

ANNUAL REPORT



Jubilee Housing Inc

2024-5



OUR VISION

We have a VISION that seeks to assist such households and individuals by providing affordable and comfortable homes in a supportive community environment that enables independence and the capacity to plan and work towards reasonable life goals.

OUR MISSION

THE MISSION of Jubilee Housing is to provide appropriate, affordable, and secure long-term rental housing to low-income households who cannot afford adequate housing in the private rental market.



RESIDENTS

Jubilee Housing properties are available only to low-income households, who are eligible for public housing. When a vacancy occurs, allocation is made to someone on the applicant waiting list, giving consideration to the length of time a person has been on the waiting list, the specific needs of applicants, and our overall aim of developing supportive and harmonious communities. Jubilee Housing welcomes formal and informal input from residents on any issue relating to their tenancy.

PARTNER CHURCHES

Jubilee Housing's mission is undergirded by its three partner churches – Box Hill Baptist, NewHope Baptist, and South Croydon Anglican. This ecumenical and inter-relational focus enables a genuine and generous interaction within our local communities. As well as volunteers on our Committee of Management and our pastoral teams, these partner churches also provide practical assistance, Christmas gifts, food hampers, financial management counselling, and other supports to our residents and families.



PRESIDENTS REPORT

This year has been one of consolidation, renewal, and quiet confidence for Jubilee Housing. Following the significant staff transitions of the previous years, we have been pleased to continue to strengthen our foundations with a growing sense of stability and purpose.

We were delighted to appoint Clive Summers as our new Housing Manager, and have been very pleased with his professionalism, warmth, and the positive relationships he is already building with residents and partners alike. His approach reflects the values at the heart of Jubilee—providing safe, affordable housing with genuine care and respect for the people who call our properties home. Katherine Waszkinel, meanwhile, continues to grow into her role as Finance Manager, further developing our systems, policies, and reporting processes to ensure Jubilee remains sustainable and resilient into the future, with Meredith Beaton continuing to play such an integral role in identifying and supporting the diverse needs of our equally diverse communities! We are strongly encouraged to see how our small but dedicated team are helping to build an organisation that is both effective and compassionate—one that balances good governance with good community.

The Board, too, has continued to provide a strong and stable foundation. I am grateful for the thoughtful engagement, practical wisdom, and shared commitment of each of our members. This stability has allowed us to focus not only on day-to-day governance and compliance, but also on exploring new ways to support our residents and our communities, and on considering what Jubilee's role should look like in a rapidly changing housing environment. In the past year, the Committee has spent time reflecting on Jubilee's future strategy—how best to sustain our mission and vision in the long term, while remaining faithful to the values that have guided us since our founding. Questions of growth, partnerships, and innovation are never simple, but they are essential if we are to continue providing safe, secure homes for those most in need.

It is heartening to see Jubilee in a position of growing confidence. We have strong staff leadership, stable governance, improved systems, and an enduring sense of purpose. Together, we are building on the work of those who came before us and preparing the ground for the years ahead—continuing to provide not just housing, but homes and hope for our residents and communities.



Eddie Chapman
President



TREASURER'S REPORT

I am pleased to present the Treasurers Report for the 2024-2025 year. The Financial Statements show a small deficit for the current year of \$5,989 compared to a deficit for the prior year of \$11,195. This is once again a very encouraging result given the ongoing pressures on business, especially in relation to controlling costs in the past 12 months. The result was made possible by a very strong increase in Revenue from \$592k last year to \$643k this year, an 8.6% increase. This was mainly due to an increase in tenants rental income based on affordable housing industry wide formulas, but also an increase in interest income and donation income.

In relation to Expenditure items most areas were in line with the prior year. The main area of increase was Depreciation from \$146k last year to \$188k this year. This was primarily due to a review of all our fixed assets in conjunction with our auditors resulting in an increased one off charge of \$40k this year.

As a Committee of Management we continue to focus on the challenge of balancing revenue and expenses given the on-going significant maintenance costs we will incur given the ageing nature of our properties. Managing tenant expectations and finances will always be high on our list of priorities to ensure we are able to provide the highest standard of affordable housing whilst also ensuring the ongoing viability of Jubilee Housing.

Freeman Street continues to be a project that Jubilee Housing is considering undertaking. Whilst no final decisions have been made at this stage there is currently a strategic review being undertaken to consider options and determine the viability of such a project.

In summary the Balance Sheet continues to be strong and Jubilee Housing remains able to pay its debts as and when they fall due with a surplus of Current Assets over Current Liabilities.



Dave Taylor
Treasurer



COMMITTEE OF MANAGEMENT

Each Committee of Management member is a volunteer. The Committee is responsible for the oversight, mission, and future growth of Jubilee Housing.

The Jubilee Housing Constitution states that the Committee of Management shall be comprised of:

- Two members nominated by each of the participating organisations
- Co-opted members, who bring relevant expertise to the Committee

Member	Responsibility	Representation	Appointed
Eddie Chapman	President	Box Hill Baptist	Appointed 30 Nov 2023 as a member. Appointed May 22, 2024 as President
Dave Taylor	Treasurer	NewHope Baptist	Appointed 22 Sep 2022 as a member Appointed Mar 23, 2024 as Treasurer
Rev. Lance Blythe	Secretary	NewHope Baptist	Appointed 31st Jan 2024 as a member Appointed May 22, 2024 as Secretary
Elizabeth Churchward	Representative	Emmaus	Appointed 3 Feb 2011 as a member
Teang Laan	Representative	Box Hill Baptist	Appointed 23 Mar 2023 as a member
Don Hands	Representative	Emmaus	Appointed 28 Nov 2024 as a member

Finance

Jubilee Housing receives no on-going government funding or grants and is financially responsible for maintenance, renovations and upgrades, insurance, rates, administration, provision for future building projects, and other costs.

For income we are entirely dependent upon the rentals paid by tenants, and donations. No renter at Jubilee Housing pays more than 25% of their income in rent, this is JHI's commitment to providing affordable housing. This is very different to the private rental market that does not have this rent protection. This then means rents need to balance affordability & viability to make our organisation sustainable for the future.

Tax Deductible Donations

Jubilee Housing was endorsed as an income tax exempt charitable entity in August 2000 and awarded Public Benevolent Institution Status (PBI) in 2003. Donations made to Jubilee Housing are tax deductible.



STAFF

Clive Summers

Housing Manager (0.6 FTE)

Katherine Waszkinel

Finance Manager (0.6 FTE)

Meredith Beaton

Pastoral Worker (0.1 FTE)



Staff & Committee of Management

THANK YOU & ACKNOWLEDGMENTS

The Committee of Management and staff wish to acknowledge and thank all the people representing various Organisations for their various contributions, support and services to Jubilee Housing:

- NewHope Baptist Church and New Hope Community Care
- South Croydon Anglican Church
- Box Hill Baptist Church
- Donors
- Volunteers
- Contractors





HOUSING MANAGER REPORT

OVERVIEW OF THE SECTOR

THE WIDER VICTORIAN SECTOR



Jubilee sits within the broader “Housing Continuum”, as part of the Social Housing sector. The term “Social Housing” incorporates both Public Housing (that is properties owned and managed by Homes Victoria, formerly DHHS) and Community Housing Organisations (CHO’s), such as Jubilee Housing. Homes Victoria manages around 65,000 units, the complementary CHO’s manage around 26,000 units.

Social housing remains a scarce resource in Victoria. Once housed, renters are staying longer, resulting in fewer opportunities to house those currently on the Victorian Housing Register.



UNMET DEMAND

The demand for social housing in Victoria, such as Jubilee provides, has never been greater. There are currently 58,000 households in need of housing within Victoria, with 31,000 on the priority list

Two factors compound these devastating statistics:

- Social housing supply in Victoria has not grown to meet the increasing demand; from 77,000 social housing units in 2015 to 91,000 units in 2025, a ten year increase of just 14,000 units. To catch up with the national average of 4.5% of social housing stock, Victoria will need to build 8,000 new social housing dwellings every year for the next decade!
- Victoria has the lowest proportion of social housing in Australia:

Jurisdiction	Proportion of social housing stock
Northern Territory	14.4%
ACT	6.5%
Tasmania	6.1%
South Australia	6.0%
New South Wales	4.7%
Western Australia	3.9%
Queensland	3.5%
Victoria	2.8%

<https://chp.org.au/article/victoria-rock-bottom-of-australias-public-and-community-housing-rankings>

GROWTH FUNDING

The State Government is channeling funds into growing the sector:

- Big Housing Build – State funding program of \$5.3B to deliver 9,300 social homes and 2,400 affordable homes;
- Regional Housing Fund: \$1B to deliver >1,300 social & affordable homes in regional and rural Victoria; and,

- Social Housing Growth Fund: \$1B future fund, plus Development Facilitation Program (DFP) contributions (this is a state levy on building projects seeking accelerated planning approval, which requires developers to allocate at least 10% of dwellings to be sold at a 30% discount to a CHO or Homes Victoria for social or affordable housing).

These varied and imaginative approaches should improve the housing situation for many low-income Victorian households. Whether it will fully meet the unmet demand remains to be seen.

HOUSING PROVIDER REGISTRATION

CHO's may or may not be registered with the Victorian Community Housing Registrar, under the Housing Act 1983 (Vic). Community housing registration was introduced in Victoria in 2005 following amendments to the Housing Act 1983 (Vic), the change established a regulatory framework and created the Registrar of Housing Agencies, to register and regulate CHO's providing affordable housing.

Registration was introduced to better regulate CHO's and to provide comfort to potential lenders that the sector was well-run and regulated, and that CHO's could be a safe investment.

To register, a Community Housing Organisation (CHO) must meet certain eligibility criteria, including having the right objectives in its constitution, the right mix of skills on its management board, appropriate policies and procedures to meet the Performance Standards for registered housing agencies.

Like a number of other, smaller CHO's, Jubilee has chosen not to register to date. The registration process is onerous, and the continuing compliance costs even more so. However, Jubilee is unable to access the significant sums available to grow the stock numbers, without registration.



CHALLENGES AND OPPORTUNITIES

The Victorian social housing sector currently faces a number of challenges and opportunities.

The challenges:

- **Increasing complexity of renters:** As social housing demand increases, there is an inevitable focus on housing the most vulnerable and needy applicants. This cohort does not always make for simple tenancies, requiring greater engagement from the CHO, and increased actions through the court system for challenging behaviours, damage to properties and/ or unpaid rents.
- **Rental law reform:** The governing legislation is continually changing, with a general trend to empowering renters more (for example, a rental provider cannot stipulate that a renter cannot have a pet, without a good reason, and the notice period for rent increases has increased from 60 to 90 days). Fines for CHO's who fail to meet their requirements have increased markedly.
- **Role of Commonwealth funding:** The Commonwealth is contributing to social housing growth primarily through the Housing Australia Future Fund (HAFF). Critics of the HAFF note a difficult and slow initial application process, leading to delays in construction, and a scale of funding that is seen as insufficient to address the housing crisis.
- **Increasing political/media scrutiny:** Increased media scrutiny of social housing in Victoria is driven by the housing crisis, with issues such as tenant rights and safety and controversies surrounding government projects like demolitions and redevelopment. Media coverage highlights the growing gap between need and supply, investigates tenant complaints about poor conditions and complaint handling, and scrutinizes government decisions on projects.
- **Higher compliance burdens:** High performance standards and a complex regulatory framework designed to ensure viability and tenant protection are a challenge all CHO's, even unregistered ones like Jubilee, face. Across the sector, concerns remain about financial sustainability and the need for more consistent oversight across public and community housing.





CHALLENGES AND OPPORTUNITIES

The opportunities:

- Community housing as growth vehicle: Most new funding is being directed to the community housing sector, as opposed to Housing Victoria. CHO's are seen as being more flexible in their operations and are able to borrow against their housing stock to grow the sector further.
- Current funding rounds: As noted above, there are significant state and federal funding programs available for CHO's to grow.
- Council and philanthropic partnerships: Given the surging demand for social housing, other players such as local councils and philanthropic organisations are exploring mechanisms to partner with CHO's to increase the housing stock.
- Specialisation: Smaller CHO's in particular are specialising in certain groups of people struggling in the housing market, developing management practices and policies tailored to their target group.





PROPERTY MAINTENANCE AND PLANNING

Most of Jubilee's housing stock is now over 20 years old, and the demands for maintenance increase slowly over time. We commissioned a thorough assessment of all of the properties two years ago and continue to work our way through the suggested maintenance tasks from that report.

There is a steady stream of requests for **responsive maintenance**, as items cease working, break, go missing etc. in the properties and need attention. We complement that work with **cyclical maintenance**, scheduling painting, flooring, fences, kitchens and bathrooms as we are able. Like all community housing providers, we cannot meet always meet every request.

Compliance and safety of our properties for all our renters is a key deliverable for any social housing provider. During 2024/25 we had a contract with Detector Inspector to ensure compliance on smoke alarms, gas and electrical safety. We note that several visits can be necessary to have the right trades complete each inspection, this is something we will be improving in 2025/26, aiming to reduce the number of times renters need to be home or provide access to their property.

We have refurbished several properties in the portfolio through the year – on some occasions we have been able to utilize a vacant unit in the block to temporarily re-house the renter and their family while the renovations are underway and their house is unusable. We appreciate that renters are inconvenienced by renovations, the price paid for keeping all our properties in good condition.





Lastly, we have **vacant maintenance**, where a property is refurbished when it is vacant. This enable the new renter to have a fresh property, and is much more efficient for the necessary tradespersons as there are no renters or furniture to work around. This year we have just one vacancy, at Jubilee Place.

Jubilee has long had very stable tenancies; vacancies in last ten years:

Financial year	Vacancies
2015/16	2
2016/17	2
2017/18	3
2018/19	0
2019/20	0
2020/21	1
2021/22	3
2022/23	4
2023/24	2
2024/25	1





PASTORAL REPORT

It is a privilege to be a part of Jubilee Housing in so many ways. The role of Pastoral Worker gives me the opportunity to connect with families and singles of all ages across 3 complexes and hearing the appreciation for what living in one of the complexes means to them. There are good times and there are many challenging ones, especially in this current cost of living situation. We have been able to offer residents referrals to various organisations/churches within the City of Whitehorse and the City of Maroondah, both municipalities offering food relief options along with practical support and some energy bill assistance. There are volunteers from the three involved churches, Box Hill Baptist, NewHope and South Croydon Anglican Church, who also stay in touch with residents, supporting them when needed.

Whilst Pastoral Care is offered to all residents in a respectful manner, there is no obligation to accept this offer. Given Christmas is just around the corner, we have begun organising our annual Christmas parties at each complex, offering opportunities for renters to meet and interact with staff and committee members. We look forward to the BBQ which is always a great success along with children receiving gifts which have been donated by members of the churches who support us year in year out. Each resident is offered a food hamper in December via Newhope Church who receive food from Foodbank, monetary donations given to us from other churches are converted into Christmasy treats and added to the hampers to give them a festive feel. Wishing you a season filled with love, joy and cherished moments.



Meredith Beaton
Pastoral Worker





FROM OUR RESIDENTS



To say it's a blessing to live in one of Jubilee Housing properties, is an understatement!

From the moment I saw my unit with the roses growing out the front to walking into a fully renovated space was a dream come true and it had everything I had wanted and more and when I asked (being a passionate gardener) if I could plant some flowers out the front and was given the answer of 'yes' I was beyond happy.

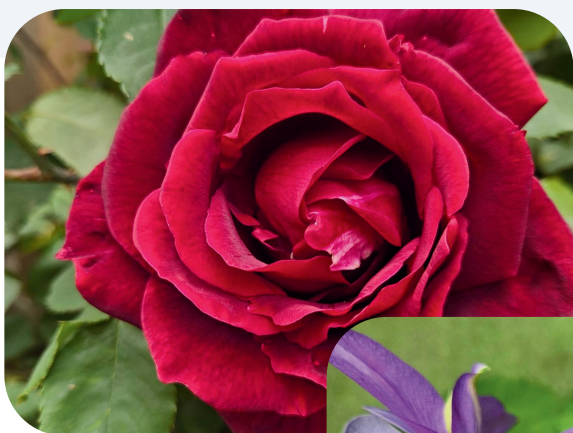


So over the years, I have planted my forever home's garden in the front and in the back and I had always dreamed of having a vegie garden and when I got to do that, my happiness was complete! And when Jubilee Housing issued the Bunnings vouchers, I was over the moon with excitement, because finally I could grow my own food and be self-sufficient, it was a real joy and such a great help as well, especially with the rising cost of living these days, it made a difference.

I live in gratitude every day that I have been able to access this home from Jubilee Housing because it has changed my life for the better, and now I live with housing security that I have never had before, they really care about their tenants and it shows.

I give thanks every day that I have such a beautiful home to live in and a beautiful garden to attend to and that gives me the wonderful bounty of nature's beauty and food – a true blessing!

So my prayers have definitely been answered, because I have found peace, happiness and contentment living here and everyone who comes to my place all comment on how beautiful it is, so thank you Jubilee Housing for your work, your dedication and your commitment to helping change people's lives with giving them their forever home and a place to make your own.





Since moving into Jubilee Housing our lives have changed dramatically.

This safe haven has helped my children flourish and created a space for me to develop a security mindset that has encouraged me to hold healthier friendships, a stronger study/work ethic and a safety to start creating art and enjoying life again.

I get overwhelmed at the support I have received from being a part of this community. After being here for 2 years, I have achieved many things but saving enough to buy a reliable car, getting my footing back into the workplace again and watching my children enjoy gardening and riding their bikes in the street are my top highlights. Thank you Jubilee Housing.



I was delighted to receive a Bunnings Voucher from Jubilee Housing.

I used it to purchase potting soil and vegetable seedlings for my garden. The plants are thriving, and it has been a pleasure to spend more time tending to them.

I sincerely thank Jubilee Housing for the generous voucher and for encouraging residents to take pride in their gardens and surroundings. Your thoughtful support helps make our community an even more enjoyable place to live.



JUBILEE PLACE



Description

Jubilee Place comprises 10 units in Box Hill North. The units are a mix of 1, 2, 3 and 4 bedroom dwellings; each has a private backyard and there is open space on site, with a children's playground.

Legal Agreement

Jubilee Place is a joint venture between the Director of Housing and the Baptist Union of Victoria, acting in trust for the Box Hill and NewHope Baptist Churches under an agreement which continues for 55 years, expiring in 2041.

Finances

Jubilee Housing Inc manages the finances for Jubilee Place. A copy of the auditor's report and financial statement for the year are available upon request.

2024 - 2025 at Jubilee Place

Jubilee Place opened in 1987 and since then has housed many tenants, one tenant still living there who moved in over 30 years ago, a new family moving in as recently as 5 months ago. Over the years, some tenants have moved on and purchased their own homes, we have welcomed babies into the complex, many children who arrived at JP as youngsters have moved out to establish their own lives, and some elderly tenants who no longer live there have moved into facilities offering extra care.

Total maintenance costs, including grounds, vacancy and cyclical maintenance amounted to \$103,910 this financial year. A significant increase to last year as extensive renovations took place at two units.

Once again the families have enjoyed using their Bunnings vouchers and we continue to see a beautiful array of vegetables and plants around the complex. We are looking forward to our Christmas party which gives tenants, committee members and staff an opportunity to reconnect with each other. Last year we had a large gathering and enjoyed the beautiful food contributed by everyone. Always a great opportunity to see so many tenants and their growing children. Thanks to our tenants who decorated the carports, which adds a festive spirit to our BBQ. The children were given Christmas presents donated by Box Hill Baptist Church and Newhope Baptist. We are grateful to each of our partner churches who give so generously to our program.



FIGTREE LANE



Description

Figtree Lane, opened in 1997, comprises 10 units located in Burwood. This project also comprises a mix of 1, 2, 3 and 4 bedroom units. Figtree Lane is situated opposite a village green, which provides ample playground space for children.

Legal Agreement

Figtree Lane is a joint venture between the Director of Housing and the Baptist Union of Victoria, also in trust for the two Baptist churches. The agreement between the parties is perpetual.

Finances

Jubilee Housing Inc. manages the finances for Figtree Lane. The auditor's report and financial statements are available upon request.

2024 - 2025 at Figtree Lane

Figtree Lane opened in 1997 and has housed many families and singles over the years. We have a mixture of age groups and cultural backgrounds which brings diversity and adds to the community. Many tenants have called FTL home for over 20 years and is a stable community with no vacancies for over 2.5 years.

Total maintenance costs including grounds and cyclical for this complex amounted to \$28,909 for this financial year.

Many have enjoyed the Bunnings vouchers given to them to spend on vegetables, plants, potting mix etc. It's fantastic to see how the tenants choose to spend their vouchers, so good to see the fruits of their labour around the complex. As Christmas nears we know that this time of the year can be challenging for some of our tenants. We always aim to help in some ways and one of those is by providing generous Christmas hampers which are donated by NewHope Baptist. They, along with Box Hill Baptist Church kindly donate gifts for the children which are always very well received.

We look forward to the Christmas party each year where tenants, committee and staff come together and enjoy a delicious BBQ. Last year's party was well attended and it was great to see so many there and hear the happy chatter.



EMMAUS



Description

Emmaus opened in 2003, comprises 19 units in Bayswater North, with a mix of units suitable for singles up to large families. Each home has a rear grassed garden with an area suitable for outdoor living, accessed through a sliding glass door from either the lounge or family room.

Legal Agreement

Emmaus is a joint venture between the Director of Housing and Jubilee Housing Inc. acting in trust for the Emmaus Christian Community Ltd. The agreement continues for 40 years, expiring on September 30, 2043.

Finances

Jubilee Housing Inc. is responsible for all financial management for Emmaus. The auditor's report and financial statements are available upon request.

2024 – 2025 at Emmaus

Emmaus Community is our largest complex with 19 units, Housing families and singles. The units officially opened in 2003, with the whole Emmaus Complex (and Park) officially opened in 2004 with Government representatives in attendance. The total maintenance cost for this financial year, including grounds and cyclical costs amounted to \$78,125.

The Emmaus Community has a substantial park and playground which is leased to Maroondah Council for public use. Emmaus residents comprise a broad demographic of ages, ethnic and cultural backgrounds.

Friends of Emmaus is the South Croydon Anglican Church Pastoral Care team who provide contact and support to the residents at Emmaus. They also support residents of two other rental properties in Ringwood East, also managed by Jubilee housing. Visits, coffee, meals out with a chat, helping with transport, medical appointments and connections with local agencies are some of the supports that are offered. At all times people's privacy is respected and Pastoral Care visits are optional.

One of our dear long-term residents, a deeply faithful Catholic believer, recently passed away after a long struggle with emphysema. She was 80 years old. She was much loved by her neighbours at Emmaus, and some attended her funeral, as did representatives of Emmaus and Jubilee Housing.

Residents with young children appreciated the annual delivery of Easter eggs. Christmas gifts for under 18's were provided at the Christmas party donated by SCAC members. Last year's party was held and attended by some Emmaus residents and children, as well as SCAC people. The atmosphere benefited from the amazing performance by the Croydon Community Brass Band. As Christmas approaches, we look forward to another Christmas party (hopefully with fine weather!) and providing generous food hampers to all residents, which are donated by one of our sponsoring churches, Newhope Church.



WEBSITE

jubileehousing.org.au



PHONE

(03) 9899 4356

PHOTO CREDITS:

**THANK YOU TO JUBILEE
HOUSING RESIDENTS AND
STAFF MEMBERS WHO
PROVIDED AND ARE IN THE
IMAGES FEATURED
THROUGHOUT THIS
REPORT.**

