Council to Homeless Persons

Annual Report

2024–2025

Acknowledgements

We respectfully acknowledge the traditional owners of this land. We pay our respects to elders past and present.

We appreciate and celebrate diversity in all its forms and believe diversity of all kinds makes communities stronger and more effective.

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Contents

Executive Report 4

CHP Board 8

Driving change to end homelessness:
Action in the homelessness system 9

Victorian Youth Homelessness Assembly 12

Driving change to end homelessness:
Power in the specialist homelessness sector 19

Postcards from Canada:
Learnings From This Year's Jenny Smith Scholar, Zach Biggin 21

Everybody's Home 26

Parity 27

Financial Report 28

Report on the Audit of the Financial Report 34

Celia Adams, Chair

Executive Report

Celia Adams, Chair and Deborah Di Natale, CEO

Achieving the systems change needed to end homelessness requires one eye on the road in front of us and one eye on the horizon.

We know the solutions to end homelessness: more prevention and early intervention programs; more specialised crisis accommodation; more assertive outreach to engage rough sleepers paired with more Housing First programs to provide them a pathway to long-term housing; and a large-scale social housing build to meet escalating demand.

As we approach the end of another state electoral cycle, this term of government has seen positive reform: significant investments in homelessness responses, financial commitments to begin implementing the Blueprint for an Aboriginal-specific homelessness system, and large amounts of social housing committed under the Big Housing Build coming online. These are meaningful achievements. Every new home is a future for another Victorian household — a foundation on which they can build a new chapter of opportunity in their lives.

The reality is that we need successive Big Housing Build investments to end Victoria's homelessness crisis. Tens of thousands of Victorians remain in desperate need of social housing that does not exist. Women with children leaving family violence are waiting an average of17.3 months to get social housing. Thousands more are coming to homelessness services that are under-resourced and simply don't have enough resources. Providing a fair future for Victorians requires significantly more decisive action and investment from government.

While Council to Homeless Persons continues to advocate every day for the systemic changes we know can create a difference, we also need to be thinking of new ways of working. New potential partners. New ways to grow public understanding of homelessness and inspire more urgent demand for change. And new short-term approaches to support those Victorians currently in need.

Deborah Di Natale, CEO

For this reason, 2024/25 has been a year of considered and exciting transformation at CHP. A year in which we have reviewed and renewed several of our key programs and ways of working to position the peak — and the wider homelessness sector — to perform at our best and maximise impact for the decade to come.

This work started with completion of CHP's new five year Strategic Plan. This foundational piece of planning focusses on delivering impact that will see reform in the homelessness service system and build power in the specialist homelessness sector, demonstrated by a shared advocacy agenda for the sector, a stronger membership proposition, and people with lived experience in more positions of influence. Our thanks to CHP's Board, staff and lived experience team for contributing their expertise and insight to its creation.

Building from the new Strategic Plan, we have evolved CHP's approach to advocacy. The peak has a proud history of achievement in its direct advocacy to government and its engagement with the SHS to foster a united voice. The power of this role was illustrated again this year by CHP's advocacy ensuring the renewal of 18 SHS programs that were due to lapse at the last State Budget. We also successfully advocated to ensure indexation of funding for these programs. We are committed to maintaining this role but, to leverage our influence, this year we also began broadening our focus to engage the wider Victorian community. Our goal is to grow an all-of-State partnership to end homelessness. As part of this strategy, we are exploring ways to collaborate more closely with other key stakeholders such as local governments and sector peaks beyond those most commonly thought of as intersecting with homelessness.

Our first major project under this new approach is *Walk In Her Shoes*, a touring exhibition and community forum series, developed in partnership with the Municipal Association of Victoria, Community Information and Support Victoria and ten local governments around the State. The exhibition combines photography, illustrations and first-hand storytelling to powerfully document the journey of three remarkable women who experienced homelessness at different stages of their lives, and the transformations they have achieved since regaining stable housing. Walk In Her Shoes provides a platform for lived experience voices, a spotlight for the incredible work done by CHP's members,

and a forum in the lead-up to the State election to focus the Victorian community on the solutions that can end homelessness. The project officially launched in October 2025 and we look forward to reporting more in next year's Annual Report.

Our ongoing policy and advocacy work also brought a number of highlights this year.

We partnered with family violence peak Safe and Equal to undertake Stage 1 of the Bridging The Gap project. This important research documented barriers that cause victim-survivors to be referred back and forth between the homelessness and family violence service systems without receiving a suitable outcome.

Co-chairing the Ministerial Homelessness Reform Advisory Group, CHP was proud to be able to collaborate with other sector representatives to agree on recommendations for how $103.9 million in discretionary funding committed under the 2024/25 State Budget should be allocated to drive reform of the SHS. We feel inspired by what is possible on the reform agenda and we know the Minister is committed to this work.

And in April, CHP convened the Victorian Youth Homelessness Assembly. This brought together approximately 150 sector leaders and practitioners, researchers and lived experience experts to agree on the sector's priorities for what we want included in a long-overdue Victorian Youth Homelessness Strategy.

In other parts of the organisation, CHP also commenced a major refresh of our Services and Learning Program function, now renamed Workforce Development and Innovation (WDI). We welcomed a new Director of Workforce Development and Innovation, Swagata Bapat, and with an expansion of this team have been able to focus on building a dedicated workforce development function encompassing the entire employee lifecycle.

Our highly valued Learning Hub has continued providing essential training for the sector while these expansions are under way. We're proud to have delivered live training sessions to more than 600 practitioners throughout the year, while our eLearn modules were accessed more than 3000 times. Our WDI team and Lived Experience Advisers also provided training as part of the Community and Social Services Graduate Program (CASS-GP), providing a gateway for the next generation of practitioners to join the SHS.

We commenced planning to refresh the current Victorian SHS capability framework, which will include renewing CHP's training calendar. This refresh is informed by the findings of the WIDI Report, which we were proud to partner with RMIT's Workforce Innovation and Development Institute to launch this year.

We also expanded our Housing First training activities, and awarded the Jenny Smith Housing First Scholarship for a second time.

Lived experience remains at the heart of everything we do at CHP. It has been fantastic to see our latest graduates from the Peer Education Support Program begin participating in public consultations this year.

Deborah Di Natale and Jesuit Social Services CEO Julie Edwards at opening of Perry House

CHP Lived experience advisers Jason Russell and Christine Thirkell, at the launch of Parity's "After The Voice" edition

Their knowledge and their generosity in sharing their perspectives makes a profound difference humanising decision-makers' understanding of homelessness, and ensuring responses are tailored to the needs of the people they are supporting. Meanwhile our Lived Experience Advisers, former graduates of PESP, continued providing expert advice in forums ranging from local government engagements to the Ministerial Homelessness Reform Advisory Group, and travelling as far as the Gold Coast to participate in the National Homelessness Conference.

While the Lived Experience team has undertaken this important work, CHP has been working on a careful review of our lived experience programs to ensure they are achieving their full potential for both the sector and for our lived experience team-members. Beyond this, the review is also considering what is needed to elevate the homelessness sector's integration of lived experience expertise. These are clearly important decisions to get right, so we are ensuring the process is given the time it needs. We look forward to reporting more in coming months.

Finally, this year we sadly farewelled Noel Murray, who departed CHP after many decades editing *Parity* magazine. We give Noel our deepest thanks and congratulations for his passionate commitment, which built *Parity* into a beloved institution of the homelessness sector. As reading habits and media formats are rapidly changing, we have used this time to talk with the sector and consider what readers want from *Parity* to ensure it remains a relevant and respected resource. We've been thrilled to welcome our new *Parity* editor, Kim Thomson, and we look forward to announcing our exciting new plans for *Parity* shortly.

We're very proud to have continued working this year with Aboriginal Community Controlled Organisations on the urgent work of ending the disproportionate experience of homelessness amongst Victoria's Aboriginal and Torres Strait Islander community. CHP's Chief Executive Officer once again participated in the Blueprint Steering Committee. CHP also collaborated with Aboriginal Housing Victoria on shared Budget and other advocacy asks. Additionally, this year we have been delighted to welcome to CHP's Board De-Joel Upkett, CEO of Ngwala Willumbong. We are also pleased to have published the first edition of *Parity* guest edited by a First Nations editor and we have commenced planning with ACCOs a number of exciting workforce development programs, which we look forward to reporting on in next year's Annual Report.

It's our privilege as the sector's peak body to be able to visit homelessness service providers around the State and witness firsthand the life-changing difference you make. Our travels this year took us from Jesuit Social Service's renewed Perry House in Reservoir to Uniting Vic Tas's Cafe 102 in Ballarat; from Launch Housing's youth foyer in Broadmeadows, to Beyond Housing in Shepparton and many more. We thank all of CHP's members for another outstanding year of work, providing support for the community in the most difficult of circumstances.

Thanks to our funders, Homes Victoria, Greater Melbourne Foundation, Street Smart and the individual Victorians who have donated money. CHP could not do its important work without you.

Thanks to our strong Board, who do so much to ensure the organisation is well governed and excels in its responsibilities as a peak body.

A personal note of thanks to our skilled and passionate staff, our amazing lived experience team, and the Department for Families, Fairness and Housing for engaging with so much enthusiasm and energy in CHP's work. Your talent, determination, understanding and ingenuity are what makes CHP's achievements possible.

CHP Board

(during the reporting period)

Jane Barnes (Chair, July – October 2024),
Chief of Staff, Wintringham
Resigned from Board November 2024

Celia Adams (Deputy Chair, July – November 2024. Chair, December 2024 – current),
Chief Executive Officer, Beyond Housing

Paul Turton (Deputy Chair, December 2024 – current),
Executive General Manager, Client Services, VincentCare Victoria

Anthony Busuttil (Treasurer),
Chief Operating Officer and Chief Financial Officer, Genazzano FCJ College

Lee-anne Chapman,
Group Manager Eastern Melbourne, Uniting Vic.Tas

Andrea Dwyer,
Director of Innovation, Anglicare
Appointed to Board in November 2024

Bernadette McCartney,
Executive Director of Services, Meli

Natalie McDonald,
Chief Executive, Quantum Support Service

Wayne Merritt,
Chief Executive Officer, WAYSS

Stephen Schmidtke,
General Manager of Homelessness and Client Support, Wintringham

Darren Smith,
Chief Executive Officer, Aboriginal Housing Victoria
Resigned from Board October 2024

Heidi Tucker,
Chief Executive Officer, Anchor

De-Joel Upkett,
Chief Executive Officer, Ngwala Willumbong Aboriginal Corporation
Appointed to Board in May 2025

Deborah Di Natale congratulates Jane Barnes as she closes her final AGM as Chair of CHP

Driving Change to End Homelessness: How CHP created impact in 2024/25

Council to Homeless Persons (CHP) is Victoria's peak body representing organisations and individuals with a commitment to ending homelessness.

Our purpose is to work with, for and alongside the specialist homelessness sector to co-create, support and deliver solutions to end homelessness in Victoria.

This year we finalised CHP's *2024–2029 Strategic Plan*, which guides our response to the changing nature of homelessness in Victoria, and the evolving best practices needed to end it.

The Strategic Plan outlines two main goals:

- Action in the homelessness system; and
- Power in the Specialist Homelessness Sector.

Below you will find highlights of the work CHP completed this year, working towards those goals.

Goal 1: Action in the homelessness system

1.1 System Advocacy

CHP worked through numerous channels this year, in collaboration with our members and people with lived experience, to advocate to the State Government for the policy and investment changes needed to end homelessness and better support those currently experiencing it.

Sector forums

Touring Victoria throughout September and October 2024, CHP hosted seven "Your Say" sector forums. In-person events were held in:

- Ballarat
- Bendigo
- Benalla
- Geelong
- Warrnambool; and
- Melbourne CBD.

An online forum was held for SHS members in Gippsland.

Forum discussions focused on hearing members' experiences and priorities to inform CHP's submission to the 2025-26 Victorian Budget, as well as the Bridging The Gap homelessness and family violence research report undertaken by CHP in partnership with Victoria's family violence peak body, Safe and Equal.

Benalla "Your Say" forum

Tom Johnson facilitates Bendigo "Your Say" forum

Melbourne "Your Say" forum

The Top Ten asks we heard from the sector at the 2024 "Your Say" Forums:

1. More social housing, and an increased variety of social housing (1 bedroom, 2 bedroom, 3–4 bedroom etc);
2. Address maintenance & repair issues in existing public housing;
3. Expand investment in high-fidelity Housing First;
4. Fund assertive outreach for rough sleepers;
5. Increase rental protection programs like PRAP and Tenancy Plus;
6. Better and expanded youth homelessness responses;
7. Invest in the SHS: long-term funding, increased wages, expand programs that work, incentivise people to join and stay in SHS;
8. Purpose-built crisis accommodation, including gender-specific accommodation;
9. Mandatory inclusionary zoning for new developments; and
10. Creative short-term solutions, including housing transfers, working with real estate agents/AirBnB, block-purchasing and renovating hotels etc.

Ministerial Homelessness Reform Advisory Group

CHP also led advocacy alongside the sector by co-chairing the Ministerial Homelessness Reform Advisory Group (MHRAG), which held four meetings in 2024–25.

MHRAG, established in the first half of 2024, is an ongoing forum for the Specialist Homelessness Sector and people with lived experience of homelessness to collaborate with the Government to shape system reform. The Group includes representatives from metro and regional SHS organisations as well as lived experience experts. It is co-chaired by the Hon. Harriet Shing, Minister for Housing, and Council to Homeless Persons CEO Deborah Di Natale.

MHRAG this year identified reforms across the following four key domains as the focus of its work:

1. An Aboriginal self-determined homelessness system, including how the mainstream homelessness system is culturally safe to respond to Aboriginal peoples' needs
2. Modern and effective service models, including future options for supported accommodation currently focused on the Transitional Housing Management model transitioning to a greater capacity to respond to the growing number of people experiencing rough sleeping and chronic homelessness
3. System leadership, service coordination and delivery to best support a system that is responsive to local priorities and needs
4. Prioritising different needs, including modernising the Opening Doors Framework for a system that supports people to access services that are proportionate and tailored to their needs.

Victorian Youth Homelessness Assembly

Victoria's last youth homelessness plan is now more than 18 years old, old enough to order a beer. So, on 29–30 April 2025, CHP convened the Victorian Youth Homelessness Assembly — a day and a half event at Q Events in Melbourne's CBD, bringing together approximately 150 delegates to address the urgent need for a Victorian Youth Homelessness Strategy.

Panels and workshops saw positive and spirited discussions from attendees about best practice responses to youth homelessness, and identified the sector's priorities for what reforms need to be embodied in a new strategy.

Feedback was extremely positive, with 87.5% agreeing they learnt something new at the event which will be useful to their work, 84% agreeing they made contacts who will be useful to their work; and 78% agreeing the Assembly gave them hope that the sector can come together with the Government to create a better youth homelessness system.

The Assembly's Steering Committee is now developing a statement to be sent to Government, reporting on the Assembly's calls and asking to collaborate on the next steps for development of a Strategy.

Assembly Spotlight: Learning From Lived Experience

According to our event survey, the overwhelming favourite panel of attendees at the Victorian Youth Homelessness Assembly was the opening plenary "Learning From Lived Experience". This session brought to the stage Arlo, Rin and Roy — members of MCM's Lived Experience, Engagement and Participation team - along with MCM Peer Support Worker Imogen, to share their perspective.

We're delighted to present the following excerpt of their conversation with the Assembly's MC Brea Dorsett...

Brea: What was useful for you and helped you in the way the homelessness system supported you?

Roy: What really helped me was the Foyer program provided by Melbourne City Mission, where I was offered transitional housing. And having a case worker who supported me and listened to me, from regular check-ins, check-ups, catch-ups, and linked to mental health support. ...Having a lot of good people in the homeless system is what's really important. I have someone to build a strong relationship with. I'm able to confide private matters with my caseworker and trust them to keep this confidential, which made a big difference to me, knowing I always have someone to talk to and get support from. That makes me feel less overwhelmed.

Rin: … I was like such a shell of my person two, three years ago. When I look back at myself, I felt so worthless. I was like, you know, left behind. Everyone I knew was about to finish university or started university. And here's me just struggling to barely survive.

And what helped me out the most, you know the system of housing - it's a very long process. There's a lot of obstacles, barriers waiting, and you'll have all these stresses. But I think what helped me the most were peer workers. They really made me feel not so alone in life and like, there was a future for me. And they helped me so much with my psycho-social skills, speaking, going out, all the things that make being alive fun and enjoyable. They helped me jump into the world and look at skills. I like to play the guitar now and I like to draw, and all these things that... Like, it seems silly to say but when you're going through homelessness,

Assembly MC Brea Dorsett

I remember going to my first refuge for the first time and I was so scared and I was so frightened. And they just were able to take me out of that...

They make you see there's a future outside. They speak to you about their passions, how they were able to go over their hurdles and their barriers, even though everyone's life is so different. When you see that as a young person going into a refuge, it really helps. …

Arlo: Yeah, it isn't so much the system as a whole as it is specific people and programs within the system. It's luck, and I know that Imogen will speak to this as well. I got lucky in that I found a really incredible worker who worked in a broken system and she taught me all the skills that I needed to survive. And I had probably the first secure attachment in my entire life with her and she saved my life. And without her, I wouldn't be here today.

And I got into housing because I got lucky. There was a mistake in my application and I just happened to have the skills because of the work that I do to be able to advocate for them to fix that mistake. But it was all luck. It wasn't the system. It was incredible people working in this system that inherently doesn't work.

Imogen: If anyone has ever heard me speak before, my main thing is I should never have to be lucky as a child, especially as an indigenous child. … I had to leave country and home to find services available to me. And one thing I speak about the most is the luck I had in the moment, that the one worker actually changed the trajectory of my life.

Similar to what Rin said, I'm actually a peer support worker now so I've come through the system and I actually work in the same building that saved my life five years ago. So, the difference I see is the support of being seen as a human being. ...I always talk about one peer support worker who actually just took one

photo. I got a job and I had no one to be proud of me and it was the one photo of me in my uniform that changed my life and actually made me believe that someone cared. And that's the thing that kids in the system... we don't have anyone around us that care for us. We go looking for these people in services and unfortunately some services fail us so continuously that we have to go through the cycle. But it's that one person. Like Rin said, it's that one person that can mean the world of difference and actually means that you're human and have the conversation and looks at you like that. Because in reality, we're just children.

Arlo: And because of how the system is designed, those people get burnt out. And those people can't continue to do this incredible work that they're doing because they aren't supported by the system. So, you have to get lucky.

Brea: What didn't work and what needs to be changed?

Roy: So. as we all know, it can take very long time to get stable housing. The process can be very confusing and there is a lot of paperwork to be done. There is a strict limit for most organisations ... the strict limit age is 16 to 25. This age limit can make many young people fall through the cracks. For someone who is aged 15 or 24, it leaves them in an awkward situation where many services within the system don't actually want to take them in and they have no way to be. They will be stuck.

Rin: Yeah, I think that's such a big issue within the system. It's not like an exact age where it's like, oh, once you turn 23 or 23 and a half ... but especially when you get a bit older there's this really big issue of, like, you're too old to access the youth housing. You're going to be put at the back of every list... And there's reasons for that, for sure. But at the same time, you're just in this thing where you're like, okay, the next two years I'm just in and out of refuges until I hit 25 and hopefully I can access the adult stuff. So, I feel like that is a really big issue, and it creates a weird experience where refuge lowkey becomes your home.

The other thing that I really want to highlight as well is ... trying to create a system where services have way better communication with one another, especially when it comes to homelessness, mental

Roy on lived experience panel at the Victorian Youth Homelessness Assembly

health... I think it's like four out of five, like 80% of young people that experience homelessness experience family violence. With that comes mental health, AOD struggling. There's a lot of coping mechanisms. When the service is so underfunded when it comes to housing, they just try to chuck you into housing as quickly as possible. Because when you get an opportunity, it's very rare that you're going to get it again and again. ...I feel like when you label a person as homeless, other services tend to view them as homeless first versus mentally unwell or struggling with AOD first. They always say, oh, if you rock up to emergency and tell them you're homeless and you're struggling with your mental health, a lot of time you're going to get back on the street - barely any support from the hospital and you're just going to be back on the street again. And they see you as like, "oh, well, they're just trying to find a bed". So, we need some education there and better connections, I guess, with the services.

Arlo: I think to add to what Rin said, we've built a system that's so deeply rooted in gender, and it makes support impossible for people who look and sound like me, who don't fit neatly into the gender binary. I'm trans masculine. That means that I've experienced the system as someone who looks like a woman and now someone who looks like a man. And it's such a frustrating experience because the support I'm able to receive changes so drastically based on how I'm perceived by a service. And nothing has changed for me internally except that now my voice has dropped, and I have some patchy facial hair. Like I'm still the same person.

... When looked like a woman. I was able to access young women's housing, where I met an incredible support worker who saved my life. I was able to access family violence support, but I wasn't believed when I spoke about the violence I experienced. People assumed that I was exaggerating or that I was mentally ill or I was seeking attention. And then a few years ago, I started transitioning medically and socially. And I started to look more and more like a man. I could no longer access women's housing, but I'm not safe in men's housing. And there's no youth specific housing. So, I was forced into street homelessness. I tried to reach out to a family violence service after an escalation, and I was told that they don't treat perpetrators. I was turned away over and over again. It got to the point where I started phone calls with, "Hi, I have a uterus, and I would like family violence support". I just don't understand why we have built a system that has based people's needs on their genitals. ...I think that we need a single system for family violence and for housing and differentiate them by things that are actually different, like developmental age, and have separate spaces for people who have experienced gendered violence. You don't need an entirely separate system. You can have separate spaces within a single system.

Rin: ...I empathize so much with what you're saying, because I also experienced family violence and I had to flee my home. And I remember trying to deal with Centrelink and I used to just send them photos of where I was living when they would ask me for the "unreasonable to live at home" paperwork. It's like the silliest thing in the world. I don't have the barrier of being trans, but just that experience alone of having to convince the services that you need help by contacting the person who abused you. That really messes with you as a young person. …

Brea: Arlo, is there something missing from the system's current way of responding and something young people need to better support them?

Arlo: I'm thinking about the way that Australian systems are designed. Everything from physical and mental health to education to justice departments. Even homelessness. We have universally agreed that young people need a separate response. We're all here at a Youth Assembly because we believe in that fact so completely. And we have built youth-focused systems in every area except for housing. In the housing system, children and young people are expected to compete for the same properties against adults. Their applications are judged against people who have more money, who have more resources, who have more experience and who are inherently more trusted than us. And then when we fail and we're stuck in homelessness for years, for our key developmental years, we're blamed and we're told that we're not trying hard enough. We need a purpose-built housing system…

Brea: If there is one thing you could say to the Victorian government about what young people experiencing or at risk of homelessness need from them, what would it be?

Roy: I would like to tell the Victorian government that we urgently need more social and affordable housing. Young people who are experiencing or are at risk of homelessness need more than just a place to sleep, a bed, a couch. We need more real homes, youth-specific, affordable and stable long-term housing that we can all feel safe. ... We all deserve a place where we feel safe and so we can build our future. Right now, there isn't enough housing, not to mention affordable, stable social and youth housing. If we don't act right now, we will all be left behind.

Submissions and reports

A key channel for CHP's advocacy is through developing submissions to government enquiries, and other proactive policy reports. Throughout 2024-25, CHP released the following submissions and reports:

- July 2024: A Response to the Minimum Standards for Rental Properties and Rooming Houses
- August 2024: Climate Change and Homelessness Research Report
- August 2024: Submission on the National Housing and Homelessness Plan Bill 2024 (No.2)
- September 2024: Submission to Victorian Department of Transport and Planning on Developing a new plan for Victoria
- October 2024: Response to the Renter Services Review
- February 2025: Victorian Budget Submission 2025–26
- April 2025: Submission to the Inquiry into The Redevelopment of Melbourne's Public Housing Towers

Mark Furlong at Climate Change Report launch

Parliamentary Secretary for Climate Action Sheena Watt

Additionally, on the one-year anniversary of Victoria's Housing Statement, in September CHP released its inaugural Housing Insecurity Index.

The Index brings together the latest available data on rent prices, the public housing waiting list, access to specialist homelessness services, housing stress and social housing stock to present a clearer picture of housing affordability.

The 2024 Index found the key indicators of housing insecurity had worsened in the 12 months since the announcement of the Housing Statement. Rents continued to grow at unsustainable rates alongside a stagnation in the proportion of public housing available in Victoria. As a result, CHP recommended three clear responses from the government:

1. Amend the Housing Statement;
2. Commit to building at least 6000 public and community dwellings each year for a decade; and
3. Increase funding for under-pressure homelessness services.

Finally, CHP collaborated with other Victorian housing peak bodies through the Victorian Housing Peaks Alliance, convened by VCOSS, to develop the SGS Economics "Growing Social Housing: Data, insights and targets" report, released in March 2025. This Report found that in order for Victoria's proportion of social housing to reach the national average, the Victorian Government needs to invest in building 7,990 additional social homes per year for the next decade.

Media coverage

CHP's advocacy resulted in coverage in outlets including the ABC, AAP, *The Age*, *The Herald Sun*, *Guardian Australia*, WIN News, and Australian Community Media, elevating the sector's advocacy agenda and improving community awareness.

Highlights included being the *Herald Sun*'s top ranked article for the day for CHP's analysis of latest data from the Australian Institute of Health and Welfare, and CHP Chief Executive Officer Deb Di Natale appearing on ABC Radio Melbourne's *The Conversation Hour* for an extended interview discussing CHP's Victorian Budget Submission.

1.2 Cross-sector and Community Action

An informed, understanding and activated general public is essential to support CHP's direct advocacy to government. And as homelessness is a multi-faceted experience, ending it will require collaboration with many different sectors.

For this reason, this year CHP commenced a broader approach to community and cross-sector engagement to create a wider coalition supporting the sector's work. As part of this deeper focus CHP welcomed a new Manager of Advocacy, Shankar Kasynathan, to focus on development of a major new community advocacy project.

Walk In Her Shoes

In early 2025, CHP began development of a major community outreach project ahead of the 2026 Victorian State Election. Called *Every Home Is A Future*, the project aims to create an all-of-State partnership to end homelessness by improving community understanding of the causes of and solutions to homelessness, and rallying every Victorian to join the call for all political parties to commit to decisive homelessness reform.

As the centrepiece of this project, CHP has developed *Walk In Her Shoes*, an exhibition and community forum series that will tour Victoria over the next year.

Walk In Her Shoes tells the real stories of three remarkable women who experienced homelessness at different stages of their lives, and the transformations they were able to subsequently achieve after attaining stable housing.

Consistent with this project's goal of fostering community partnership, CHP developed *Walk In Her Shoes* with the partnership of Municipal Association of Victoria, Community Information and Support Victoria, and ten local governments around Victoria.

At each stop of the exhibition's tour, a community forum will bring together local MPs, councillors, homelessness providers, lived experience experts and community advocates to discuss the local experience of homelessness, and the reforms that can end the crisis.

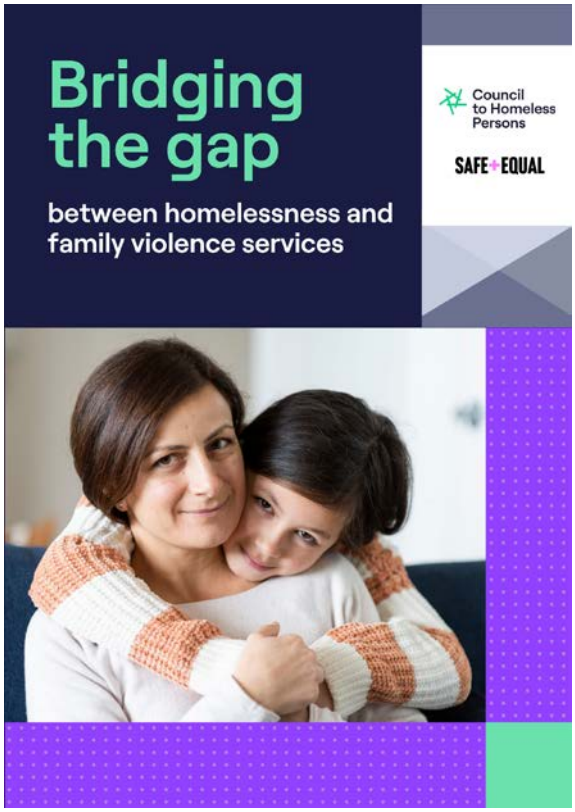
Walk In Her Shoes launched in the City of Casey after the end of the current reporting period, in October 2025.

Improving collaboration with family violence sector

Throughout the year, CHP collaborated with Victoria's family violence peak body, Safe & Equal, to complete a major research project, Bridging The Gap. This project was supported by the Lord Mayors Charitable Fund and examined the extent to which Victorian women, young people and children who are experiencing family violence and homelessness are confronting barriers to crisis accommodation in the homelessness and family violence service systems.

Through a desk review, dual-sector survey, and consultations with practitioners and lived experience experts, the project found that many people receive referrals but no support. One in five women, young people, and children who experience family violence and homelessness and present to either the homelessness and specialist family violence service (SFVS) systems are referred to the other sector and are then referred back to their initial intake point without receiving any crisis accommodation.

A research report completed as Stage 1 of the Bridging The Gap project also explored existing guidelines and frameworks that affect the way the sectors intersect, provided an in-depth consultation report, and offered recommendations for change to enable improved outcomes for clients experiencing homelessness and family violence.



Funding was also secured from the Lord Mayors Charitable Fund for Stage 2 of the project, which will involve a place-based trial establishing processes and protocols for SHS and SFVS to interact more effectively with the aim of rolling this model out throughout the rest of Victoria.

The Bridging The Gap research report was formally launched after this reporting period, in July 2025.

Houses at Parliament

In August 2024, CHP once again partnered with the Victorian Homelessness Network (VHN) to support the VHN hosting Houses at Parliament, which saw 6,000 origami houses placed on the steps of Victoria's Parliament House to represent the large scale social housing build needed in Victoria.

CHP Chief Executive Officer Deborah Di Natale and CHP Lived Experience Adviser Jason Russell both addressed the large crowd of politicians, SHS practitioners, and members of the general public gathered for the event, emphasising the urgent need for government action to end Victoria's homelessness crisis.

Partnering with local government and community organisations

In March 2025, CHP's Director of Policy and Communications, Lucas Testro, spoke at Municipal Association of Victoria's Inter-Council Affordable Housing Forum, to address recent instances of some local governments considering coercive responses to rough sleeping, and to advocate for more effective ways for local government to assist the work to end homelessness.

Following this event, and Municipal Association of Victoria's collaboration with CHP on the *Walk In Her Shoes* exhibition, the two organisations have agreed to sign an MOU to encourage ongoing formal collaboration.

CHP has also continued discussions with Community Information and Support Victoria (CISVIC), Victoria's community services navigator peak, about how our two organisations can also develop a more formal ongoing collaboration.

Deborah Di Natale and Shadow Minister for Housing Richard Riordan at Houses at Parliament

Jason Russell and Minister for Housing Harriet Shing at Houses at Parliament

1.3 Elevating living and lived experience

Lived experience is at the centre of everything we do at CHP, primarily through our Peer Education and Support Program (PESP). In 2024/25, we continued to support people with lived experience to shape our own way of working and to be heard throughout the homelessness sector and the government.

Peer Education Support Program

In addition to informing the development of CHP's policy submissions and participating in media engagements, CHP's PESP Graduates and Lived Experience Advisers undertook a wide range of consultations, community engagements and appearances including:

- Training for Wyndham City and City of Warrnambool
- Dental Hospital consultations
- Membership of the Ministerial Homelessness Reform Advisory Group
- "Lived Experience Hotline — Ask Me Anything" webinar for Homelessness Week 2024
- Panellists on training panels for Community and Social Services Graduate Program (CASS-GP)
- Panellists at the National Homelessness Conference, held on the Gold Coast in June 2025

Lived experience adviser Jason Russell plays didge at "After The Voice" Parity launch

CHP's lived experience programs have been a vital and valued part of the peak's activities for many years, and to ensure it continues to achieve its full potential CHP completed an external review of the PESP program during the year. Based on the review's recommendations and ongoing consultation, CHP looks forward to unveiling the next evolution of the program next year.

Elevating other lived experience voices

Beyond the PESP program, CHP also elevated other lived experience voices.

Our work on the Bridging The Gap research project involved deep consultation with people with lived experience of both the family violence and homelessness sectors.

And for April's Victorian Youth Homelessness Assembly, young people with lived experience were valued members of the event's Steering Committee, and featured on panels throughout the program. The Assembly was MC'd by lived experience advocate Brea Dorsett, and opened with an insightful and powerful Plenary Panel from MCM's Lived Experience, Engagement and Participation team. See excerpts of the panel's conversation on pages 12 to 14.

The Assembly's social networking event also featured an exhibition of art created by twelve young artists who are residents in MCM and Launch Housing Youth Foyers. Twenty pieces were displayed. Some pieces were available for purchase, with all of proceeds going to the artists. Six pieces were sold at the event.

Heavily subsidised registrations for the Victorian Youth Homelessness Assembly were also offered for anyone with lived experience who wished to attend the event.

Reinvigorating CHP's homelessness information service

CHP's Homelessness Advocacy Service (HAS) was discontinued in 2024, after a review of the service identified a number of challenges obstructing its effectiveness. In particular, the review found that the majority of queries were about housing rather than homeless-related issues, coming from people who were already housed.

Throughout the year, CHP has developed a replacement homelessness information service, which we look forward to launching in January 2026.

Goal 2: Power in the specialist homelessness sector

2.1 Member Evolution

This year CHP introduced a new member benefit of monthly online "CEO Briefings" for sector leaders. We're please these have been well attended and valued as an opportunity for regular high-level discussion and collaboration.

We also commenced two major projects aimed at strengthening connections to and between members:

Member portal

A new online CHP member portal has been developed throughout the year, and is due for launch in January 2026. In addition to enabling members to easily check and adjust their membership details, and streamlining renewal processes, the new portal will provide networking functions so members can share news, connect and collaborate with other members and join online communities of practice.

Parity: "The town square for the homelessness sector"

CHP also conducted a major review of *Parity* magazine this year, to ensure it remains a useful and valued resource for the sector. In addition to considering what a contemporary digital presence for *Parity* needs to look and perform like, the review focussed on how the format of the magazine can best realise *Parity*'s opportunity to be "the town square for the Victorian homelessness sector", with every single edition containing content that is relevant for every reader.

We look forward to debuting the new look and format of *Parity* in 2026.

2.2 Sector Capacity

This year has been an exciting opportunity for the Workforce Development and Innovation team to build on the work of previous years. The team has welcomed a new Director of Workforce Development and Innovation, Swagata Bapat, and grown to include a Manager of Learning and Practice Excellence, a Learning Management System Coordinator, and two Training Practitioners.

Workforce Development

With the growth of the Workforce Development and Innovation (WDI) team, we are focussed on building a dedicated workforce development function encompassing the entire employee lifecycle, further strengthening our relationship with the sector to understand and meet their unique workforce development needs.

Panel discussion at the "After The Voice" Parity launch

As part of the consultations with sector, the WDI team visited several rural and regional areas to understand their specific workforce challenges. This has included consultations with homelessness services in the Gippsland, Loddon Mallee, and Ballarat.

Key priority projects as part this function this year have included:

- **Update of the SHS capability framework:** CHP has engaged a consulting partner to collaborate on a refresh of the current Victorian SHS capability framework, which will include renewing CHP's training calendar.
- **CASS-GP:** CHP continued to support the Community and Social Services Graduate Program (CASS-GP) in 2024/25. In addition to promoting the program to prospective employer organisations throughout the SHS, CHP's WDI team presented to graduates on the important topic of Worker Wellbeing, exploring concepts of compassion fatigue, burnout and personal wellbeing plans
- **Coaching for Leaders:** We commenced development of a trial "Coaching for Leaders" program, which will be rolled out early 2026.

Learning Hub

CHP's Learning Hub continues to provide a wide range of training courses for sector practitioners. More than 5000 learners were registered users of the Learning Hub during 2024/25.

CHP offered 50 live training sessions across 24 topics this year. Over 600 practitioners attended a training session.

47 free eLearns were also available through the Learning Hub. These were accessed more than 3000 times.

The expansion of our WDI team this year enabled a review and refresh of our Learning Management System platform, with a focus on strengthening accessibility and improving learner experience and engagement. Our additional Trainer Practitioners also enabled us to offer core training in rural and regional areas, increasing accessibility for workers who find it difficult to access training provided in the CBD.

Housing First

CHP has long been committed to advancing Housing First principles and practice in Victoria. Following the appointment of Alison Fraser as CHP's Lead Practitioner — Housing First in January 2024, this year CHP engaged in extensive capacity building for the sector around Housing First.

This included:

- **July 2024:** "Systems Thinking for Housing First", a 4 x 2 hour participatory learning series for Homelessness Networkers and Housing First Trainers, held in July 2024.
- **August 2024:** The "2024 Jenny Smith Housing First Scholarship Statewide webinar", an online conversation session with Charlotte G, the 2024 Jenny Smith Housing First Scholar.
- **September 2024:** Housing First training for 60 participants in Warrnambool & Geelong, hosted in conjunction with BSW Homelessness Network and Housing First trainers.
- **October 2024:** A "Housing First Conversation Series", of 3 x 1.5 hour weekly interactive webinars, developed and presented in collaboration with statewide homelessness networks, tailored for people in senior practitioner, manager, policy and advocacy roles in SHS services.
- **October 2024:** "Housing First Principles" presentation to Loddon Mallee Homelessness Network Annual Forum presentation.
- **Ongoing:** Online Communities of Practice for National and Victorian Housing First Trainer networks and Supportive Housing providers
- **Ongoing:** Administrative support and co-ordination of Victorian Housing First Train the Trainers cohort.

This year, CHP awarded the Jenny Smith Housing First Scholarship for the second time, supporting a leading practitioner to undertake an overseas study trip to explore Housing First approaches in other countries.

The Scholarship was awarded to Zach Biggin of Launch Housing, enabling him to travel to Canada to examine the fidelity of Housing First approaches there more than ten years on from the largest randomised and controlled Housing First trial in the world, the At Home/Chez Soi demonstration project.

Postcards from Canada: Learnings From This Year's Jenny Smith Scholar, Zach Biggin

The At Home/Chez Soi Housing First demonstration project ran from 2009 to 2013 with over 2000 participants across five sites in Canada. The findings of this trial were extremely positive, with high levels of housing retention as well as positive improvements in quality of life and community functioning. This trial also explored how Housing First could be locally adapted to suit different contexts and populations whilst maintaining fidelity to core Housing First principles.

I was interested to see what program fidelity and local adaptations looked like now, more than ten years on from Chez Soi. Funding for Housing First programs had become more scarce in the context of a challenging housing landscape, so I was interested to see what these programs looked like in a strained funding environment not too dissimilar from Victoria. I also wanted to investigate multidisciplinary teams and Indigenous codesigned programs.

I travelled to Canada in late April 2025 and over the next four weeks, spent time with fourteen organisations in six cities: Vancouver, Winnipeg, Toronto, Mississauga, Ottawa and Montreal.

Lived experience

Lived experience is embedded at all levels in both Housing First programs and the wider homelessness sector in Canada. Organisations had identified peer roles embedded from frontline roles through to executive positions.

A peer worker in Vancouver told me of a colleague they started with who is now the executive at the provincial housing body. Another organisation in Winnipeg told me they only recruited to their board from among members of the community in which they worked. One organisation in Toronto reflected: "people who we support in our program sit on committees, sit in on staff interviews, and sit on the board".

As well as having identified roles embedded in all teams, many programs I spoke to reflected on lived experience being prioritised in all recruitment, regardless of whether roles were targeted for peer workers or not.

A shift in processes and organisational culture was needed to ensure that workplaces were inclusive and that lived experience was valued accordingly.

I heard about managers working with HR to ensure that barriers of criminal records or lack of tertiary education could be removed, and ensuring that there were resources directed to putting additional supports in place for peer workers newly entering the workforce for potentially challenging work.

Many organisations had robust structures for engaging with current and former clients and the wider community, to provide genuine direction and input into the work of the organisation. They often reported directly to the board or the CEO, and no policy or program, or even a single document that service users would see, would be implemented without it going through these groups first.

Multidisciplinary teams

I was impressed by the size and range of the multidisciplinary teams in Canadian Housing First programs. Several teams consisted of between 15 and 20 staff from a range of professions. These included case managers or outreach workers, peer workers, concurrent disorder or dual diagnosis workers, nurses, doctors, psychiatrists, OTs, behavioural specialists, Indigenous cultural liaison workers, trauma counsellors, justice workers, hoarding specialists, housing specialists, employment workers, counsellors or psychologists, and more.

Zach Biggin and Deb Di Natale

Rather than using a partnership or consortium model, most programs were structured so that staff worked for the same organisation under the one roof.

Programs with large multidisciplinary teams reflected on the invaluable specialised knowledge held within the team, with an integrated approach where many issues were able to be addressed "in-house". Where referrals needed to happen to other programs or sectors, workers within the team were able to streamline referral pathways and breaking down silos between sectors.

I could readily see the power of the true multidisciplinary teams. I was continually comparing it to our sector here, where the scale of our partnerships and teams pale in comparison. In Melbourne Street to Home, we have two registered nurses, and I was also lucky to work in the Homelessness to a Home program where we had a fantastic partnership with VACSAL; but I can't imagine what Housing First here would be able to achieve if we had hoarding specialists, trauma counsellors, OT or Indigenous workers as the norm across the sector.

Broad, flexible, open-ended support

Regardless of the structures and makeup of teams, there was a strong belief in broad and flexible support for participants. Programs generally had no pressure to close, and workers spoke about support in an open-ended way, with teams prepared to stick around as long as necessary.

There was also a clear willingness to do whatever it takes to support people to reach their goals and maintain wellbeing. One peer worker, speaking about the range of attempts and approaches they'll take, reflected "we're often the last stop for people that have been turned away from every other service".

This is incredibly relevant to our work here in Victoria, where our Housing First programs typically work with people who have been failed by all of the systems that are meant to support them, and have "slipped through the cracks". It highlights the importance of flexible and open-ended support, as the journey looks different for everyone.

Integrated approach

Something else that was clear across many of the areas I visited in Canada was the recognition of the linked nature of health and homelessness.

Most funding for Housing First programs came from provincial or municipal health authorities, with clear referral pathways between the sectors. This demonstrated understanding of how linked these issues are. The same was true for considerations around alcohol and other drugs, though this varied based on provincial policies and approaches to substances.

Overall, the integrated nature of the service system in Canada right from referral pathways up to funding structures struck me as something we can learn from, working in what can be a very siloed system where the needs of our clients are often unmet with the limited connections between the homelessness, mental health, and AOD sectors.

Social and community inclusion

A strong focus at many Housing First programs was social and community inclusion. Programs in Ottawa and Montreal reflected on a focus of highly assertive work to engage with newly housed people to help them connect with their new neighbourhood, with one program conducting daily outreach.

Several programs developed intensive resource packs and moving kits, with a range of tools to support asset mapping, resources like new tenant handbooks, and a six-part course that new residents can engage in. An organisation in Ottawa engaged in a pilot program with the University of Ottawa on social prescribing, working on connecting participants with non-medical community supports and programs to combat isolation. This program identified that their peer workers were integral in this work, as they were able to connect with participants in a more honest and open way, enabling people to feel safer to share their worries and identified risks.

In several cities, Housing First programs had engaged the Recovery College program, featuring co-designed and peer-led courses on a range of topics from recovery and wellbeing to practical life skills and professional development.

At CMHA Toronto, participants can also apply for a bursary to support their study. One participant was able to complete their PHD and eventually completely graduate from the program, no longer requiring a rental subsidy. I met multiple participants who spoke very highly of the opportunities they were able to access through the bursary and subsequent education. As one recipient told me, "I couldn't believe that a year earlier I was in jail, and then there I was at George Brown College".

Housing options

I was particularly interested in the housing options utilised by Housing First programs in Canada. Like Australia, Canada is in the midst of a housing crisis with a severe lack of affordable and accessible housing.

Housing First practitioners reflected to me that housing stock continues to similarly be the main issue that Housing First programs face, with limited options for people experiencing homelessness whilst further people are priced out of the challenging housing market.

One difference was the type of housing accessed. Across Canada, most programs I visited used a rental subsidy model as their predominant housing option for participants in their programs. Rather than a headlease model with organisations renting and subletting to clients, participants would be named on the lease and receive a rental subsidy directly from the government or through the support organisation. Whether social housing was prevalent in a particular city seemed to be a determinant of whether private rentals with subsidies were regarded as the final step in the housing journey or one along the way to social housing.

I was unsure of this approach and its alignment to the Housing First goal of permanent housing, but practitioners reflected to me that utilisation of the private rental market allowed a level of self-determination that traditional social housing models were unable to provide.

Model Fidelity and the future

The Housing First conversation is clearly further along in Canada than Australia, with the model enjoying good name recognition and service density across the whole country. However, ongoing work is required to keep it as a priority, and to ensure that programs touted as "Housing First" stay true to the definition.

After the successful At Home/Chez Soi project, the federal government introduced a Housing First requirement for all new funding. While this boosted the amount of Housing First programs, it also had the unintended side effect of the Housing First brand being watered down, with the Housing First label being applied to programs that weren't aligned with the model to boost chances of funding. The co-convenors of the National Housing First Network told me that a lot of their work now is about defining what Housing First is and what it isn't.

This is something that we clearly also risk here in Victoria, as we hear "Housing First" increasingly in our sector. It made me reflect on how we can ensure that the name does not get misused and lose its meaning. I don't have the clear answers, but I think the Housing First coordination and networks in Canada go a long way to keeping the focus on model fidelity and its role in driving better outcomes for the most vulnerable people.

WIDI Workforce Analysis Report

In 2023/24, CHP collaborated with RMIT's Workforce Innovation and Development Institute (WIDI) to develop WIDI's SHS Workforce Analysis Report. This Report aimed to understand the effects of increased pressures on the workforce as well as other sector dynamics that affect the experience of SHS workers and the Victorians they support.

The WIDI Report was finalised and released in August 2024. Its key findings included:

- The SHS workforce is more educated than most, and continues to upskill more than most.
- The SHS's representation of Aboriginal and Torres Strait Islander people is higher than the overall Victorian workforce.
- But apart from First Nations representation, the sector is monocultural and needs to improve its diversity.
- The sector also needs to do more to improve worker health and wellbeing — SHS staff report experiencing anxiety and depression at twice the Victorian workforce average.
- Finally, perhaps the most alarming finding in the Report is the extent of the SHS's turnover problem. Turnover in key SHS roles reached 26% in 2022, with 60% of those departing workers leaving the sector altogether. This brain-drain compromises outcomes for the people we support and increases pressure on remaining workers. And it also brings a huge financial cost: the sector spends $20 million annually to manage turnover.

The Minister for Housing, the Hon. Harriet Shing, was amongst speakers at the WIDI Report launch event. The event also featured panels of sector practitioners and sector leaders who spoke firsthand to the challenges identified by the Report.

The WIDI Report's findings are a key underpinning of CHP's strategic refresh of the SHS capability framework currently underway.

Deborah Di Natale at WIDI Report Launch

Practitioners Panel at WIDI Report launch

Minister Shing at WIDI Report Launch

Sector Leaders panel at WIDI Report launch

2.3 Sector representation

Development of an Aboriginal-specific homelessness system is essential, if we are to build power in the SHS to end the disproportionate experience of homelessness amongst Victoria's Aboriginal and Torres Strait Islander community. As part of CHP's work towards this goal, we also aim to model representation of Aboriginal and Torres Strait Islander people in the way CHP works and the work we do.

Board representation

We were pleased to welcome Ngwala Willumbong CEO De-Joel Upkett to CHP's Board in May.

Sector advocacy

CHP continues to support the Aboriginal Housing and Homelessness Forum, and to advocate for the full implementation of *Mana-na woorn-tyeen maar-takoort*, and specifically the Blueprint for an Aboriginal-specific homelessness system in Victoria. We support these important reforms in our advocacy to the Victorian Government and in the media. We also participate in the Blueprint Steering Committee.

We thank Aboriginal Housing Victoria for its support in this advocacy.

Bringing a First Nations voice to *Parity*

Parity magazine has featured editions in the past dedicated to homelessness amongst the Aboriginal and Torres Strait Islander community. But for the first time this year, *Parity* published a First Nations homelessness edition that was edited by a First Nations editor.

The October 2024 edition, entitled "After The Voice: First Nations Responses to Homelessness", was guest edited by Sarah Brinkhege. She spearheaded a fantastic level of community outreach to make this landmark edition an important and powerful contribution to the ongoing work for reconciliation and reform.

Congratulations and thanks to Sarah, and to *Parity*'s former Editor, Noel Murray, who initiated this edition.

Deborah Di Natale and Lucas Testro at Melbourne Press Club Yoorook Commission event

Workforce Development and Innovation partnerships

This year CHP's Workforce Development and Innovation team commenced exploration of two key projects aimed at building the capability of the Aboriginal workforce and cultural safety within mainstream services. These have both been officially funded subsequent to the end of 2024/25.

We are delighted to be working with Ngwala Willumbong and the Victorian Indigenous State-wide Homelessness Network on a new project to support and build the capability of the Aboriginal workforce within the SHS. We have also been awarded funding through the Aboriginal Self Determination Outcomes office of the Department of Families Fairness and Housing to work in partnership with ACCOs on initiatives to build cultural safety in mainstream homelessness services.

Sarah Brinkege — Guest Editor of Parity After The Voice edition

Everybody's Home

In 2024–25, CHP continued to host the national housing and homelessness campaign Everybody's Home. Comprised of more than 500 organisations and 40,000 individual supporters, Everybody's Home tackles the systemic drivers of housing insecurity and inequality. They advocate to the federal government for leadership and investment in public and community housing, and to advance systemic reforms to fix Australia's housing crisis.

Over the last year this advocacy included:

Voices of the Crisis: Final Report of the People's Commission into the Housing Crisis

In August 2024, Everybody's Home launched the final report of the People's Commission at Parliament House in Canberra, with Parliamentary Friends of Housing co-chairs Senator David Pocock, Angie Bell MP and Josh Burns MP. The event marked a major milestone in the national conversation on housing, bringing the voices of more than 1,500 individuals and 100 organisations directly to Parliament. The launch attracted extensive national media coverage and the Commission's recommendations were cited in Hansard, demonstrating their influence on federal policy debate. Later in the year the campaign also hosted an online supporter briefing attended by hundreds of advocates, outlining key findings and next steps. The Commission's final recommendations continue to shape Everybody's Home's work and drive national momentum for bold housing solutions.

Federal Election Campaign - Roadmap to Reform

In September 2024, Everybody's Home released Roadmap to Reform, based on findings of the People's Commission, outlining the key actions required to fix Australia's housing system.
The campaign tracked all major party commitments through a public election tracker and coordinated national supporter mobilisation to elevate housing as a top election issue. Our pre-budget submission and analysis of the Coalition's 'Super for Housing' proposal generated significant media coverage and positioned the campaign as a leading national voice for reform.

Priced Out 2024: An Index of Affordable Rentals for People on the Lowest Incomes

In the same month, Everybody's Home also released our 2024 edition of Priced Out which exposing the scale of Australia's rental affordability crisis for those relying on Centrelink payments or the minimum wage. The report revealed that renters on the lowest incomes are being priced out of virtually every part of the country - even after recent increases to income support and Commonwealth Rent Assistance. Accompanied by a detailed regional map, the report illustrated the severity of rental stress across Australia, showing that people on JobSeeker, the Age Pension, Disability Support Pension or the minimum wage would face severe rental stress in almost all capital cities and regional centres. The findings received strong national media coverage and reinforced the campaign's call for significant investment in social housing and income support that genuinely reflects the cost of living.

Anti-Poverty Week

During Anti-Poverty Week in October, Everybody's Home released new analysis highlighting the dramatic rise in rental costs across Australia's capital cities since the pandemic. Using SQM Research weekly asking rents data, the campaign found that renters are paying thousands of dollars per year more compared to January 2020. The analysis provided a timely reminder of the ongoing affordability crisis intersecting with the cost-of-living crisis, reinforcing the urgent need for government action to increase public and community housing and support struggling renters nationwide.

Sector Survey

In January 2025, Everybody's Home released the results of its organisational supporter survey, providing insights into the experiences, priorities, and challenges facing housing and homelessness organisations across Australia. The survey captured sector perspectives on service pressures and the impact of rising housing stress on communities and staff. Findings were used to guide advocacy efforts, ensuring that Everybody's Home's work remained aligned with the needs of both the sector and the communities it supports.

Election Town Halls and Candidate Engagement

Ahead of the federal election the campaign hosted four large online town halls in key electorates — Bennelong, Brisbane, Curtin, and Kooyong — enabling direct engagement between voters and candidates. More than 700 supporters also contacted local candidates directly, asking them to take strong action on housing affordability and reform unfair tax concessions such as negative gearing.
The campaign also prepared electorate snapshots analysing housing stress in the seats of all newly elected federal Members of Parliament, drawing on the latest data on homelessness, social housing shortfalls, rental affordability, and mortgage stress.

Priced Out 2025: An Index of Affordable Rentals for Australian Voters

In April, Everybody's Home released the third edition of Priced Out, examining rental affordability for middle-income Australians. The report revealed that rental stress is no longer confined to low-income earners — it now affects professionals, essential workers and families across regional areas and capital cities. The report received extensive national media coverage and was widely used by partner organisations to inform advocacy, public discussion, and calls for increased investment in public and community housing in the lead up to the federal election.

Sector Support and Movement Building

Throughout the year, Everybody's Home supported the housing and homelessness sector to strengthen shared advocacy. We developed a new Housing Messaging Guide, ran a joint training workshop on narrative and framing, and created tools including an Election Commitment Tracker and electorate data snapshots. We also worked with partners across adjacent sectors — such as climate and energy — to align advocacy and prevent policy contradictions that could reinforce inequitable housing and tax systems.

Parity

Five editions of Parity were published across 2024/25:

JULY 2024 Volume 37, Issue 6:
Homeless Single Men — The Forgotten Homeless?

Sponsored by Micah Projects Inc, The Salvation Army and VincentCare.
Online launch event, held on 21 October 2024

AUGUST 2024 Volume 37, Issue 7:
Local Government and Homelessness

Sponsored by the City of Sydney, City of Port Phillip, City of Melbourne, City of Adelaide, City of Hobart, Sunshine Coast Council, Port Adelaide Enfield Council, City of Launceston, Gawler City Council, City of Marion, City of Holdfast Bay, City of Brimbank and the Local Government Association of South Australia.
Launched at Customs House Sydney on 27 August 2024

OCTOBER 2024 Volume 37, Issue 8:
After The Voice — First Nations Responses to Homelessness

Sponsored by Homes Victoria, Informit and Uniting Vic Tas
Launched at Canopy on 17 December 2024

JANUARY 2025 Volume 38, Issue 1:
The NDIS, Disability, Housing and Homelessness

Sponsored by Mind Australia and the Victorian Disability Worker Commission

APRIL 2025 Volume 38, Issue 2:
The Future Starts Here: Reimagining a Modern Youth Homelessness Strategy for Victoria

Sponsored by Homes Victoria and Melbourne City Mission
Online launch event, held on 16 April 2025

Financial Report

COUNCIL TO HOMELESS PERSONS (CHP) ABN: 20 005 475 007

The directors present their report together with the financial report of Council to Homeless Persons, the "company", for the year ended 30 June 2025 and auditor's report thereon.

Directors names

The names of the directors in office at any time during or since the end of the year are:

Andrea Dwyer *(Appointed November 2024)*
Anthony Busuttil
Bernadette McCartney
Celia Adams
Darren Smith *(Resigned October 2024)*
Deborah Di Natale (Board Secretary)
De-Joel Upkett *(Appointed May 2025)*
Heidi Tucker
Jane Barnes *(Resigned October 2024)*
Lee-anne Chapman
Natalie McDonald
Paul Turton
Stephen Schmidtke
Wayne Merrit

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

Principal activities

To carry out the company's strategies and to achieve its short-term and long-term objectives, the company engaged in the following principal activities during the year.

a. To carry out the company's strategies and to achieve its short-term and long-term objectives, the company engaged in the following principal activities during the year.
b. Promoting and fostering the participation of people with experience of homelessness in the development and improvement of homelessness assistance service delivery, the development and implementation of policies and programs to address homelessness, and research, devate and education about homelessness;
c. Promoting and contributing to the development and implementation of policies and programs to address homelessness;
d. Promoting and fostering the development and improvement of homelessness assistance service delivery;
e. Promoting and contributing to research, debate and education about homelessness;
f. Promoting and fostering co-operation, collaboration and communication within and between homelessness assistance services;
g. Acting as the peak industry and advocacy body for homelessness assistance services in Victoria;
h. Doing all other things which are necessary of expedient to further the objects of the Council

Information on directors

Andrea Dwyer
Director Innovation Reach and Impact Anflicare Victoria
Qualifications: Bachelor of Social Work

Anthony Busuttil
Director of Business Services at Genazzano FCJ College
Qualifications: Bachelor of Accounting and Business Law, FCPA, MAICD

Bernadette McCartney
Executive Director of Services at Meli
Qualifications: Bachelor of Education (Sec), Bachelor of Social Work

Celia Adams
Chief Executive Officer, Beyond Housing
Qualifications: Bachelor of Arts (Sociology), Adv. Dip Government (Management), GAICD, MBA

Darren Smith
Chief Executive Officer, Aboriginal Housing Victoria, Board member of CHIA VIC.
Qualifications: Bachelor of Laws and Bachelor of Engineering (Civil), Executive Masters of Public Administration

Deborah Di Natale
Board Secretary
Qualifications: Bachelor of Arts, Bachelor of Laws, Masters in Public Administration, AICD

De-Joel Upkett
Qualifications: Chief Executive Officer, Ngwala Willumbong Aboriginal Co-Operation
Experience: Diploma of Youth Work, Diploma of Ministry, Cert 4 Governance

Heidi Tucker
Chief Executive Officer, Anchor Incorporated
Qualifications: Bachelor of Social Science; Graduate Australian Institute of Company Directors

Jane Barnes
Chief of Staff Witringham
Qualifications: Bachelor of Art (Recreation)

Lee-Anne Chapman
General Manager East Victoria
Qualifications: Bachelor of Social Science, Bachelor of Social Work

Natalie McDonald
Chief Executive Officer, Quantum Support Services
Qualifications: MBA, Bachelor of Commerce, CPA, MAICD

Paul Turton
Executive General Manager, Client Services Vincent Care Victoria
Qualifications: Diploma of Leadership and Management, Cert 4 Workplace and Business Coaching, Master of Arts, Bachelor of Theology, Diploma of Ministry [hons].

Stephen Schmidtke
Executive Director, Client Services, Sacred Heart Mission
Qualifications: Master of Clinical Family Therapy, Bachelor of Human Service

Wayne Merrit
Qualifications: Graduate Certificate of Business Management, Bachelor of Nursing

Meetings of directors

Directors	Board meetings		Governance committee meetings	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Andrea Dwyer	4	3	—	—
Anthony Busuttil	7	6	—	—
Bernadette McCartney	7	6	3	2
Celia Adams	7	6	1	1
Darren Smith	3	1	—	—
De-Joel Upkett	3	1	—	—
Heidi Tucker	7	5	—	—
Jane Barnes	3	3	2	2
Lee-Anne Chapman	7	5	5	4
Natalie McDonald	7	6	3	2
Paul Turton	7	6	5	5
Stephen Schmidtke	7	5	5	4
Wayne Merritt	7	7	1	1

Members guarantee

The company is incorporated under the *Corporations Act 2001* and is a company limited by guarantee. If the company is wound up, the Constitution states that each member is required to contribute to a maximum of $50 each towards meeting any outstandings and obligations of the company. At 30 June 2025 the number of members was 28. The combined total amount that members of the company are liable to contribute if the company is wound up is $1,400.

Auditor's independence declaration

A copy of the auditor's independence declaration in relation to the audit for the financial year is provided with this report.

Celia Adams

Celia Adams
Director

Anthony Busuttil
Director

Dated this 12th day of November 2025

Auditor's Independence Declaration to the Directors of Council to Homeless Persons (CHP)

In accordance with section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, I declare to the best of my knowledge and belief in relation to the audit of the financial report of Council to Homeless Persons for the year ended 30 June 2024, there have been:

- no contraventions of the auditor independence requirements of the *Australian Charities and Not-for- profits Commission Act 2012* in relation to the audit; and
- no contraventions of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (including Independence Standards) in relation to the audit.

M J HARRISON
Partner

PITCHER PARTNERS
Melbourne

Date: 12 November 2025

Directors' Declaration

The directors of the company declare that:

1. In the directors' opinion, the financial statements and notes thereto, as set out on pages 7 – 20, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*, including:
   a. complying with Australian Accounting Standards – Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Regulations 2022*; and
   b. giving a true and fair view of the financial position as at 30 June 2024 and performance for the year ended on that date of the Company.
2. In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Celia Adams

Celia Adams
Director

Anthony Busuttil
Director

Dated this 12th day of November 2025

Statement of Profit or Loss

for the year ended 30 June 2025

	Note	2025 $	2024 $
Revenue and other income			
Other revenue	3	3,421,178	3,415,200
Other income	3	51,617	39,209
		3,472,795	**3,454,409**
Less: expenses			
Depreciation and amortisation expense		(169,017)	(146,516)
Employee benefits expense		(2,106,206)	(2,241,820)
Finance costs		(14,365)	(17,851)
IT maintenance expense		(52,859)	(82,949)
Project Expenses		(596,370)	(513,536)
Parity Publication		(89,081)	(174,730)
Other expenses		(296,207)	(310,253)
		(3,324,105)	**(3,487,655)**
Surplus / (Defecit) before income tax expense		**148,690**	**(33,246)**
Other comprehensive income for the year		**—**	**—**
Total comprehensive income		**148,690**	**(33,246)**

Statement of Financial Position

as at 30 June 2025

	Note	2025 $	2024 $
Current assets			
Cash and cash equivalents	5	1,041,834	525,062
Receivables	6	38,266	163,386
Other financial assets	7	1,746,309	1,664,790
Other assets		14,633	8,631
Total current assets		**2,841,042**	**2,361,869**
Non-current assets			
Lease assets	8	118,286	227,475
Property, plant and equipment	9	51,496	123,710
Total non-current assets		**169,782**	**351,185**
Total assets		**3,010,824**	**2,713,054**
Current liabilities			
Payables	10	226,168	215,518
Lease liabilities	8	120,027	107,881
Provisions	11	111,685	212,094
Refund liabilities	12	98,000	—
Other liabilities	13	967,907	714,793
Total current liabilities		**1,523,787**	**1,250,286**
Non-current liabilities			
Lease liabilities	8	10,463	130,491
Provisions	11	14,097	18,490
Total non-current liabilities		**24,560**	**148,981**
Total liabilities		**1,548,347**	**1,399,267**
Net assets		**1,462,477**	**1,313,787**
Equity			
Reserves	14	100,912	—
Accumulated Surplus	15	1,361,565	1,313,787
Total equity		**1,462,477**	**1,313,787**

Statement of Changes in Equity

for the Year Ended 30 June 2025

	Reserves $	Accumulated Surplus $	Total Equity $
Balance as at 1 July 2023	**104,934**	**1,242,099**	**1,347,033**
Deficit for the year	—	(33,246)	(33,246)
Total comprehensive income for the year	**—**	**(33,246)**	**(33,246)**
Transfers out of reserve	(104,934)	104,934	—
Balance as at 1 July 2024	**—**	**1,313,787**	**1,313,787**
Surplus for the year	—	148,690	148,690
Total comprehensive income for the year	**—**	**148,690**	**148,690**
Transfer to the reserve in the current year	—	(100,912)	(100,912)
Transfers in	100,912	—	100,912
Total transactions with owners in their capacity as owners	**100,912**	**—**	**100,912**
Balance as at 30 June 2025	**100,912**	**1,361,565**	**1,462,477**

Statement of Cash Flows

for the year ended 30 June 2025

	Note	2025 $	2024 $
Cash flow from operating activities			
Receipts from customers		4,183,778	3,864,139
Payments to suppliers and employees		(3,544,476)	(3,412,387)
Net cash provided by operating activities		**639,302**	**451,752**
Cash flow from investing activities			
Payment for property, plant and equipment		(14,648)	(115,444)
Net cash provided by / (used in) investing activities		**(14,648)**	**(115,444)**
Cash flow from financing activities			
Principal portion of lease payments		(107,882)	(116,368)
Net cash (used in) financing activities		**(107,882)**	**(116,368)**
Reconciliation of cash			
Cash at beginning of the financial year		525,062	305,122
Net increase in cash held		516,772	219,940
Cash at end of financial year	*16(a)*	**1,041,834**	**525,062**

Note 1: Basis of Preparation General information

The financial report is a general purpose financial report that has been prepared in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and Australian Accounting Standards - Simplified Disclosures, Interpretations and other applicable authoritative pronouncements of the Australian Accounting Standards Board. This includes compliance with the recognition and measurement requirements of all Australian Accounting Standards, Interpretations and other authoritative pronouncements of the Australian Accounting Standards Board and the disclosure requirements of AASB 1060 General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities.

The financial report covers Council to Homeless Persons as an individual entity. Council to Homeless Persons is a company limited by guarantee, incorporated and domiciled in Australia. Council to Homeless Persons is a not-for-profit entity for the purpose of preparing the financial statements.

The financial report was approved by the directors at the date of the directors' report.

Historical Cost Convention

The financial report has been prepared under the historical cost convention, as modified by revaluations to fair value for certain classes of assets and liabilities as described in the accounting policies.

Going Concern

The financial report has been prepared on a going concern basis, which contemplates continuity of normal business activities and the realisation of assets and the settlement of liabilities in the ordinary course of business.

Significant accounting estimates and judgements

The preparation of the financial report requires the use of certain estimates and judgements in applying the company's accounting policies. Those estimates and judgements significant to the financial report are disclosed in Note 2 to the financial statements.

Accounting policies

The following accounting policies have been applied in the preparation and presentation of the financial report.

(a) Cash and cash equivalents

Cash and cash equivalents include cash on hand, demand deposits, short-term deposits with an original maturity of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities in the statement of financial position.

(b) Employee benefits

Short-term employee benefis

Provisions for short-term employee benefits, including annual leave that are expected to be settled wholly within twelve months after the end of the reporting period, are measured at the (undiscounted) amount of the benefit expected to be paid.

Long-term employee benefits

Provisions for other long-term employee benefits, including long service leave and annual leave that are not expected to be settled wholly within twelve months after the end of the reporting period, are measured at the present value of the expected benefit to be paid in respect of the services provided by employees up to the reporting date.

(c) Financial instruments

Financial assets

Financial assets are measured at either amortised cost or fair value on the basis of the company's business model for managing the financial asset and the contractual cash flow characteristics of the financial asset.

Payables

Payables are measured at amortised cost.

(d) Leases

Lease assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Lease assets are depreciated over the shorter of the lease term and the estimated useful life of the underlying asset, on a basis that is consistent with the expected pattern of consumption of the economic benefits embodied in the underlying asset.

Lease liabilities are measured at the present value of the remaining lease payments. Interest expense on lease liabilities is recognised in profit or loss. Variable lease payments not included in the measurement of lease liabilities are recognised as an expense in the period in which they are incurred.

Lease payments made in relation to leases of 12-months or less and leases of low value assets (for which a lease asset and a lease liability has not been recognised) are recognised as an expense on a straight-line basis over the lease term.

(e) Property, plant and equipment

Plant and equipment

Depreciation

All property, plant and equipment is depreciated over their estimated useful lives.

Leasehold improvements

Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

(f) Revenue from contracts with customers

Revenue for the provision of services through Project Funding Agreements and Government Grants

The company derives revenue primarily from Grants and Project Funding. Revenue is recognised as, or when, services are provided or obligations undertaken, and is measured at an amount that reflects the consideration to which the company expects to be entitled in exchange for the services. This income is recognised over time.

Revenue that does not satisfy a performance obligation under AASB 15 that has been recorded in the profit and loss statement but will be expended in future years is acknowledged through a committed expenditure reserve identifying that this funding is to be utilised in future financial periods.

Revenue for which there is no legally enforceable agreement, or sufficient specific performance obligations is recognised when control of the funding is obtained. This income is recognised at a point in time.

Revenue from Parity *sponsorships*

Funding received from sponsors for the purpose of supporting the Parity Magazine is recognised upon the satisfaction of conditions associated with the funding.

Revenue from events & speaker fees

Revenue from hosting or organising events is recognised in the period in which the event is held.

Note 2: Significant Accounting Estimates and Judgements

In the process of applying the company's accounting policies, management makes various judgements that can significantly affect the amounts recognised in the financial statements. In addition, the determination of carrying amounts of some assets and liabilities require estimation of the effects of uncertain future events. Outcomes within the next financial year that are different from the assumptions made could require a material adjustment to the carrying amounts of those assets and liabilities affected by the assumption.

The following outlines the major judgements made by management in applying the company's accounting policies and/or the major sources of estimation uncertainty, that have the most significant effect on the amounts recognised in the financial statements and/or have a significant risk of resulting in a material adjustment to the carrying amount of assets and liabilities within the next financial year:

(a) Revenue recognition

Revenue from the provision of services comprises revenue derived from Government grants and Project Funding. These services are provided under contractual arrangements that contain enforceable and sufficiently specific performance obligations. Revenue from the provision of services is recognised over time, as performance obligations are satisfied, based on either costs incurred or service hours performed, consistent with the manner in which services are provided. The provision of services over time requires the estimation of project progression that requires judgement by management.

(b) Leases assets and lease liabilities

At the commencement date of a lease (other than leases of 12-months or less and leases of low value assets), the company recognises a lease asset representing its right to use the underlying asset and a lease liability representing its obligation to make lease payments. In order to measure a lease asset and corresponding lease liability, the company is required to make a determination of the lease term. This determination includes an assessment of whether the company is reasonably certain to exercise an option to extend the lease or to purchase the underlying asset, or not to exercise an option to terminate the lease. In making this judgement, the company considers all relevant facts and circumstances that create an economic incentive for the company to exercise, or not to exercise, the option, including any expected changes in facts and circumstances from the commencement date of the lease until the exercise date of the option.

Note 3: Revenue and Other Income

	2025 $	2024 $
Interest income	83,871	80,382
Government Grants	1,651,162	1,597,697
Parity revenue	149,975	291,313
Project grant revenue	1,385,949	1,285,511
Youth conference and speaker fees	150,221	160,297
	3,421,178	**3,415,200**
Other income	51,617	39,209

Note 4: Key Management Personnel Compensation

Total compensation paid or payable to key management personnel	505,204	580,173

Note 5: Cash And Cash Equivalents

Cash on hand	936	367
Cash at bank	1,040,898	524,695
	1,041,834	**525,062**

Note 6: Receivables

Current

Receivables	38,266	163,386

Note 7: Other Financial Assets

Current

Financial assets

Term Deposits	1,746,309	1,664,790

Note 8: Lease Assets and Lease Liabilities

(a) Lease assets

Buildings

Under lease	327,563	327,563
Accumulated depreciation	(209,277)	(100,088)
	118,286	**227,475**
Total carrying amount of lease assets	**118,286**	**227,475**

Reconciliations

Reconciliation of the carry amount of lease assets at the beginning and end of the financial year:

Buildings

Opening carrying amount	227,475	9,114
Additions	—	327,563
Depreciation	(109,189)	(109,202)
Closing carrying amount	**118,286**	**227,475**

(b) Lease liabilities

Current		
2 Stanley Street Lease liability	120,027	107,881
Non-current		
2 Stanley Street Lease liability	10,463	130,491
Total carrying amount of lease liabilities	**130,490**	**238,372**

Note 9: Property, Plant and Equipment

Leasehold improvements		
At cost	88,267	88,267
Accumulated depreciation	(49,462)	(14,711)
	38,805	**73,556**
Plant and equipment		
Other capital assets at cost	185,623	228,356
Accumulated depreciation	(172,932)	(178,202)
	12,691	**50,154**
Total property, plant and equipment	**51,496**	**123,710**

(a) Reconciliations

Reconciliation of the carrying amounts of property, plant and equipment at the beginning and end of the current financial year

Leasehold improvements		
Opening carrying amount	73,556	—
Additions	—	88,267
Depreciation expense	(34,751)	(14,711)
Closing carrying amount	**38,805**	**73,556**
Other capital assets		
Opening carrying amount	50,154	43,074
Additions	14,648	27,177
Depreciation expense	(25,077)	(20,097)
Transfers out of capital assets	(27,034)	—
Closing carrying amount	**12,691**	**50,154**
Total property, plant and equipment		
Carrying amount at 1 July	123,710	43,074
Additions	14,648	115,444
Depreciation expense	(59,828)	(34,808)
Transfers out of capital assets	(27,034)	-
Carrying amount at 30 June	**51,496**	**123,710**

Note 10: Payables

Current		
Unsecured liabilities		
Trade creditors	85,568	87,813
Sundry creditors and accruals	140,600	127,705
	226,168	**215,518**

Note 11: Provisions

Current		
Employee benefits	**111,685**	**212,094**
Non-current		
Employee benefits	**14,097**	**18,490**

Note 12: Refund Liabilities

Refund liability — DFFH	98,000	—

Note 13: Other Liabilities

Current		
Deferred income	967,907	714,793

Note 14: Reserves

Committed expenditure reserve	*14(a)*	100,912	—
		100,912	**—**

(a) Committed expenditure reserve

The committed expenditure reserve is used to records funds received, which are required to be recognised as revenue, and allocated for future years per obligations.

Movements in reserve		
Opening balance	—	104,934
Transfers out	—	(104,934)
Transfers in	100,912	—
Closing balance	**100,912**	**—**

Note 15: Accumulated Surplus

Accumulated Surplus at beginning of year	1,313,787	1,242,099
Net Accumulated Surplus	148,690	(33,246)
Transfers from / (to) reserves	(100,912)	104,934
	1,361,565	**1,313,787**

Note 16: Cash Flow Information

(a) Reconciliation of cash

Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the statement of financial position as follows:

Cash on hand	936	367
Cash at bank	1,040,898	524,695
	1,041,834	**525,062**

Note 17: Related Party Transactions

(a) Transactions with key management personnel of the entity or its parent and their personally related entities

There were no transactions with Key Management Personnel, other than the remuneration identified in Note 4.

Directors are not remunerated for the fulfillment of Director responsibilities.

Note 18: Events Subsequent to Reporting Date

There has been no matter or circumstance, which has arisen since 30 June 2025 that has significantly affected or may significantly affect:

a. the operations, in financial years subsequent to 30 June 2025, of the company, or

b. the results of those operations, or

c. the state of affairs, in financial years subsequent to 30 June 2025, of the company.

Note 19: Company Details

The registered office of the company is:
Council to Homeless Persons (CHP)
2 Stanley Street
COLLINGWOOD VIC 3066

Note 20: Remuneration of Auditors

Remuneration of auditors for:

Pitcher Partners – Melbourne		
Audit or review of the financial report	7,800	7,200
Total remuneration of auditors	**7,800**	**7,200**

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Council to Homeless Persons (CHP) ("the Company"), which comprises the statement of financial position as at 30 June 2025, the statement of profit or loss, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements including material accounting policy information, and the directors' declaration.

In our opinion, the accompanying financial report of Council to Homeless Persons (CHP), is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

a. giving a true and fair view of the Company's financial position as at 30 June 2024 and of its financial performance for the year then ended; and

b. complying with Australian Accounting Standards — Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

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 Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* ("ACNC Act") and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* ("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.

Other Information

The directors are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2025, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and the Directors for the Financial Report

Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Simplified Disclosures and the ACNC Act, and for such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Company'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 management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The directors are responsible for overseeing the Company's financial reporting process.

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 an opinion on the effectiveness of the Company'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 Company'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 Company 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.

Independence

We confirm that the independence declaration required by the ACNC Act, which has been given to the directors, would be in the same terms if given to the directors as at the time of this auditor's report.

M J HARRISON
Partner

PITCHER PARTNERS
Melbourne

Date: 12 November 2025

Council to Homeless Persons

Council to Homeless Persons is the peak body representing organisations and individuals in Victoria with a commitment to ending homelessness.

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Collingwood Victoria 3066

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