



TENANTS VICTORIA

2018-19 ANNUAL REPORT



70%

of surveyed clients
said they would
recommend
Tenants Victoria

CONTENTS

4	Chair's report
5	Chief Executive's report
6	Year in review
8	Legal services
10	Outreach services
12	Community engagement
14	Make Renting Fair
16	Financial report
18	Financial statements
22	Our people

ABOUT US

The Tenants Union of Victoria Ltd (operating as Tenants Victoria) was formed over 40 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.

Aboriginal and Torres Strait Islander peoples should be aware that this publication may contain images or names of people who have since passed away.

Editor: Melissa Spurgin, Purge Words
Designer: Kate Bensen, Bones Studio
Print house: Finsbury Green



CHAIR'S REPORT

Tenants Victoria has had a busy and successful year. A long advocacy and reform campaign culminated in a suite of reforms passed to the *Residential Tenancies Act* in September 2018. One cannot overestimate the significance of these reforms and their potential impact on the ability of thousands of people to live in decent and safe housing. This legislation would not have been passed without the hard work of a wide coalition of housing and legal services through the Make Renting Fair campaign led by Tenants Victoria.

Our work for systemic reform is informed by our daily advice and assistance to individual tenants, community groups and to community workers. Our integration of advice and assistance into policy, advocacy and education is at the heart of our work and we will continue to contribute this expertise to the development of implementing regulations.

This year saw a significant change at Tenants Victoria, with the departure of our longstanding CEO, Mark O'Brien. Mark was CEO from 2000 and involved with the organisation as both volunteer and employee in a variety of roles from 1990. Mark's passion for tenants' rights and his skilled and committed advocacy for reform is well known. He led many campaigns in the sector, most recently coordinating the Make Renting Fair campaign. The Board and staff wish Mark well in his new role as Strategic Adviser to the Residential Tenancies Commissioner and look forward to continued engagement with him in this role.

In June 2019, the Board and staff were delighted to welcome Jennifer Beveridge as our new CEO. Jennifer's previous role was as CEO of Eating Disorders Victoria and she brings with her extensive leadership experience in the not-for-profit sector. The Board looks forward to working with her to develop and refine our strategic direction and strengthen Tenants Victoria's contribution to social justice and housing security.

I'd like to thank my colleagues on the Board. Every director has worked hard this year to support the organisation and its work. In August 2019 we welcomed three new Board members and their ideas and skills will be much appreciated. I'm very grateful to all my Board colleagues and to our new CEO Jennifer for their support of me as Chair and for their staunch commitment to Tenants Victoria.

Finally, I thank our funding bodies and our staff. Victoria Legal Aid, Department of Health and Human Services and Consumer Affairs Victoria have continued to provide financial support for our work and share ideas with us to make housing affordable, safe and secure for all Victorians. Our staff have a passionate commitment to our clients — individual and organisational — and use their legal, advocacy and training skills every day in furtherance of our social justice mission. On behalf of the Board I thank them.

I am proud of the achievements of our organisation and look forward to us moving into 2019–20 year with optimism, determination and pride, as we continue to expand our work for safe, secure and affordable rental housing for all.



Judith Dickson
Chair

CHIEF EXECUTIVE'S REPORT

As the newly arrived CEO at Tenants Victoria, it has been a whirlwind transition at a momentous point in time for the organisation. What lies ahead with the significant reforms to the Victorian *Residential Tenancies Act* being implemented during the year is exciting and signifies the start of a new chapter. Special thanks to Judith Dickson, Chair, and other Board members for steering the organisation through the executive leadership transition of 2019 and for the vision they have shared for the future. Their voluntary dedication to the organisation is acknowledged with sincere appreciation, and I look forward to establishing a productive working relationship with the Board.

Helping people navigate their relationship with their landlord (whether it be public or private), enforce their rights and obtain remedies for breaches of them, is what we do every day. Our passionate lawyers work with people in distress and hear stories of disgraceful housing conditions and even worse conduct by private landlords. Their energy and expertise is astounding as they carefully guide each person through the practical and legal maze, advising and representing where necessary at VCAT. In addition, our work advising and assisting community workers in community legal centres and other community organisations, extends our reach and contributes to increasing knowledge about tenancy law and practice in the sector.

The changes to the *Residential Tenancies Act* are significant and momentous, and provide an opportunity for Victoria to lead Australia in ensuring renter's rights are upheld and respected. Congratulations and thanks to all who advocated, campaigned and highlighted the need for change over many years. The Tenants Victoria legal, policy, training and publications teams continue to bring their specific expertise to the numerous

consultations for the implementation phase ahead of the full changes starting on 1 July 2020.

Read on for a summary of the achievements of Tenants Victoria during 2018–19. Thank you to all our staff who have worked with compassion, dedication and intelligence to advance the purpose of Tenants Victoria and make renting in Victoria better for thousands of people. Their welcome to me is gratefully accepted, and I look forward to working together with purpose in the years ahead.

Finally, I invite you, our supporters, to join with us as we work towards a future where tenant's rights are secured and these rights mean renters are able to enjoy their homes to the full extent. Please keep in touch through our website and newsletters for updates as the reforms to the *Residential Tenancies Act* are enacted during the year ahead.



Jennifer Beveridge
CEO



YEAR IN REVIEW

We did it!

After more than two years of campaigning by Make Renting Fair, a coalition of over 70 organisations and local councils and thousands of individual supporters calling for better renter's rights, in September 2018, the Victorian Upper House passed the biggest rental reform package in two decades. From July 2020, the 607,354 households in Victoria who rent will enjoy the strongest protections in the country, including removing the no grounds eviction notice, enabling domestic violence victims to break leases, introducing minimum standards and limiting rent increases.

Changing of the guard

In December 2018, we said farewell and thanks to our longstanding leader, Mark O'Brien. Mark has advocated for the rights of Victorian tenants over many years and the 2018 success of the Make Renting Fair campaign and legislative reform was a significant result of his work. The Board recognises Mark's long contribution to Tenants Victoria and the housing sector and wishes him all the best for his future career.

In June 2019, we welcomed the new CEO of Tenants Victoria, Jennifer Beveridge. Jennifer comes with extensive not-for-profit leadership experience in the health, youth and community development areas, having been the CEO of Eating Disorders Victoria since 2012. In 2016 her leadership, achievements and experience were recognised with the award of a Churchill Fellowship. We are delighted to welcome Jennifer to the team.

End of the debt trap

In February, Tenants Victoria welcomed an end to debt-based discrimination for public housing applicants. Previously, any tenants with outstanding debts for maintenance or other arrears weren't eligible for offers of public housing. With this new policy, the Department of Health and Human Services (DHHS) are now required to review outstanding debt with prospective tenants and make sure the debt has been calculated correctly, waiving any outstanding debts that are deemed unfair.

Transparency in community housing

This year we welcomed greater transparency for community housing tenants, enabling them to better understand their community housing landlord's policies and manage their tenancies. Community housing providers must now publish their policies online, according to new guidelines set by the Housing Registrar, which oversees community housing in Victoria. Community housing tenants will now be able to access policies on housing allocation, rent setting, modifications, inspections, repairs, complaints and more on their housing provider's website.

Sun shines on renters

The state government announced in November that they will establish a program that will allow renters to access solar power. This program has the potential to deliver real savings on electricity costs for Victorian renters at a relatively modest fee, which should then be offset by energy bill savings. While the take-up rate for solar power has been increasing in the owner occupied housing sector, the rental sector has lagged far behind, limiting access to savings for renters and inhibiting their ability to adapt to climate change, making this announcement a positive step forward.

LEGAL SERVICES

Our legal team offers free and confidential advice, assistance and advocacy for tenants and residents renting in Victoria. Usually clients will make contact with our team through our telephone advice service, email advice service or through referral from other community service organisations. This enables tenants with simple questions to receive the information they need to handle their own issue and eligible tenants with more complex issues can progress through to in-person advice and legal representation.

This year, our team responded to 14,861 enquiries from people needing advice and guidance, and handled 890 active cases. We also provided secondary consultation on 2,326 cases through tenancy and community service partners.

Illegal rooming houses

Over the past few years, we have seen a significant spike in the unlawful subleasing of rooms to individuals in what appear to be unregistered rooming houses. Investigations by Fairfax Media showed that tenants are being asked to pay \$150 a week to rent a bunk bed in a two-bedroom apartment with seven other people. The majority of these people are international students and they are being targeted through classified websites such as Gumtree.

Top five reasons for enquiries

1. Repairs
2. Compensation
3. Bond refund
4. Privacy/quiet enjoyment
5. Notice to vacate

Not only is this extremely risky for residents' health and safety; it is also illegal for landlords to make money in this way. Our legal team have called for councils to be more proactive in tracking down and shutting these dodgy operations.

The issue of bonds

Another significant area our team has been working through is ensuring tenants receive a receipt from the Residential Tenancies Bond Authority (RTBA) when they pay their bond. Many tenants have called us when their landlord was keeping their bond, but because they had not received a receipt from the RTBA, these tenants couldn't prove the payment. To combat this, the team has put together a comprehensive guide to bond payments and refunds on our website.

Legal representation

Our lawyers often provide assistance for complex, eligible cases that cannot be resolved through providing advice alone. In 2018–19, we worked on 890 active cases, of which 611 were new and 279 were ongoing from the previous year. We also represented tenants in 138 cases at the Victorian Civil and Administrative Tribunal (VCAT), which hears disputes between landlords and tenants, and we handled three Supreme Court appeals, which were all settled out of court.

VCAT rules landlord must pay own taxes

Under the *Residential Tenancies Act 1997*, a tenant must pay for the cost of rent and utilities such as electricity, gas and water. They do not have to pay for the property's council rates or taxes. Yet that didn't stop one landlord from trying — twice!

This year we represented a tenant who had signed a tenancy agreement that stipulated they must pay some of the landlord's taxes and council charges. When the tenant refused to pay it, the landlord filed an application with VCAT, claiming part of the tenant's bond to cover the costs.

The tenant contacted Tenants Victoria, who assisted the tenant in lodging a counter-claim with VCAT requesting the bond be returned in full, on the basis that the clause inserted into the tenancy agreement was invalid. We learned that this was not the first time the landlord had tried to make their tenant pay for the rates and taxes and despite VCAT ruling against them in 2015, the landlord included the invalid clause again.

VCAT once again found in favour of the tenant, who received their bond back in full.



14,861

enquiries from people seeking advice

We represented tenants in

138

VCAT appearances

890

active cases handled by our legal team

"I was scared stiff to take my landlord to VCAT as the process seemed so daunting. TUV informed me about my rights and tips on what to do, which gave me the boost of confidence needed to proceed. If TUV hadn't existed, I would have given up and paid the unreasonable amount my landlord was asking, because I would have been none-the-wiser about my rights."

Jenn W

OUTREACH SERVICES

Our outreach program provides some of Victoria's most vulnerable tenants who reside in rooming houses with tenancy advice and vital pathways to long-term secure housing options, and short-to-medium-term outreach support and health services.

In doing so, we gain a holistic perspective and understanding of the systemic issues affecting these tenants, which feeds directly into our policy work and helps regulators to enforce statutory requirements.

This year, we visited 218 rooming houses and provided 147 residents with 194 service referrals.

The challenges

Rooming house residents face unique and significant challenges that limit their ability to address complex issues without the support

of outreach services. Residents are regularly living in profoundly unsafe circumstances with little knowledge of how to navigate the housing, health and legal systems. In 2018–19, 62% of the residents we helped identified multiple (three or more) vulnerabilities during their initial assessment, such as mental health and other serious health issues, a history of homelessness, and drug and alcohol concerns. Their complex needs and abject poverty highlight their need for the outreach and referral services we provide to these residents.

Joining forces

In late 2018, we began a partnership with the Vinnies Soup Van, after van staff noticed that most of the people attending the van at the St Albans train station were rooming house residents. We created a program where twice a week, residents from rooming houses in St Albans, Sunshine and Deer Park are given food (fresh and cooked), toiletries, bedding and other household items as needed.



We visited
218
rooming houses in
2018–19, providing

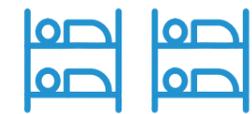
147
residents with
194
service referrals

12.5%
of people in rooming
houses struggle
with drugs and
alcohol addiction

Source: Tenants Victoria, 2019, DHHS
Outreach Narrative Report 2018–19

About
1 in 3
rooming house residents
experience mental
health issues

Almost
80%
of rooming house residents
said they feel unsafe in
their accommodation



"It has been a pleasure to work alongside such amazing, experienced and hard-working colleagues to bring everything together so effectively. You guys have provided such great housing outcomes for these guys, which will no doubt set them up to make really positive life changes."

Emma Littlewood, Homelessness and Community Support Worker, cohealth

Working together to help people in need

Twelve people who were initially at risk of homelessness after a rooming house in Melbourne's inner city closed were able to find safe housing thanks to a combined effort by Tenants Victoria, Melbourne City Council, the Department of Health and Human Services, Unison and cohealth.

Proof of how beneficial it is for a council to have an efficient rooming home closure procedure in place, we were able to secure great outcomes for the 12 residents, including placing them in public housing, transitional housing and a community rooming house. Furthermore, we were able to secure a grant for \$40,000, which allowed us to place anyone on wait lists for the public housing in motels until a spot became vacant.

COMMUNITY ENGAGEMENT

A fundamental part of Tenants Victoria's service is to provide up-to-date information on issues affecting renters in Victoria. We want to engage the community on issues that affect their lives and educate tenants about their rights, as well as addressing common issues for people living in rooming houses, student accommodation or caravan parks.

But it's not just individuals who need advice and information on renter's rights and the responsibilities of both tenants and landlords. This year, Tenants Victoria provided advice, training and other services to 653 community service organisations who work with people at risk of being taken advantage of when it comes to housing. These include:

- Migrant/refugee groups
- Aboriginal and Torres Strait Islander peoples
- People fleeing domestic or family violence
- People experiencing homelessness

Training

This year, we ran a total of 59 community service training sessions, reaching 934 people. Given that one of our key focuses is ensuring culturally and linguistically diverse (CALD) and Indigenous people have access to information about their rights as renters, nearly half (444) of the people who received training represented those key community groups. We are pleased that 97% of participants found the training to be above average in quality and presentation.

New programs

In partnership with the Department of Health and Human Services, Tenants Victoria created and implemented a new learning and development program for organisations who assist people living in public and community housing. The program includes a two-day induction training workshop, as well as ongoing yearly refresher trainings.

TUTAR

Currently in its second year, Tenants Victoria's online tenancy and advocacy program, TUTAR, is all about providing advice on a broad range of tenancy matters in a clear, concise and easy-to-understand way. It contains video training sessions, step-by-step guides and forums to promote discussion among users. In 2018–19, TUTAR was accessed approximately 4,700 times by 44 external and 15 internal TUTAR users.

Website

Our website is often the first port of call for people needing answers to their rental-related queries. In 2018–19, our website was visited by 897,000 people more than 2.4 million times. With each visitor reading through an average of four pages per session, our website received a total of 10.6 million page views this year.

So tenants can find the advice they need, we have fact sheets and step-by-step guides available on our website. These help tenants understand and stand up for their rights. This year we created four new guides about:

- repairs when renting a home
- bond payments and refunds
- compensation for tenants
- when the landlord breaches their duties

Social and print media

Our social and print media engagement started off strongly this financial year, with Tenants Victoria mentioned approximately 115 times in the media in the first six months, including 55 times in national platforms. Our social media engagement also increased by 44% between July and December 2018, with the Make Renting Fair Facebook page experiencing an 18% growth in audience.

However, with the departure of a dedicated communications officer, our social media and print media engagement decreased rapidly in the second half of the year. Tenants Victoria intends to fill the vacant position in the new financial year.

Most visited pages on website

1. Breaking a lease
2. Notice to vacate
3. When you want to leave
4. Repairs
5. Bonds



Our website was visited

2.4

million times this year

More than

1 MILLION

fact sheets and handbooks accessed:
820,381 in English
180,355 in other languages

We ran

59

community service training sessions, reaching

934

people

97%

of participants responded positively to the training





MAKE RENTING FAIR

This year was a historic one for Victorian renters. After a three-year process and an active campaign by renters, the Victorian Government passed new laws to give 1.5 million Victorian renters greater safety, stability and privacy in their homes.

The *Residential Tenancies Amendment Act 2018* marks the first significant change to the state's tenancy laws in 20 years. Big reforms include abolishing 'no reason' notices to vacate, subjecting rental properties to minimum property standards that address health and safety concerns, allowing renters to undertake some minor modifications, and making it easier to rent with pets. New protections for victims of family violence are also included.

Tenants Victoria is proud of the role we played in founding the Make Renting Fair campaign and bringing together 80 organisations and around 10,000 individuals to call for reforms. Make Renting Fair proved so successful that it has given birth to similar advocacy work right across Australia.

Our CEO, Jennifer Beveridge, welcomed the changes and said Tenants Victoria and Make Renting Fair supporters would play a critical role in monitoring and advocacy as the new laws are fully implemented over a number of years.

"Victoria's new rental laws are a credit to the growing influence of renters and the changing nature of housing in our state. Instead of being a temporary form of housing, renting is now a long-term or permanent option for many. Every organisation and individual who was part of Make Renting Fair should be proud of what was accomplished and the positive impact this will have on the lives of individuals and families who rent."

"The job for us now is to work in partnership with the Victorian Government to make sure these new laws live up to their promise. Tenants Victoria will scrutinise the detail, including regulations that have not been written yet, and bring the voices of renters into policy decisions. Our role in public education and providing legal advice to renters through a period of change will also be critical to the successful implementation of new laws."

More information on Make Renting Fair and the reforms is available at www.tuv.org.au/makerentingfair



Welcoming pets is the humane thing to do — for everyone

One of the major wins of the Make Renting Fair campaign has been securing a commitment from the government to make owning a pet in a rental a lot easier.

Previously, most leases included an additional term prohibiting tenants from having pets. While controversial, the majority of tenants believed that they had no rights whatsoever to challenge these terms. Under the current proposed reforms, landlords will only be allowed to refuse pets under very specific circumstances and when it comes to assistance animals, they cannot refuse at all.

Tenants Victoria welcomes these changes, as they benefit everyone, especially older people and people experiencing a mental illness who rent. Studies have shown that pets play a vital role in providing people with a sense of safety and comfort, combatting stress, keeping them active, and providing opportunities to socialise. The act of caring for a pet has also been found to give people a sense of purpose and encourage them to take better care of themselves. Furthermore, the RSPCA has said that around 15% of the dogs and cats who are surrendered to them are due to owners moving into rentals where pets are not allowed. This reform is good for people and good for pets.



FINANCIAL REPORT

We reported a net profit of \$33,821 this financial year. This is down from the previous financial year, which was \$84,392; however, that figure included \$65,500 in revenue from a completed project that became an unrestricted fund during the year.

Our revenue from ordinary activities came to \$2,483,302 — a slight reduction of \$8,055 from the previous year — and our total expenses increased by \$42,516 to \$2,449,481.

The majority of our revenue came from three main funding sources: the Department of Health and Human Services Victoria (42.5%), Victoria Legal Aid (34.8%) and Consumer Affairs Victoria (21.7%). The composition of our revenue sources remained by and large the same as last year.

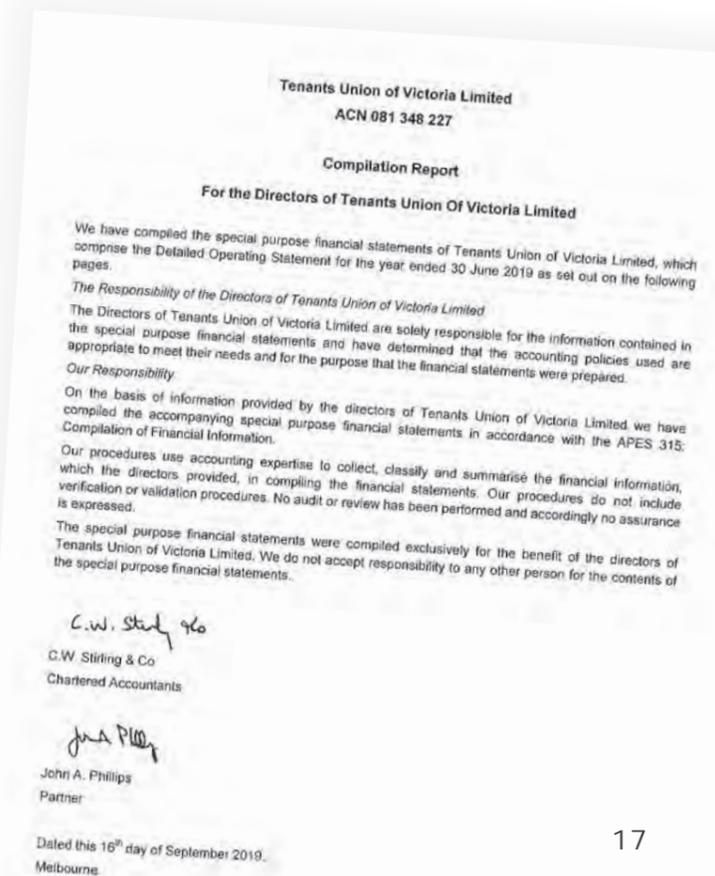
Employee benefits expenses (\$1,663,455) remained to be the highest expense item and accounted for 67.9% of total expenses. It was also the expense item that increased the most (by \$93,300) for the year. As per previous years, occupancy expenses were the second highest expense item, being \$195,165 (8%). This also increased by \$15,417 this year. The biggest saving was achieved in ICT support, with a reduction of \$49,672 (to \$104,408).

As at June 2019, we have \$1,230,260 of cash and cash equivalents in the form of cash at bank or short term deposit. This is 1.92 times the amount of total current liabilities (\$640,758), which indicates that we have a solid financial position and can meet our short-term obligations without difficulties. Our total equity increased to \$739,862 with the net profit of \$33,821.

Looking ahead, our challenges are to diversify our revenue sources and to increase the efficiency of our operation.



Jacob Lee
Finance and Administration Manager



STATEMENT OF PROFIT OR LOSS

and other comprehensive income for the year ended 30 June 2019

	Note	2019 \$	2018 \$
Revenue from ordinary activities	2	2,483,302	2,491,357
Employee benefits expense		(1,663,455)	(1,570,193)
Occupancy expense		(195,165)	(179,748)
Programs, publicity, printing and stationery		(125,923)	(154,559)
Communications		(137,773)	(139,063)
Administration and other expenses		(169,398)	(155,500)
IT support		(104,408)	(154,080)
Library and resources		(32,565)	(38,254)
Depreciation expense		(14,823)	(10,193)
Equipment purchases	1(b)	(5,971)	(5,375)
PROFIT BEFORE INCOME TAX	2	33,821	84,392
INCOME TAX EXPENSE	1(a)	—	—
NET PROFIT FOR THE YEAR		33,821	84,392
Other comprehensive income			
Other comprehensive income for the year, net of tax			—
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		33,821	84,392
TOTAL COMPREHENSIVE INCOME ATTRIBUTABLE TO MEMBERS OF THE ENTITY		33,821	84,392

The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION

as at 30 June 2019

	Note	2019 \$	2018 \$
CURRENT ASSETS			
Cash and cash equivalents	3	1,230,260	1,179,639
Trade and other receivables	4	2,253	5,103
Other current assets	5	89,818	97,696
TOTAL CURRENT ASSETS		1,322,331	1,282,438
NON-CURRENT ASSETS			
Trade and other receivables	4	10,003	10,002
Plant and equipment	6	57,912	36,906
TOTAL NON-CURRENT ASSETS		67,915	46,908
TOTAL ASSETS		1,390,246	1,329,346
CURRENT LIABILITIES			
Trade and other payables	7	130,499	129,966
Current tax liabilities	8	17,280	14,861
Short-term provisions	9	123,331	151,925
Other current liabilities	10	369,648	316,095
TOTAL CURRENT LIABILITIES		640,758	612,847
NON-CURRENT LIABILITIES			
Long-term provisions	9	9,626	10,458
TOTAL NON-CURRENT LIABILITIES		9,626	10,458
TOTAL LIABILITIES		650,384	623,305
NET ASSETS		739,862	706,041
EQUITY			
Retained surplus		739,862	691,041
Reserves	11	—	15,000
TOTAL EQUITY		739,862	706,041

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY

for the year ended 30 June 2019

	Retained Surplus \$	Capital Reserve \$	Total \$
Balance as at 1 July 2017	606,649	15,000	621,649
COMPREHENSIVE INCOME			
Profit for the year	84,392	—	84,392
Other comprehensive income	—	—	—
TOTAL COMPREHENSIVE INCOME	84,392	—	84,392
TRANSFER TO RESERVES	—	—	—
BALANCE AS AT 30 JUNE 2018	691,041	15,000	706,041
COMPREHENSIVE INCOME			
Profit for the year	33,821	—	33,821
Other comprehensive income	—	—	—
TOTAL COMPREHENSIVE INCOME	33,821	—	33,821
TRANSFER TO (FROM) RESERVES	15,000	(15,000)	—
BALANCE AS AT 30 JUNE 2019	739,862	—	739,862

STATEMENT OF CASH FLOWS

for the year ended 30 June 2019

	Note	2019 \$	2018 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from government and other sources		2,778,560	2,813,848
Payments to suppliers and employees		(2,679,611)	(2,655,673)
Interest received		13,741	12,945
NET CASH PROVIDED BY OPERATING ACTIVITIES	15	112,690	171,120
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for plant and equipment		(62,069)	(16,352)
NET CASH USED IN INVESTING ACTIVITIES		(62,069)	(16,352)
CASH FLOW FROM FINANCING ACTIVITIES			
NET CASH PROVIDED BY FINANCING ACTIVITIES		—	—
Net increase in cash held		50,621	154,768
Cash and cash equivalents at beginning of financial year		1,179,639	1,024,871
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	3	1,230,260	1,179,639

The accompanying notes form part of these financial statements.

OUR PEOPLE

Tenants Victoria would like to thank our hardworking team for their dedication to improving outcomes for renters in Victoria in 2018–19.

- **Matthew Andrea**, Lawyer
- **Corinah Batt**, Senior Lawyer
- **Jennifer Beveridge**, Chief Executive Officer (from June 2019)
- **Marisol Bombal**, Bookkeeper
- **Adrian Campion**, Training Officer
- **Kelly Cassidy**, Lawyer
- **Ben Cording**, Principal Lawyer
- **Catherine Dyer**, Outreach Worker
- **Devon LaSalle**, Communications Officer
- **Jacob Lee**, Finance and Administration Manager
- **Tania Lim**, Lawyer
- **Janelle Lindsey**, Administrative Support Worker (Legal Services)
- **Bill Maloney**, Lawyer
- **Sunita McGregor**, Publications Officer
- **Cindy Nguyen**, Senior Lawyer
- **Tayla Nguyen**, Administrative Support Worker (Legal Services)
- **Craig Nixon**, Senior Lawyer
- **Mark O'Brien**, Chief Executive Officer (to December 2018)
- **Brendan O'Hanlon**, Senior Lawyer
- **Dominique Rada**, TUTAR Administrator
- **Mark Richardson**, Lawyer
- **Natalie Rutherford**, Policy Officer
- **Tracey Ryan**, Lawyer
- **Karl Schaffarczyk**, Lawyer
- **Daniela Schneider**, Policy Officer
- **Daniel Scoullar**, Communications Consultant (Make Renting Fair)
- **Emma Smith**, Website Officer
- **Georga Wootton**, Lawyer



THE BOARD

HAYDN CALDERWOOD

Appointed: 4 July 2017

Qualifications: Certificate of Executive Leadership & Development from Australian Graduate School of Management, AICD member

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

Special responsibilities: Chair of the audit and risk committee

PHILLIP CAMPBELL

Appointed: 9 October 2012

Qualifications: Bachelor of Engineering, AICD member

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

Special responsibilities: Audit and risk committee member

DR KATE DEMPSEY

Appointed: 29 October 2012

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

Experience: With nearly 30 years' experience as a change and management consultant, Kate is a Research Fellow at Deakin University and Facilitator of Latrobe University.

Special responsibilities: Chair of the Board (to September 2018)

JUDITH DICKSON

Appointed: 23 January 2017

Qualifications: Bachelor of Arts, Bachelor of Laws, Master of Laws, Master of Adult Education (Global)

Experience: A lawyer, educator and manager with extensive experience in legal practice and education, Judith now works as a consultant for community and public law organisations to develop learning programs in the workplace that support their work for access to justice.

Special responsibilities: Chair of the Board (from September 2018)

ALISON IVEY

Appointed: 27 April 2017

Resigned: 10 July 2018

Qualifications: Bachelor of Education, Master of Public Policy

Experience: As the Registrar at the Architects Registration Board of Victoria, Alison has extensive experience in change management and leadership.

ANDREW OGBOURNE

Appointed: 5 March 2018

Qualifications: Bachelor of Science (Physics and Computing), AICD member

Experience: An IT consultant and business leader with experience in government and private sector roles, Andrew brings expertise in information technology, project and program governance, financial and risk management, and partner and contract management.

AGATA WIERZBOWSKI

Appointed: 21 March 2018

Qualifications: Bachelor of Science, Bachelor of Laws (Hons), Master of Laws

Experience: A community lawyer with special expertise in consumer law and family violence, Agata was recently Executive Officer and Principal Lawyer of a Melbourne community legal centre.

