank our support contractors and partners for their assistance in 2016-17.

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

Donors

Tenants Victoria would like to extend its sincere thanks to the following individuals that made financial donations during 2016-17:

- Anas Aljanadi
- Jason Alo
- Agnes Au
- Mary Bassano
- Emerson Bavinton
- Senol Baydar
- Judith Blennerhassett
- Julia Bourke
- Hugh Buzacott
- Simone Camasasca
- James Catton
- Tanya Charter
- Bernadette Cheesman
- Elsiaeh Chen
- Luke Chesson
- Michael Choyce
- Will Cowan
- Rohan Cuming
- Sharon Cunningham
- Anthony Curran
- Christopher Currie
- Susan Davidson
- Bryn Davies
- Shari Davies
- Amelia de Bie
- Adrian Dowling
- Renata Dreyer
- Greg Drummond
- Mohammadhadi Falahati
- James Farnell
- Dermot Foley
- Adam Fox
- Qiang Fu
- Marcus Garrett
- Willson Gregory
- Jeremy Grey
- Ian Guy
- Betty Hannah
- Tess Haycox
- Katharine Heyl
- Tristan Hodgkisson
- Tom Honl
- Han Huang
- Danya Jafur
- Megan Jenner
- Nathan Kaberry
- Benjamin Kane
- Catherine Kirby
- Russell Knight
- Praveen Kumar Rajoori
- Chun Jason Lao
- Tracy Lee
- Daniella Liew
- Brian Linklater
- Ferry Lubis
- Subhash Madhukar
- Anna Magee
- Jemima Mannix
- Suzanne Mavoa
- Jacqueline McConnell
- Hannah McInnes
- Martin McMenamin
- Louise McNeill
- William Millward
- Kamal Muhammad
- Lachlan Musicman
- Robert Nicoll
- Kohei Okada
- Harah Wijesekara Parana Gamaralalage
- Mathew Pavelis
- Dorithy Pihema
- Khayen Prentice
- Jessica Price
- Luke Rasborsek
- Mark Richardson
- Jessica Rimington
- David Rodda
- Jarrod Rogers
- Alaa Salman
- David Samborsky
- Trudy Sebaly
- Prakash Sharma
- Alexander Simes
- Ross Smith
- Chris Stevenson
- Glenn Styles
- Lambros Symeonakis
- Kai-Li Tan
- Yaodong Tang
- Jo Taylor
- Francisco Tovar
- Sagar Wani
- Martin Warner
- Parikesit Widiatedja
- Henry Winheigh
- Min Xu
- Li Xu
- Xiaohui Xu
- Diana Yew
- Elizabeth Yong
- Ryszard Zaczek



DEMAND RENT CONTROL!
& HOUSING SECURITY  **Tenants Union of Victoria**

80 Johnston St.
Fitzroy, 3065

85 Cowper St.
Footscray, 3011
Tel. 689 7063

Cnr. Carlisle &
Chapel Sts.
St. Kilda, 3182
Tel. 524 1394

415 High St.
Northcote, 3070
Tel. 489 4999

our property has instructed us to
3/6 your rent will be \$346.56 per

advise you that due
rent on your premises

s have been more than fair. They lov
ng your new rent at \$381.26 payable

notice that the landlords of No.15 Tro
eby give you notice to vacate the premi

Chairperson's Report

On behalf of the Board of the Tenants' Union of Victoria I take great pleasure in presenting the Annual Report for 2016/17.

The Annual Report documents the work of the organisation throughout the year and 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 receive a service they are 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.

We were very disappointed to be notified by Consumer Affairs Victoria in May 2017 that our funding for regional services for the North Western metropolitan region would not be renewed. The loss of funding meant we were no longer able to sustain our drop in in services which we regrettably closed on 30 June after more than 40 years of continuous operation. We are very concerned that many tenants may not receive an alternative service of the same quality.

The Board remains very committed to our existing service model as the best way to achieve the broadest and most practical assistance for tenants. We believe our service model helps us to identify and assist the vulnerable and disadvantaged tenants who can most benefit.

This year we have continued to work towards implementation of significant commitments to improve legislative protection for tenants including rooming house and caravan park residents. We continue to call on government to take a number of integrated actions to improve rights for residential tenants. We are very pleased that the State Government has recently made some important announcements about residential tenancies law reform in Victoria and we look forward to a rental housing sector that is fairer and safer for tenants.

The high demand for our assistance and advocacy continues to strengthen our resolve to improve organisational resourcing by a range of different means. If we are to be true to our mission of making a long term difference for tenants we must find innovative ways to resource the organisation's important work.

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, Marianne Webb, for her stewardship and to Caroline Smith, Luke Cuttance, Julie Zhou and Pietro Ammirato who left the Board during the year.



Dr Kate Dempsey

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.

We are continuing to provide a very significant level of advice and advocacy assistance, primarily targeted at vulnerable and disadvantaged renters. Our 2016/17 results show that we maintained significant reach and depth in our direct client services and continued our high standard of assistance.

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 12 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. During this review we have provided several detailed submissions with numerous examples of poor practices and inadequate protections for renters.

Unfortunately the market conditions for tenants, particularly low-income tenants, generally dissuade tenants from exercising the limited rights that they have. With restricted access to the social housing sector, highly disadvantaged tenants are being increasingly forced into substandard rooming houses, long stay caravan parks or homelessness. This is inconsistent with a

truly fair society. Poor rental housing remains a cause and a consequence of poverty. 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 the Tenants Union 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



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	20,000	18,349	91.7%	1
No. of phone enquiries	16,000	14,035	87.7%	2
No. of drop in enquiries	2,000	1,999	100.0%	
No. of e-mail enquiries	2,000	2,210	>100.0%	
No. of organisational enquiries	1,000	1,004	>100.0%	
No. of social housing matters	700	809	>100.0%	
No. of social housing cases	90	91	>100.0%	
No. of new cases	500	487	97.4%	
No. of active cases	800	1,021	>100.0%	
No. of VCAT appearances	350	235	67.1%	
Amount of CAV advocacy hours	4,300	5,806	>100.0%	

Social Change	Annual Target	Annual Result	Variance	Notes
No. of media releases	6	9	>100.0%	
No. of media articles	12	70	>100.0%	
Review communications strategy	30/6/2017	30/6/2017	No	
No. of research papers / submissions	2	10	No	

Education	Annual Target	Annual Result	Variance	Notes
No. of leaflets distributed	80,000	252,116	>100.0%	
No. of handbooks distributed	20,000	20,679	>100.0%	
No. of web site sessions	100,000	1,595,719	>100.0%	
No. of multilingual page views	5,000	301,415	>100.0%	
No. of newsletters distributed	10,000	7,000	70.0%	5
Amount of CAV outreach hours	1,300	1,386	>100.0%	
No. of outreach visits	100	236	>100.0%	
No. of training sessions	18	38	>100.0%	

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	<20.0%	36.4%	16.4%	6
Service guidelines exceptions	None	0	No	
No. of unresolved complaints	None	0	No	
Client satisfaction rate	>85.0%	81.2%	3.8%	7

Education	Annual Target	Annual Result	Variance	Notes
Training participant satisfaction rate	>85.0%	85.0%	0%	
Publications vetting exceptions	None	0	No	
Publications satisfaction rate	>85.0%	87.6%	2.6%	

Social Change	Annual Target	Annual Result	Variance	Notes
Project completion exceptions	None	1	Yes	8
Adoption of recommendations	>25.0%	100%	No	9

Corporate	Annual Target	Annual Result	Variance	Notes
No. of Director vacancies	<2	5	Yes	10
Director turnover	<2	4	Yes	
Maintain ISO 9001 accreditation	Yes	Yes	Yes	

Finance

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

	Annual Target	Annual Result	Variance	Notes
Expenditure variance from Budget	<2.0%	1.8%	No	
Expenditure variance from programs	<2.0%	1.1%	No	
Proportion of discretionary income	>1.0%	1.9%	No	
Retain effective funding levels	100.0%	95%	Yes	11
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	15
No. of new services	0	0	No	
No. of new alliances	0	2	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	<3.0%	4.8%	Yes	
Rate of staff turnover	<10.0%	25%	Yes	13
Staff satisfaction rate	>75%	-	No	14
EO & OHS compliance exceptions	None	0	No	

Notes

- Overall enquiries are below target due to lower phone and email enquiries. See below.
- Phone enquiries were below target. Calls answered increased slightly from the previous financial year. We have continued to work on strategies to address service staffing and call times.
- Number of new cases was slightly below target due to slow down of casework activity prior to 30 June as a result of CAV program changes.
- VCAT appearances were again below target as we manage our casework demand, more emphasis is being placed on self-help and negotiated outcomes.
- Newsletter circulation recommenced in December 2015 and the annual target was adjusted accordingly. Since that time the subscriber list has increased about 5% per month. Only 3 editions of the e newsletter were published this year. From Mar 2017 we switched our communications to Make Renting Fair.
- The abandoned call rate for the phone advice service was above target but a significant (3.5%) improvement on the previous financial year.
- The client satisfaction rate was below target but improved from the previous financial year results. Access issues caused by resource constraints are affecting overall satisfaction.
- We were delayed in the completion of projects relating to resourcing of CAV funded advocates due to the effect of program changes.
- With the implementation of the rooming house licensing scheme almost all of the recommendations made to the Rooming House Taskforce in 2008 have been adopted.
- The maximum number of Director vacancies during this year was 5. The Board is continuing to look for ways to improve Director recruitment and retention.
- There was a reduction in overall funding levels following the loss of funding for CAV services in the North Western metropolitan region. This was partially offset by an increase in funding for state-wide services and the retention of funding for Outreach.
- The rate of absenteeism has remained steady this year but is slightly over target due to a range of factors.
- The level of staff turnover was higher than the previous year due to the uncertainty created by CAV program changes.
- Staff satisfaction was not assessed this year.
- During this year we established the Make Renting Fair campaign to promote improvements to the tenancy law.
- New alliances were established this year to advocate for particular improvements to the tenancy law including the minimum standards work of the One Million Homes Alliance and the combined work of a number of stakeholders to establish an internal appeals mechanism for VCAT.

18,349

enquiries received seeking advice about residential tenancy issues in the 2016-17 financial year

156

lives changed through the Outreach Program

27

rooming houses reported to CAV for investigation

1,500+

Emails sent to local MPs

38

training sessions held for community sector workers

2,069

drop-in clients assisted

3,000+

Make Renting Fair petition signatures

1,021

active cases handled

2,210

email advice queries received

950

organisations assisted with tenancy matters

60

Make Renting Fair supporter organisations

14,035

phone calls received from tenants and community sector organisations

Legal Services

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

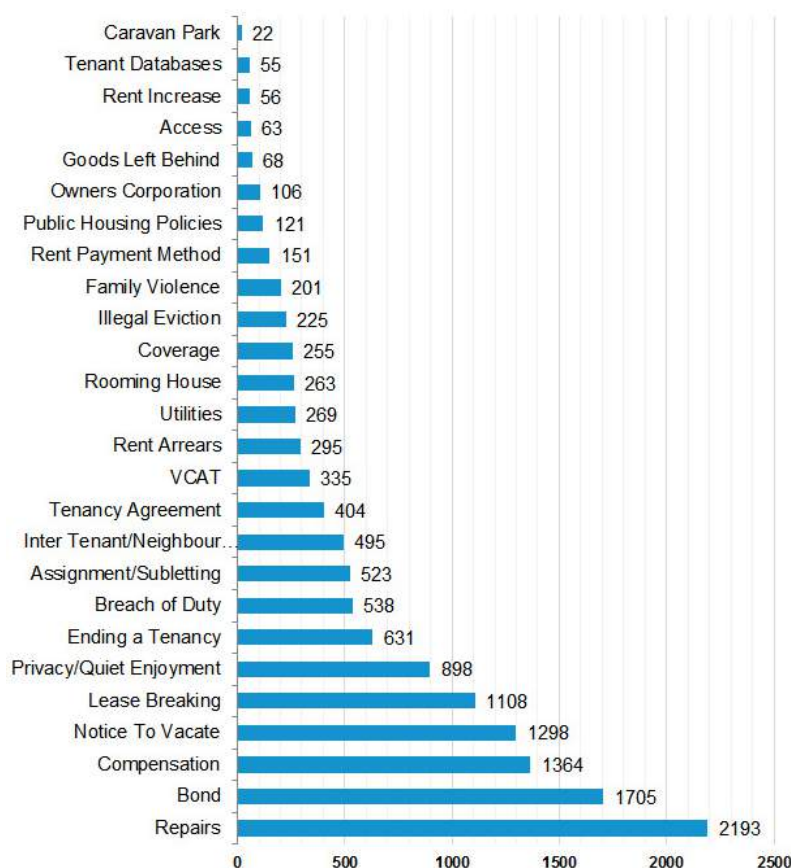
Initial contact largely occurs through the telephone advice service, with referrals onto the drop-in service or to other tenancy services or community service organisations across the state as required. This enables tenants with simple issues to receive basic information and advice, while tenants with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

Results

In the 2016-17 financial year, these services were provided through telephone and our drop-in advice centre located in Fitzroy, both of which operated between 9:00am and 4:30pm every weekday, with late-night hours on Wednesdays between 12:30pm and 7:30pm. Advice was also provided via email through the Tenants Victoria website.

Tenants Victoria handled 18,349 advice enquiries in the 2016-17 financial year.

Problem Type x Number of Queries



These included 14,035 phone calls, 2,210 emails and 35 letters. The drop-in service was highly utilised again this financial year, with 2,069 tenants assisted through this vital service.

The vast majority of enquiries were from tenants within the private rental market, accounting for 87.3% of the total received. The most common issues raised were repairs, bond, compensation claims, notices to vacate and

lease breaking, accounting for 56.2% of all queries received. Enquiries pertaining to privacy / quiet enjoyment and ending a tenancy were also common this financial year.

Meeting the demand for our tenancy advice services continued to be a challenge this financial year. Approximately 36.4% of phone calls received were abandoned before an advisor was able to provide assistance - a decrease of

12.8% from 2015-16. This demand also translated across to the Drop-In Advice Service, which had to turn away 34% of clients (695) who sought advice in person.

Despite these challenges, we were able to assist tenants with more follow up case work than last financial year — a 7.8% increase to 1,021 active cases for 2016-17.



Tenants Victoria staff posing for a quick 'selfie' with the last clients served by the drop-in service.



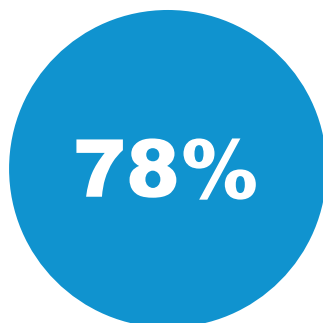
“OUTSTANDING!! - I was distraught as I did not understand the legal process and felt bewildered and powerless.. Your staff helped me to understand the process and even took the time to draft a letter to my landlord... I was ever so grateful for the support and information.”

Drop-In Closure

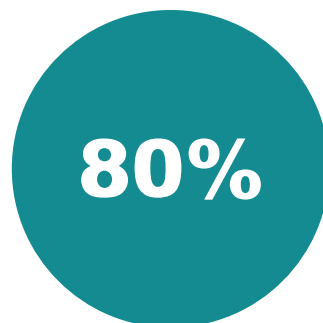
The Tenants Victoria drop-in service has assisted thousands of Victorian renters since it first opened its doors in the mid-1970s. Unfortunately due to the loss of funding from Consumer Affairs Victoria for regional services, we made the difficult decision to close our drop-in advice service effective Monday, 3 July 2017 and utilise our remaining funding on the other information and advice services.

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 2016-17 all showed improvements on the results for the last financial year. The vast majority of negative feedback was from clients dissatisfied with the difficulty getting access to our services.



satisfied with our
services



satisfied with the
assistance we provide



net promoter score

This Net Promoter Score result was significantly better than last year's result (+32). The average Net Promoter Score in the charitable sector in Australia is about +27 (McCrimble, May 2016).

Outreach

The Tenants Victoria Outreach Program has been in operation for 10 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 2016-17 financial year, the Tenants Victoria Outreach Program conducted 214 separate visits to 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 75% were addresses registered with Consumer Affairs Victoria.

156 residents were contacted by the Outreach Program, including three families with children. 37% were aged over 50 years. The majority of these residents were unemployed, under-employed or doing periodic casual work, 75% subsisted on some type of Centrelink benefit. Not surprisingly these factors directly affected their ability to get out of bad housing situations, with 95% experiencing rental stress. Indeed, half of the residents requested referrals to additional support services to help with access to safe and stable housing.

Maintenance and repairs not being addressed to a reasonable standard (if at all) was another common concern, and many of the referrals requested pertained to rectifying these issues.

Other common reports include:

- Residents experiencing high levels of psychological stress due to cohabitating with others with complex needs, including fears for personal safety and assaults in accommodation, and
- Unwillingness to act on concerns over repairs and breaches of duty out of fear of retaliation.

The Outreach Program referred 35 residents to Consumer Affairs Victoria (CAV) for assistance. The program also reported 16 rooming houses for further investigation by CAV.

Referrals to the Tenants Victoria Legal Service increased in 2016-17, with great outcomes for those identified as requiring legal assistance. 31 residents were referred to other local government organisations for assistance.

The Outreach Program has developed strong ongoing links with Assertive Outreach Program (AOP), who provides support to people in problematic rooming houses at risk of homelessness in Wyndham, Brimbank, Hobson's Bay and Maribyrnong Councils. More than 50 residents were referred to the AOP network which includes specialist mental health, housing and drug and alcohol services. The outcomes were very successful, with the majority accessing alternative longer-term affordable housing and health and financial supports. A shortlist of 27 rooming houses and caravan parks were identified as requiring more regular visits from AOP.

During the latter six months of 2016-17, the Outreach Program also supported residents as a result of the sale and planned redevelopment of the Hobson's Bay Caravan Park which included 120 sites and over 150 residents with low-incomes and a history of homelessness. Prior to the sale, this caravan park had been utilised as crisis accommodation alternative to rooming houses and motels. Outreach lawyers visited the park on six separate occasions and interviewed 19 residents. All of these

residents were referred to supports including to the AOP for assistance primarily to relocate.

With funding having been renewed for another two years, the Tenants Victoria Outreach Program looks forward to assisting more of Victoria's most vulnerable tenants in the coming financial year. and caravans were identified as requiring more regular visits from AOP.

Case Study: Unlawful rooming house evictions

The Outreach Program was contacted by a resident of a Footscray rooming house, who had received a handwritten notice to vacate from the rooming house operator on the grounds that the premises was to be repaired and renovated. The notice was not dated and did not comply with the provisions outlined in the Residential Tenancies Act (RTA) pertaining to 60-day notices to vacate.

Outreach workers met with six male residents of the property, all of which were unemployed, aged over 50 years bar one younger man and receiving either the aged pension or Newstart allowance. All expressed serious concern that they would be evicted before they had the opportunity to find suitable alternative accommodation. Outreach workers obtained instructions and consent from the residents to refer them onto various housing and support agencies in the Assertive Outreach Program (AOP).

At the same time, Outreach workers made an urgent application to VCAT to restrain the rooming house operator from attempting to unlawfully evict the residents and obtain a declaration that the notice to vacate given to the residents was invalid. The case was successful, and the rooming house operator issued a valid 60-day notice to vacate.

All six residents have now been placed in suitable alternative housing and provided with referrals to other financial and support services as required.

Organisation Advice and Training

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.

Advice

Tenants Victoria assisted 950 community sector organisations with information and advice on tenancy matters during the 2016-17 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 boomed in 2016-17, with 38 training sessions conducted for over 1,280 participants. These sessions covered the basic rights and responsibilities of tenants and landlords for community sector workers

and volunteers who provide assistance to residential tenants through a broad range of programs and services, including:

- An introduction to Tenants Victoria and its services for new community workers and service users
- Basic training on how best to provide clients with support and information on simple tenancy issues, stressing the importance of workers seeking expert advice where required
- Specialised training for migrant settlement and indigenous workers on the issues commonly faced by these communities and how a VCAT hearing can assist with resolving issues
- Specialised training for community workers who assist tenants experiencing family violence in coordination with Domestic Violence Victoria

Participant response was overwhelmingly positive, with 98% of surveyed participants scoring their session as above average or excellent.

Our training program achieved several other milestones:

Enhancement of indigenous training materials.

Working in coordination with the Victorian Aboriginal Legal Service, Tenants Victoria has successfully enhanced the Tenancy Rights and Responsibilities Training Book. This vital resource now includes more information about issues relevant to and affecting Victoria's diverse indigenous communities.

Specialist tenancy law training sessions.

The program held six specialist training sessions for tenant advocates on a range of tenancy law topics including Part 4A of the Residential Tenancies Act (RTA), complex compensation, recent and trending RTA developments, MOOT court, practical application of Australian Consumer Law, and VCAT. Additionally, seven induction training sessions were held across 2-3 days for new advocates, which included both text-based and practical training.

Extending the reach of family violence protection training.

In the 2015-16 financial year, Tenants Victoria teamed with the Victorian Women's Benevolent Trust to develop the Family Violence Protection Tenancy Kit. This financial year, we teamed up with them again to take specialist training across the entire state of Victoria. This venture was overwhelmingly successful: 10 training sessions were held across Victorian Family Violence Integration Regions and were very well received by all involved.

These sessions also opened the door to further strategic partnerships with other community sector organisations including Domestic Violence Victoria and the Victorian Homelessness Network Coordinators.



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 drop-in 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.

Results

In 2016-17 through a combination of website and print:

- our factsheets and step-by-step guides covering 30 common residential tenancy problems and rooming house issues were accessed more than 250,000 times, and
- our handbooks for tenants and residents of rooming houses and caravan parks have been accessed more than 20,000 times.

Our website was also heavily utilised this year, with nearly 1.6 million visits to our website representing about 500,000 unique users.





“The fact sheets were very informative and helpful. Another excellent resource. They contained enough information and were written in a way that a ‘regular’ person could understand them.” --Website user

Foreign language content

This year we continued to review and restructure the content of our website to make our resources more accessible and practical.

All of our information is now translated into twelve relevant community languages. During 2016-17, there were more than 300,000 views of our multilingual information.

The screenshot shows the homepage of 'tenants victoria'. The main navigation includes 'advice', 'act', and 'donate'. A search bar is located in the top right. The featured article is titled '空调维修' (Air Conditioning Repair) and includes sections like '为什么是现在?' (Why now?), '空调维修是否很紧急?' (Is air conditioning repair urgent?), and '检查您的空调是否正在工作。' (Check if your air conditioning is working). To the right of the article is a table of language options for translation.

Amharic	አማርኛ
Arabic	عربي
Bosnian	Bosanski
Chinese simplified	简体中文
Chinese traditional	繁體中文
Croatian	Hrvatski
Dinka	ጥቅጋጋ
French	français
Greek	Ελληνικά
Hindi	हिन्दी
Italian	Italiano
Khmer	ខ្មែរ
Korean	한국어
Macedonian	Македонски
Persian	فارسی
Polish	Polski
Russian	Русский



Make Renting Fair
SAFETY. STABILITY. PRIVACY.

**We are calling on
Premier Daniel
Andrews to
give 1.5 million
Victorians the
safety, stability
and privacy they
need.**

It's only fair.

Make Renting Fair

In June 2015, the Victorian Government launched a review of the Residential Tenancies Act (RTA) as part of its Plan for Fairer, Safer Housing. A series of issues papers were released over subsequent months, giving stakeholders within the community sector including Tenants Victoria the opportunity to submit their responses.

After over a year of consultation, the Heading For Home: Residential Tenancies Act Review Options Discussion Paper was published in December 2016. This discussion paper outlined an extensive list of proposed changes to RTA.

While Tenants Victoria viewed several of the proposed changes as steps in the right direction, a number of the recommendations made caused significant concern for the safety, stability and privacy of tenants in Victoria's private rental market. It was from this concern that the Make Renting Fair campaign was created.

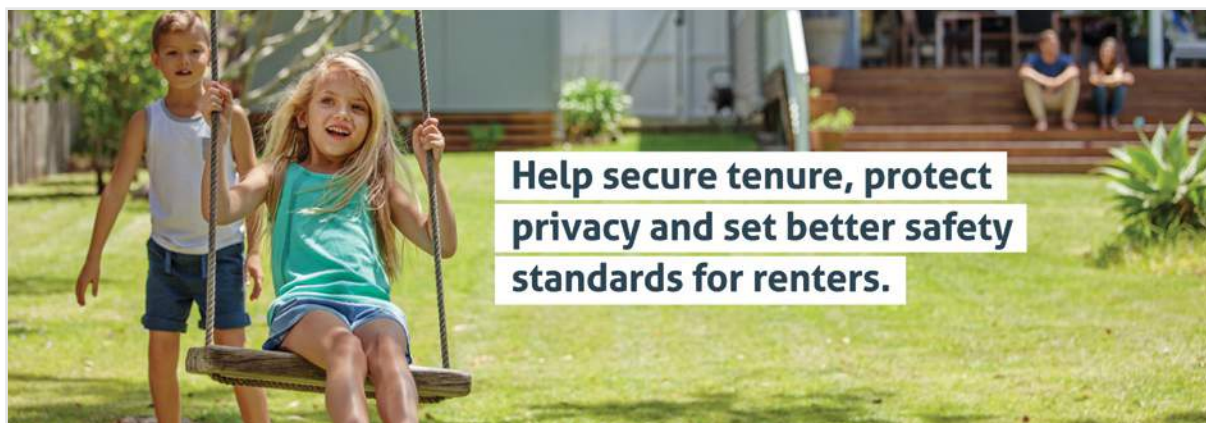
Tenants Victoria engaged Social Change Projects – a boutique communications agency specialising in launching and driving effective government policy campaigns – to assist with the development and delivery of

the Make Renting Fair campaign. ACGD Creative Services was also engaged to develop the branding and marketing collateral for the campaign.

In February 2017, Tenants Victoria submitted their responses to the Heading For Home: Residential Tenancies Act Review Options Discussion Paper, part of which formed the basis for Make Renting Fair's 10-point policy platform.

By March, the campaign already had 30 supporting organisations and the first joint supporter action was launched. By April, the petition reached 2,500 signatures and the 'email your MP' feature of the Make Renting Fair website started gaining momentum. The campaign was officially launched at the beginning of May with a series of real tenants' stories in video format a significant media promotion.

Social media has also played an integral role in the campaign. A proactive social media strategy with strong issues-based messaging commenced in early May, encouraging the general public to voice their concerns about the proposed legislation. A joint action with the One Million Homes Alliance calling for



the legislation of minimum property standards was also launched at this time. These activities and the engagement that followed was invaluable in extending the reach of the campaign's policy messaging to a wider audience, resulting in significant exposure in traditional media and putting further pressure on the Victorian Government to pay attention to the plight of the state's renting population.

With the public face of the Make Renting Fair campaign well underway, the policy team approached several local councils in Melbourne's metropolitan area and met with several Labor MPs and backbenchers to garner further support. In June, the Victorian

Government announced its intention to include longer-term fixed leases in the RTA.

However the true impact of the campaign's efforts and results are evidenced by the recent announcement of the Victorian Government's Rental Fairness Package, whose messaging closely mirrors that of both Tenants Victoria and the Make Renting Fair campaign. The 14-point policy platform announced in October is a great first step toward fairness in Victoria's rental market, but we recognise the work still to be done. A strategy for the next financial year is forthcoming.



The Victorian Government is committed to ensuring that our reforms to the [Residential Tenancies Act (RTA)] will improve protections for tenants, while achieving a fair balance between the rights and responsibilities of tenants and landlords ... Thank you for taking an active role in representing the views of tenants throughout the Review of the RTA.” --The Hon. Daniel Andrews MP, Premier of Victoria

Make Renting Fair Campaign Policy Platform

Improve security of tenure and rental access by:

- Removing 'no reason' eviction notices
- Protecting people from unjust tenancy database practices

Protect tenant and their families by:

- Introducing minimum property standards that address health, safety and energy efficiency
- Creating incentives for landlords to undertake repairs

Expand privacy and fair use protections by:

- Preventing unwanted visits and photography
- Allowing tenants to undertake fair modifications

Protect low income and vulnerable tenants by:

- Preventing unreasonable evictions
- Implementing the Family Violence Royal Commission recommendations

Rule out punitive measures that would harm tenants, particularly those at risk of homelessness, including:

- Rejecting proposed changes to make evicting people quicker and easier
- Rejecting the proposed enforcement of onerous and unfair lease terms
- Rejecting the proposed special bond scheme for pet owners
- Rejecting additional restrictions on stays by guests and family
- Maintaining existing protections for highly vulnerable tenants



Rooming House Reform

Tenants Victoria has been advocating for policy change in relation to the licensing and operation of Victoria's rooming houses for close to a decade. This was a much-needed coup for Victoria's rooming house tenants, who are often some of the state's most vulnerable.

In the 2016-17 financial year, Tenants Victoria worked with partner organisation Peninsula Community Legal Centre (PCLC) to conduct an in-depth analysis of the Outreach Programs' achievements and the impact of reduced funding.

This exercise provided a clear picture of the challenges faced in the sector, driving the Tenants Victoria Outreach and Policy teams to conduct a joint campaign in support of improving outcomes for these vulnerable tenants.

The public push commenced with an open letter to every Victorian MP calling for reform of rooming house licensing and standards. More than 20 letters from other community sector organisations were received in support of our recommendations.

Traditional media responded on turn, with supportive coverage of the issues faced by rooming house residents and their stories being featured across several local, regional and major metropolitan media outlets. This coverage coupled with support via social media served to put these important issues in the public consciousness.

The fruits of this labour proved successful when the Victorian Government established new licesing requirements for rooming houses in August 2016.

The rooming house campaign also served to highlight the importance of the Outreach Program, which was set to lose its funding from 1 July 2017. Thanks to the support of the Department of Health and Human Services, Tenants Victoria has secured enough funding to continue its important work supporting rooming house and caravan park residents for the next financial year.



Actual photos of unsafe rooming house conditions.



The Future



Many thanks and congratulations to the TUV for its outspoken tenant advocacy in the media.” --Email message

The overarching theme for the coming financial year is ‘innovation’, which translates across multiple services and activities.

Changing how we communicate

From early 2017, we began the process of changing our business name to Tenants Victoria. The rationale behind this decision is simple: We have evolved into an alliance of renters, lawyers, organisations, advocates and everyday Australians coming together for the welfare of all Victorians. After 40-odd years of evolution, it was time that our business name reflected this refreshed image of our brand.

We have commenced an extensive vetting project on the marketing collateral provided by Tenants Victoria, including the website, factsheets, practice notes and other external communications. This project is designed to:

- ensure that our stakeholders are receiving up-to-date information, and
- ensure that any information and advice is clear, concise and fit for its intended purpose and audience.

A focus on extending the reach of our online information and advice services will also be a focus in the coming financial year.

New and enhanced services

As a result of the closure of our drop-in advice service we will be exploring ways to create other pathways for clients to our services.

Exciting challenges lay ahead in the education and training services team.

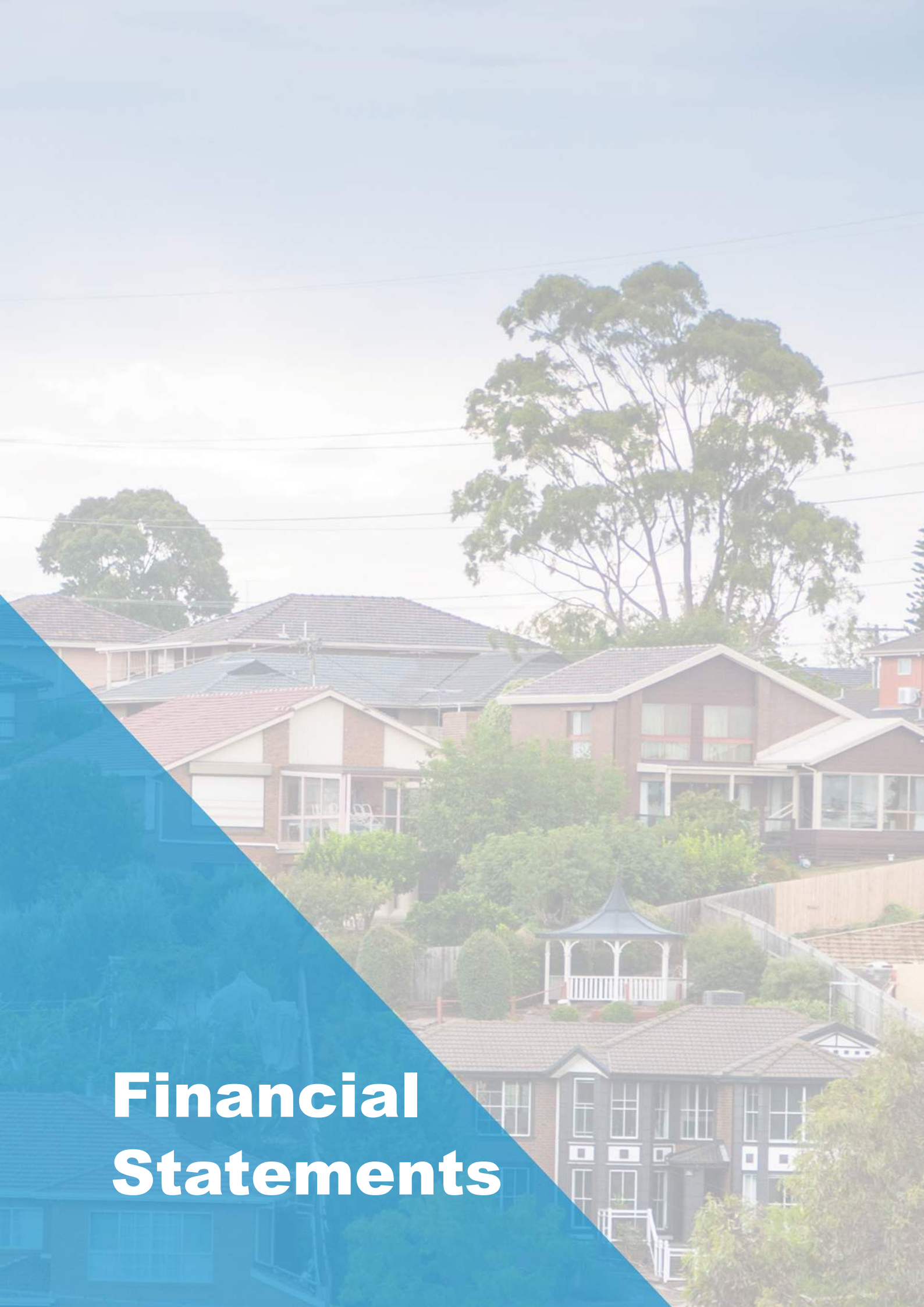
Following program changes in both the CAV funded TAAP program and the DHHS funded SHASP program we have commenced implementing a broader range of means to assist program workers with their day to day work. These include an enhanced training and professional development approach and the establishment of a dedicated knowledge database for tenancy law and practice.

Influence positive change in tenancy law

On 8 October 2017, the Victorian Government unveiled a 14-point platform of promised reforms to the Residential Tenancies Act (RTA). Tenants Victoria views these reforms as a positive first step toward making renting safe, stable and private for the over 1.5 million Victorians who rent their homes.

That said, there is more work to be done. Many of the most crucial reforms recommended by the Make Renting Fair campaign have not yet been addressed. The campaign will continue to work toward influencing positive changes to the RTA, including the legislation of minimum property standards and rejecting proposed changes that would make evicting tenants quicker and easier.

Tenants Victoria will also work on other key issues, including improving affordability and living conditions in rooming houses and creating a social housing regulatory and policy framework.



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 2017.

Directors

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

Haydn Calderwood

Appointed 4/7/2017

Philip Campbell

Appointed 29/10/2012

Dr Kate Dempsey

Elected 29/10/2012.

Judith Dickson

Appointed 23/1/2017

Alison Ivey

Appointed 27/4/2017

Dr Caroline Smith

Appointed 29/10/2012

Resigned 29/8/2016

Luke Cuttance

Appointed 21/3/2016

Resigned 29/11/2016

Marianne Webb

Appointed 12/9/2011

Resigned 27/3/2017

Julie Zhou

Appointed 22/7/2016

Resigned 27/3/2017

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

Tenants Union of Victoria Limited ACN 081 348 227

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 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:

- Achieve our social change objectives
- Improve our direct client advocacy
- Improve our educational reach
- Improve our organisational sustainability

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

- Implemented a comprehensive action plan approved by the Board to guide our social change activity
- Reviewed and improved our advice and advocacy service
- Enhanced the delivery of our online client services
- Continued to enhance membership and other services

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:

- Service reach remains broad, particularly in the key strategic area of social change activity. Media profile and engagement with relevant issues has been comprehensive. Overall client services have increased and the decline in phone service levels has been arrested. 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 continues to increase.
- 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 2017/18 financial year including an overall reduction in grant funding from Consumer Affairs Victoria.
- Service quality remains strong with consistently high client satisfaction levels and no significant exceptions in service audit processes.

- Internal health is adequate. Staff turnover and absenteeism remained stable.

A full set of performance indicators is provided 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 loss of a significant service grant from Consumer Affairs Victoria required us to implement a revised service model from 1 July 2017.
- The company is currently in discussions with Consumer Affairs Victoria about some matters which may affect future funding or operations. The Board expects that income diversification activities will better position the company for future challenges and the delivery of its objectives.

Tenants Union of Victoria Limited ACN 081 348 227

Operating Results

The surplus of the company for the year amounted to \$46,321 (2016: Surplus of \$236,635).

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

Information on Directors

Alison Ivey

Appointed: 27/4/2017.

Qualifications: Bachelor of Education, Master of Public Policy

- *Experience:* CEO of State Government regulator and registration board. Experienced executive manager, successful change management and leadership. limits access.

Dr Caroline Smith

Appointed: 29/10/2012. Resigned: 28/8/2016

Qualifications: Bachelor of Commerce (Hons), PhD (Human Resources)

Experience: Senior Commonwealth public servant with a focus on workforce, education and training.

Judith Dickson

Appointed: 23/1/2017.

Qualifications: BA, LLB, Master of Law, Master of Adult Education

Experience: Admitted to practice in 1978. Consultant in workplace learning, leadership development, workshop facilitation. Director of Practical Training Course (Legal). Senior Lecturer and Clinical Legal Supervisor

Julie Zhou

Appointed: 22/7/2016. Resigned: 27/3/2017

Qualifications: LLB, Master of Law

Experience: Admitted to practice in 2012. 4 years of legal practice within the Victorian public service. Community legal centre volunteer.

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)

Tenants Union of Victoria Limited ACN 081 348 227

Luke Cuttance

Appointed: 21/3/16. *Resigned:* 29/11/2016

Qualifications: Bachelor of Asian Studies, Master of Professional Accounting, Member, CPA Australia

Experience: Public service financial accounting, human resources and research management roles; prior not-for-profit board role in community health education.

Special Responsibilities: Audit & Risk Committee

Marianne Webb

Appointed: 12/9/2011 *Resigned:* 27/3/2017

Qualifications: Bachelor of Applied Sciences

Experience: Financial analysis and expenditure review. Policy adviser.

Special Responsibilities: Chairperson (to 27/3/17), Audit & Risk Committee

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.

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 re

Tenants Union of Victoria Limited ACN 081 348 227

Meetings of Directors

During this financial year, 13 meetings of Directors were held. Attendances by each director during the year were as follows:

	BOARD OF DIRECTORS' MEETINGS		SUBCOMMITTEES	
	<i>Number eligible to attend</i>	<i>Number Attended</i>	<i>Number eligible to attend</i>	<i>Number Attended</i>
Alison Ivey	2	1	-	-
Dr Caroline Smith	2	2	-	-
Judith Dickson	6	6	-	-
Julie Zhou	7	7	-	-
Dr Kate Dempsey	10	9	-	-
Luke Cuttance	4	4	1	1
Marianne Webb	7	7	3	3
Philip Campbell	10	8	-	-
Piero Ammirato	6	5	-	-

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 2017, the total amount that members of the company are liable to contribute if the company is wound up is \$230 (2016: \$400).

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2017 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 31st day of October 2017.

Auditor's Independence Declaration

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 2017 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.

Chartered Accountants



John A. Phillips

Partner

Dated this 31st day of October 2017.

Melbourne.

Statement of Profit or Loss and Other Comprehensive Income

for the year ended 30 June 2017

Tenants Union of Victoria Limited ACN 081 348 227

The accompanying notes form part of these financial statements.

	Note	2017 (\$)	2016 (\$)
Revenue from ordinary activities	2	2,388,086	2,421,554
Employee benefits expense		(1,678,301)	(1,572,814)
Occupancy expense		(208,446)	(176,207)
Programs, publicity, printing and stationery		(119,666)	(104,644)
Communications		(121,117)	(118,660)
Administration and other expenses		(98,894)	(107,086)
IT support		(63,847)	(50,045)
Library and resources		(35,469)	(43,188)
Depreciation expense		(11,643)	(10,384)
Equipment purchases	1(b)	(4,382)	(1,891)
Profit before income tax	2	46,321	236,635
Income tax expense	1(a)	-	-
Net profit for the year		46,321	236,635
Other comprehensive income			
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		46,321	236,635
Total comprehensive income attributable to members of the entity		46,321	236,635

Statement of Financial Position

for the year ended 30 June 2017

Tenants Union of Victoria Limited ACN 081 348 227

The accompanying notes form part of these financial statements.

	Note	2017 (\$)	2016 (\$)
CURRENT ASSETS			
Cash and cash equivalents	3	1,024,871	962,187
Trade and other receivables	4	104,928	94,547
Other current assets	5	126,413	17,156
TOTAL CURRENT ASSETS		1,256,212	1,073,890
NON-CURRENT ASSETS			
Trade and other receivables	4	10,001	10,000
Plant and equipment	6	31,443	21,982
TOTAL NON-CURRENT ASSETS		41,444	31,982
TOTAL ASSETS		1,297,656	1,105,872
CURRENT LIABILITIES			
Trade and other payables	7	186,580	67,205
Current tax liabilities	8	5,213	10,293
Short-term provisions	9	147,926	145,998
Other current liabilities	10	336,288	257,313
TOTAL CURRENT LIABILITIES		676,007	480,809
NON-CURRENT LIABILITIES			
Long-term provisions	9	-	49,735
TOTAL NON-CURRENT LIABILITIES		-	49,735
TOTAL LIABILITIES		676,007	530,544
NET ASSETS		621,649	575,328
EQUITY			
Retained surplus		606,649	560,328
Reserves	11	15,000	15,000
TOTAL EQUITY		621,649	575,328

Statement of Changes in Equity

for the year ended 30 June 2017

Tenants Union of Victoria Limited ACN 081 348 227

The accompanying notes form part of these financial statements.

	Retained Surplus (\$)	Capital Reserve (\$)	Total (\$)
Balance as at 1 July 2015	323,693	15,000	338,693
<hr/>			
Comprehensive Income			
Profit for the year	236,635	-	236,635
Other comprehensive income	-	-	-
Total comprehensive income	236,635	-	236,635
<hr/>			
Transfer to reserves	-	-	-
Balance as at 30 June 2016	560,328	15,000	575,328
<hr/>			
<u>Comprehensive Income</u>			
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

Statement of Cash Flows

for the year ended 30 June 2017

Tenants Union of Victoria Limited ACN 081 348 227

The accompanying notes form part of these financial statements.

	Note	2017 (\$)	2016 (\$)
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from government and other sources		2,677,720	2,559,852
Payments to suppliers and employees		(2,616,152)	(2,449,142)
Interest received		22,389	16,704
Net cash provided by operating activities	14	83,957	127,414
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for plant and equipment		(21,273)	(10,899)
Net cash used in investing activities		(21,273)	(10,899)
CASH FLOW FROM FINANCING ACTIVITIES			
Net cash provided by financing activities		-	-
Net increase in cash held		62,684	116,515
Cash and cash equivalents at beginning of financial year		962,187	845,672
Cash and cash equivalents at end of financial year	3	1,024,871	962,187

Notes to the Financial Statements

Notes to the financial statements for the year ended 30 June 2017 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 31st October 2017 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 2017
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

Notes to the financial statements for the year ended 30 June 2017
Tenants Union of Victoria Limited ACN 081 348 227

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 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.

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

Notes to the financial statements for the year ended 30 June 2017
Tenants Union of Victoria Limited ACN 081 348 227

excess of the asset's carrying value over its recoverable amount is expensed to the Income Statement.

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 shortterm 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 2017
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. The company is currently in discussion with Consumer Affairs Victoria about some matters that may affect future funding or operations. 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. revenue

Notes to the financial statements for the year ended 30 June 2017
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:

	2017 (\$)	2016 (\$)
(i) Revenue		
Grant revenue		
Victoria Legal Aid – Commonwealth Funding	144,788	131,284
Victoria Legal Aid – State Funding	647,092	611,460
Consumer Affairs Victoria	740,631	650,321
Office of Housing	874,957	842,204
Other funding	14,805	53,673
Add: prior year funding now unconditional	3,133	240,821
Less: funds deferred until unconditional	(86,445)	(138,257)
Total Grant Revenue	2,338,961	2,391,506
Interest earned	22,389	16,704
Membership fees	1,970	1,210
Other income	24,766	12,134
Total Revenue	2,388,086	2,421,554
(ii) Expenses		
Remuneration of auditor		
- audit of the financial report	12,000	12,000
- other audit related services	5,000	6,953
Rental expense on operating leases	133,733	126,727

Notes to the financial statements for the year ended 30 June 2017
Tenants Union of Victoria Limited ACN 081 348 227

Note 3: Cash and Cash Equivalents

	2017 (\$)	2016 (\$)
Cash on hand	600	600
Cash at bank	173,676	431,097
Cash at bank on short term deposit	850,595	530,490
	1,024,871	962,187

Note 4: Trade and Other Receivables

CURRENT

Accrued income and sundry debtors	104,928	94,547
-----------------------------------	---------	--------

NON-CURRENT

Security deposits	10,001	10,000
-------------------	--------	--------

Note 5: Other Current Assets

Prepayments	126,413	17,156
-------------	---------	--------

Note 6: Plant And Equipment

Plant and equipment - at cost	118,364	122,388
Less accumulated depreciation	(86,921)	(100,406)
	31,443	21,982

Movements in carrying amounts

Written down value at the beginning of the financial year	21,982	22,480
Additions	21,273	10,899
Assets written off	(169)	(1,013)
Depreciation for the year	(11,643)	(10,384)
Written down value at the end of the financial year	31,443	21,982

Notes to the financial statements for the year ended 30 June 2017
Tenants Union of Victoria Limited ACN 081 348 227

Note 7: Trade and Other Payables

	2017 (\$)	2016 (\$)
Trade creditors	67,179	28,317
Sundry creditors and accrued expenses	119,401	38,888
	186,580	67,205

Note 8: Tax Liabilities

Net Tax Liabilities – GST	5,213	10,293
---------------------------	-------	--------

Note 9: Provisions

SHORT-TERM

Employee benefits	147,926	145,998
-------------------	---------	---------

LONG TERM

Employee benefits	-	49,735
-------------------	---	--------

Note 10: Other Current Liabilities

Grants received in advance - VLA	-	3,133
Grants received in advance - VLA ERO	92,443	92,443
Project Balances:		
CAV – Legal & Policy	12,772	17,108
CAV – Metro Advocacy	13,909	-
CAV – Outreach	11,171	-
CAV – Tenancy Projects	27,702	27,702
OoH PHIP – Education	150,602	89,246
OoH PHIP – Policy	9,434	9,426
OoH PHIP – Training	4,617	4,617
OoH PHIP – SHASP	13,638	13,638
	336,288	257,313

Notes to the financial statements for the year ended 30 June 2017
Tenants Union of Victoria Limited ACN 081 348 227

Note 11: Reserves

	2017 (\$)	2016 (\$)
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 2017, the number of full members was 23 (2016: 40).

Note 13: Events Subsequent to Reporting Date

The company is currently in discussion with Consumer Affairs Victoria about some matters that may affect future funding or operations. No other 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.

Notes to the financial statements for the year ended 30 June 2017
Tenants Union of Victoria Limited ACN 081 348 227

Note 14: Cash Flow Information

	2017 (\$)	2016 (\$)
<u>Reconciliation of cash flow from operations with profit from ordinary activities after income tax</u>		
Profit from ordinary activities after income tax	46,321	236,635
Non-cash flows in surplus from ordinary activities		
Depreciation	11,643	10,384
Plant and equipment written off	169	1,013
Changes in assets and liabilities		
Decrease/(increase) in receivables	(10,381)	(10,137)
Decrease/(increase) in other current assets	(109,258)	(5,882)
Increase/(decrease) in payables	107,375	(19,653)
Increase/(decrease) in provisions	(35,807)	(13,285)
Increase/(decrease) in tax liabilities	(5,080)	(4,086)
Increase/(decrease) in other liabilities	78,975	(67,575)
Cash inflow from operations	83,957	127,414

Note 15: Leasing Commitments

Operating Lease Commitments

Non-cancellable operating leases contracted for but not capitalised in the financial statements:

Payable

- not longer than 1 year	112,917	111,023
- longer than 1 year but not longer than 5 years	-	133,227
- longer than 5 years	-	-
	112,917	244,250

Details of significant leasing arrangements: The company's property lease runs for three years from 1 May 2015.

Notes to the financial statements for the year ended 30 June 2017
Tenants Union of Victoria Limited ACN 081 348 227

Note 16: Company Details

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

55 Johnston Street, Fitzroy, Victoria 3065.

Note 17: 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 18: New Accounting Standards for Application in Future Periods

The AASB has issued a number of new and amended Accounting Standards that have mandatory application dates for future reporting periods, some of which are relevant to the Company. The Company has decided not to early adopt any of the new and amended pronouncements. The directors anticipate that adoption of the new and amended Accounting Standards may have an impact on the Company's financial statements, however 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 2017 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 31st day of October 2017.

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 2017, 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 2017 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 (cont.)

**to the members of Tenants Union of Victoria Limited
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 judgement 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

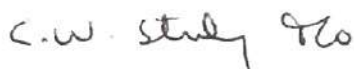
Independent Audit Report (cont.)

**to the members of Tenants Union of Victoria Limited
Tenants Union of Victoria Limited ACN 081 348 227**

an opinion on the effectiveness of the registered entity's internal control.

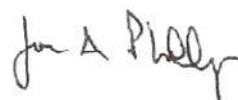
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether 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 31st day of October 2017.

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 2017 as set out on the following pages.

The Responsibility of the Directors of Tenants Union of Victoria Limited

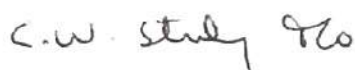
The Directors of Tenants Union of Victoria Limited are solely responsible for the information contained in the special purpose financial statements and have determined that the accounting policies used are appropriate to meet their needs and for the purpose that the financial statements were prepared.

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 31st day of October 2017.

Melbourne.

Detailed Operating Statement

for the year ended 30 June 2017

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

	2017 (\$)	2016 (\$)
Income		
Grants - recurrent	2,324,156	2,337,833
Grants - non-recurrent	7,615	53,673
Interest earned	22,389	16,704
Membership fees	1,970	1,210
Other income	31,956	12,134
Total Income	2,388,086	2,421,554
Less Expenditure		
Accounting and audit fees	17,000	18,953
Archiving costs	3,569	3,634
Bank charges	1,973	1,438
Capital equipment	2,271	240
Catering - meetings	3,437	2,070
Cleaning	19,520	19,172
Computer software and consumables	2,112	1,650
Consultancy - IT support	63,847	50,045
Consultancy - other	23,584	25,364
Depreciation	11,643	10,384
Directory entries	6,574	7,728
Client disbursements	5,830	7,189
Employment advertisements	2,436	1,329
Fixed assets written off	169	-
Gas/electricity	10,766	10,635
Insurances	4,506	4,571
Internet and website	86,257	80,945

Detailed Operating Statement (cont.)

for the year ended 30 June 2017

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

	2017 (\$)	2016 (\$)
Expenditure (continued)		
Library	22,482	23,142
Miscellaneous	1,988	6,923
Payroll	1,540,321	1,444,639
Photocopying	24,615	25,062
Postage and freight	6,680	6,050
Practising certificates	3,942	2,856
Printing	19,945	19,704
Publications program	13,436	1,026
Publicity	1,059	18,674
Rents, rates and outgoings	142,284	132,685
Repairs and maintenance	27,203	7,128
Security	3,310	989
Special projects	26,690	6,111
Staff amenities	16,009	15,336
Staff development and training	20,839	28,954
Stationery	10,338	8,703
Subscriptions and memberships	12,569	20,047
Superannuation	135,237	124,341
Telephone	21,605	23,937
Travel	18,990	15,505
Waste Removal	1,794	1,964
Workcover	4,935	5,796
Total Expense	2,341,765	2,184,919
PROFIT FOR THE YEAR	46,321	236,635

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

