

MAREEBA COMMUNITY HOUSING COMPANY LTD



ANNUAL REPORT 2025

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BOARD OF DIRECTORS REPORT 2025

The members of the Board welcome you and thank you for your presence this evening to attend the Annual General meeting of the Mareeba Community Housing Company.

This year has been one of sustained and well thought outgrowth and many interesting changes of pace. The Company's stock of assets is growing well and hopefully in the near future will see additions added to our stock. This is to assist, nourish, and grow so as to be helpful to those in need.

As usual some of our wonderful staff has left to pursue their own dreams and The Board wish them all the very best in their endeavours. The incoming staff we welcome them to the Company as well as our regulars all who are as usual, well-educated and passionate. Our Chief Executive Officer, Patricia Goldfinch has kept the Board in close contact with happenings in the Company so we can make decisions by keeping the organisation grounded but also ready to expand when the opportunity arises.

We sincerely thank Patricia for the years of dedication, hard work and service she has devoted to this Company and hopefully will continue for years to come.

The board of the Mareeba Community Housing Company consists of five experienced business ladies, all who have or have had expertise in the day-to-day running of an organisation similar to Mareeba Community Housing Company. I, personally, as Senior Director of the Board, wish to thank each and every one for their devotion and advice over the past year and would like to see this happening into the next year.

It also gladdens my heart to see that many of our employees have taken advantage of furthering their education in this field and gaining expertise, knowledge and certificates to not only benefit themselves but also the Company. Thank you all for the hard work and long hours put in to make the Company the success it is today.

We all look forward to the next twelve months with anticipation and hope and am sure the coming year will be our best ever.

On behalf of the Board of the Mareeba Community Housing Company.

Best regards,

Helen Kindt

Senior Director.

***IF THE PLAN DOESN'T WORK CHANGE THE PLAN
NEVER THE GOAL***

Strategic Highlights

- ☐ Delivery senior housing units' tripartite agreement Mareeba
- ☐ Triplex senior housing units under development

Operating highlights

- ☐ New office premises and expansion services to Mossman
- ☐ Staff development and training events
- ☐ EAP and wellbeing programs
- ☐ CAP and Asset management completed on time and budget

Future Projects and Goals

- ☐ Increase supply of affordable housing
- ☐ Grant applications design and construct community housing

Financial Highlights

- ☐ Statement of financial position
- ☐ Transition completed to new financial software

Patricia Goldfinch

CEO

CHIEF EXECUTIVE OFFICER REPORT

I take pleasure in preparing my annual report this year acknowledging twenty-five years working in the community housing sector with Mareeba Community Housing. Looking back over our history, pathway to growth in the last ten years has never been a more important time than now to continue working to achieve our goal of affordable housing services to the community.

The workforce at MCHC continues to grow and evolve with 25 full-time and part-time staff employed across the 3 offices of Mareeba, Atherton and Mossman. I would like to acknowledge this year Robert Larkin, who achieved ten years of service to the company and his role in our corporate leadership team of the specialist homeless programs.

This year we have extended our SHS services into Douglas shire with the expansion of Sustaining Tenancies and Street to Home Programs and the opening of a new office located above 53 Front Street Mossman. We have employed a part-time officer working 5 days per week with 2 staff members travelling from our Mareeba office twice a week, the team are looking forward to building connections within the community.

We acknowledge our staff are one of our greatest assets at MCHC, the ongoing housing crisis, lack of community and affordable housing and complexity of presentations at the office and across the wider community is reflective in our operations and wellbeing. This year we have engaged with Qshelter and introduced the wellbeing framework and over the course of time will continue to provide support and access to external professionals to meet the demands of our business.

The past year we completed design and construction of 2 x 2-bedroom duplex in partnership with Mareeba Shire Council, Department of Housing and Public Works. I would like to acknowledge Davison Developments project management role in delivering this project with our builder BG Homes who worked seamlessly to achieve this project. In 2026 we are working to deliver 3 x 1-bedroom units in tripartite agreement again.

IPAM, Injury Prevention and Management Program commenced in February 2025 and was completed in July this year. The learnings from this program have been very beneficial to our senior management team and updated policy and procedures to meet legislative requirements, we acknowledge the assistance from Workcover and Industrial Relations workforce.

Community engagement and meetings across the broader community continue to be an integral part of our services, I have remained the chair of the FNQ Housing and Homeless Network and represent our region as the regional representative at Qshelter to ensure our voice is heard and recognized. Attendance at Mareeba community disaster management, community safety and Tableland Interagency meetings are critical to our role and prepare us for event planning and participation in the face of disaster management.

Ongoing support from our community in the form of financial donations and offers of clothing, furniture donations is greatly appreciated however without storage facilities we will continue to redirect to our local charities who support our community and provide these services.

Donations provided and accepted this year include Ethos Resources (is a team of engineers, project managers, strategy experts and procurement specialists) donated \$2500 towards the work MCHC provides in the community. We were very proud to accept this donation and ensure funds are directed towards our affordable housing program.

Sleep safe operated by Street Smart Australia continue to offer support in the form of donations of new towels and sheets for our clients moving into new properties and are ordered on a need's basis for our new households.

Our team are very conscious in their recycling efforts with money raised through the year donated to a local charity or event special to everyone. This past year the team have raised money being donated to the Mareeba state school lunch program.

Training and events highlights

- Mental health 1st aid
- Diploma of leadership and management - corporate team - 12-month course
- Certificate 3 community services - 3 employees enrolled 12-month course
- De-escalation training
- Cyber training
- Tenancy training
- Supervision - Qshelter management team
- MCHC wellbeing day - Maumu canopy walk

Asset Management and Capital Work highlights

- 6 fencing projects, 15 roofing insulations, 6 kitchen replacements, 13 external painting jobs completed on time and under budget for the Mareeba Shire Council
- 60 Property conditions assessments completed
- All MCHC owned and MSC managed properties retain S4 rating
- Design and construction 2 x 2-bedroom duplex seniors - MSC, MCHC and DOH

Policy and Procedures highlights

- 48 policy and procedures reviewed and updated

Financial Management highlights

- Transition to MYOB completed June 2025
- Electronic authorisation and filing of documents

Human Resources highlights

- EAP Assist introduced and embedded
- IPAM certification 2025
- Well now Framework embedded into MCHC workforce
- HR employment hero program implemented

My continued gratitude to the company board of directors for their guidance, encouragement and forward thinking inspires me to strive daily in achieving our goals.



MCHC Wellbeing Day - Mamu Canopy Walk 2025



Mareeba Chamber of Commerce

Congratulates

Mareeba Community Housing

on their successful nomination for the

2025

**Best Community NFP
Business**

Joe Moro

Joe Moro
President
Mareeba Chamber of Commerce
1st November 2025

SPECIALIST HOMELESS SERVICES- 2024-2025 FINANCIAL YEAR DATA

Street to Home

- Operating in Mareeba shire, Tablelands regional shire and Douglas Shire
- 156 clients received support, 95 housed, 87 remaining housed, 91%.

Homestay

- Operating in Mareeba and Tablelands regional shire
- 70 clients received support, 44 closed cases, 39 Tenancy’s salvaged (86%)

Sustaining Tenancies

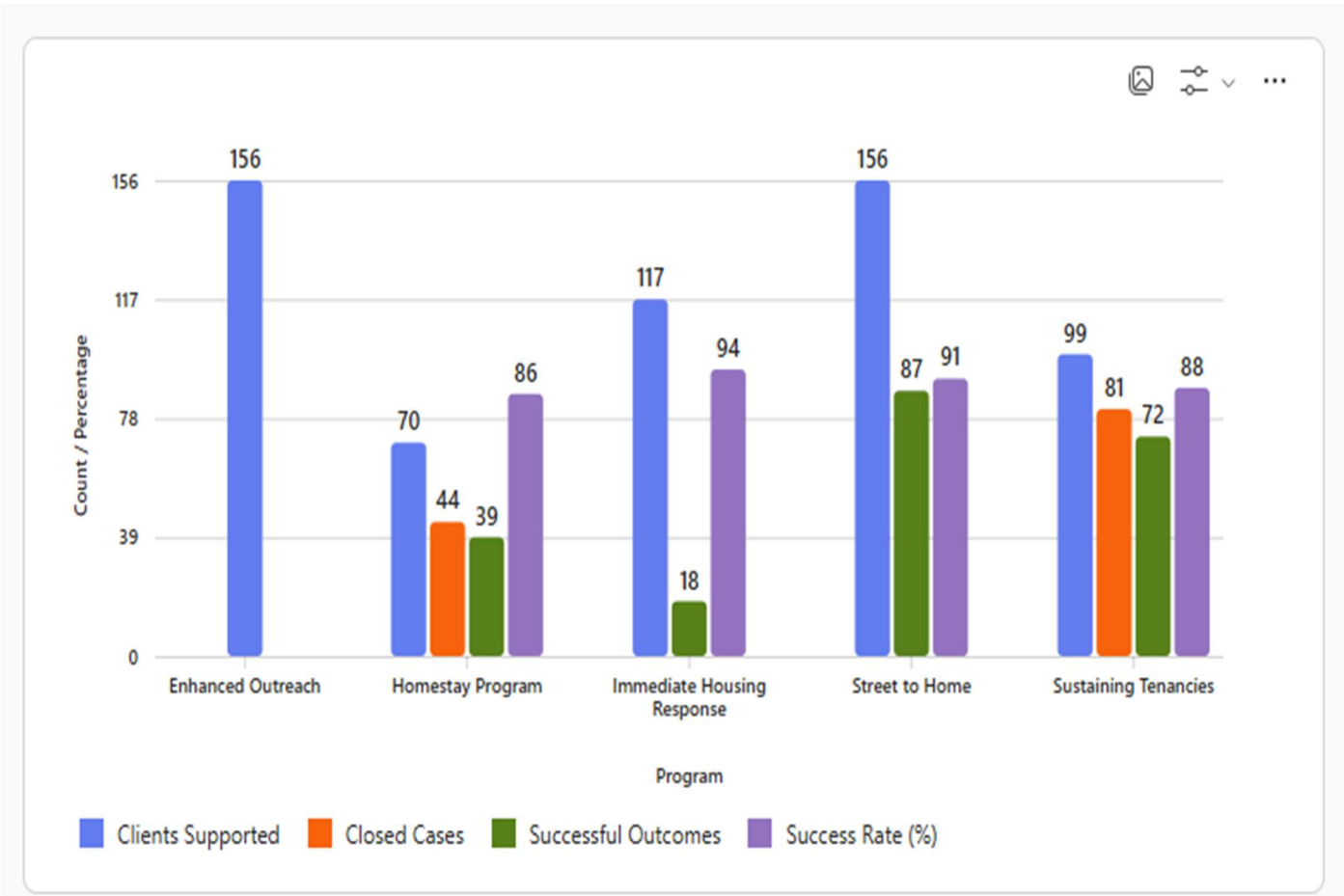
- Operating in Mareeba shire, Tablelands regional shire and Douglas Shire
- 99 clients were supported, 81 closed cases, 72 clients (88%) successfully sustained their tenancies.

Immediate Housing Response

- Operating in Mareeba shire, Tablelands regional shire and Douglas Shire
- 117 rough sleepers were assisted, 18 housed (16 in private housing, 1 in Department of Housing, 1 in a senior’s unit). Of those housed, 94% remain successfully housed

Enhanced Outreach Program

Operating in Mareeba shire and Tablelands regional shire
156 rough sleepers accessed services from the Enhanced Outreach Team last financial year



HOUSING PROGRAMS - MANAGEMENT 164 UNITS OF ACCOMMODATION

Long Term Housing Program

This financial year our housing team has been very busy with numerous capital works, renovations and upgrades completed to enhance properties managed and owned by the company. We were excited this year to be able to complete several new fencing jobs at Kuranda and Mt Molloy that have made a real difference in maintenance for our tenants. Internal and external paintings at properties across the 4 towns of our shire have been completed along with number of kitchen replacements.

Properties under the Long-Term Program total 146 with new projects in the pipeline over the next 12 months.

Transitional Housing Program

Competition in the private sector for head leased properties has been tough and testing our ability to retain housing to meet the increasing demand from the community with presence of homelessness increasing especially among young families. This program has been operating successfully in our community for well over 25 years, which is testament to our property and tenancy management abilities and qualified team. Spread the word among your colleagues if they are looking for investments in the housing sector.

I would like to take this opportunity to thank all of our owners who work with to achieve some amazing outcomes and to our housing team who work to deliver this program as it is designed and to transition to affordable long-term housing.

Affordable Housing Program

This year we lost 8 units of housing under our affordable housing program after approx. 10 years of management by the company, these valuable units purchased by the Department of Housing have been retained under our management under the Long-Term Housing Program. We acknowledge the support from Neil and Margie Setford over the past years, their investment in the housing space and steadfast resolve across the community in their volunteering.

The company is seeking to increase our footprint in affordable housing and open to developing partnerships and opportunities as they arise. Affordable housing is critical to provide quality housing outcomes to encourage growth and retain essential workers across the industry of health, education, law enforcement and local government.

COMMUNITY ENGAGEMENT - PROJECTS

Homelessness Week 2025



Homelessness Action Now!

Homelessness Awareness Week aims to build community support and government commitment to end homelessness. This involves raising community awareness about the causes and impact of homelessness and educating the community on how we can all make a difference.

Mareeba Community Housing has been delivering specialist homeless programs for the past decade to support and advocate for and on behalf of homeless people across the Mareeba and Tablelands Shires and as of 2025, Douglas Shire.

Their programs enlist both strengths-based solution focused strategies for people experiencing homelessness and early intervention preventative strategies for people at risk of becoming homeless.

Poverty is one of the most significant root causes of homelessness, stagnant wages, unemployment, and high housing and

healthcare costs all play into poverty. Being unable to afford essentials like housing, food, education, and more, greatly increases a person's or family's risk.

On any given night, 122,949 people in Australia are experiencing homelessness. One in seven people experiencing homelessness are children under the age of twelve, twenty-three percent of people experiencing homelessness are children and young people between twelve and twenty-four.

Some of the many other causes of homelessness in Australia are, domestic violence, lack of affordable and social housing, mental health challenges, addiction and sudden life changes that trigger homelessness.

Australia is experiencing a housing crisis and in North Queensland we are not exempt from this housing crisis driving an



increase in homelessness, compounding this is that our current housing systems are failing people on low incomes.

Subsequently, First Nations People continue to be dramatically overrepresented in homelessness due to many factors. Because of this, homelessness in Australia is increasing every day, and this year's theme is "Homelessness Action Now!"

As a member of Qshelter, a peak body working to influence solutions to housing need and homelessness, Mareeba Community Housing Company works tirelessly to find new housing solutions to continually support our community.

Over the past year Mareeba Community Housing Company's Enhanced Outreach Team has spoken with and supported 147 homeless people rough sleeping across the Mareeba and Tablelands Shires.

Subsequently, even with the limited rental options available, Mareeba Community Housing Company's Homeless Programs has managed to house 97 clients over this period with 86.5% of these clients remaining housed.

If you see our Enhanced Outreach Team out in the community wearing their bright orange shirts, take the opportunity to have a chat and ask about their role.

This year on Wednesday 6th August 2025 a number of our staff will be at IGA Shopping Centre between the hours of 10am to 2pm to provide information to the community, answer questions you may have in relation to our services and listen to any ideas you have that can contribute positively to homelessness in our community.

📞 07 4092 6899 ✉ reception@mchc.org.au 📍 212 Walsh St, Mareeba Q.4880

MCHC staff conducted survey at our local shopping centre to gather information on the community's understanding of homelessness in our community. In total 48 people responded.

Summary of Key Findings:

- 91% of respondents believe there is a homeless issue in town
- 58% of respondents know of MCHC services
- 64% suggested increasing access to shelters and emergency accommodation
- The most common causes of homelessness were unemployment, cost of living, rent increases, limited affordable housing, mental health and domestic violence



2025 Seniors Morning Information Session

BUILDING PROJECTS 2024-2025



Partnership with the Mareeba Shire Council, Department of Housing and Mareeba Community Housing Company design and construction for 2 x 2-bedroom senior units completed December 2024.

MCHC FINANCIAL POSITION STATEMENT

PROFIT AND LOSS 2024-2025

ACCOUNT	ACTUAL
GRANTS	\$4,321,416
CAPITAL FUNDING	\$778,373
ALL OTHER INCOME INCLUDE RENTS	\$2,717,326
TOTAL INCOME	\$7,817,115
EMPLOYEE EXPENSES	\$2,209,163
OVERHEAD OPERATING EXPENSES	\$1,809,441
OTHER EXPENSES PROPERTY AND BROKERAGE	\$2,707,181
TOTAL EXPENSES	\$6,725,785
NET RESULT	\$1,091,330

BALANCE SHEET 2024-2025

CURRENT ASSETS	\$5,604,207
NON CURRENT ASSETS	\$4,091,287
TOTAL ASSETS	\$9,695,494
CURRENT LIABILITIES	\$4,211,742
NON CURRENT LIABILITIES	\$1,028,409
TOTAL LIABILITIES	\$5,240,151
NETT ASSETS	\$4,455,343