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  to come
Vision

Genuine housing choice without social or economic disadvantage

Mission

To promote and protect the rights and interests of all residential tenants in Victoria

Major Achievements 2001/2002

- 33,720 clients statewide
  - 9,885 public tenants
  - 23,830 private tenants
  - 1,290 consumers
- 745 clients assisted through casework
- 325 Tribunal representations
- 1,025 organisational clients statewide
- 80+ education activities to a total audience of more than 2,000 tenants and services
- Publication of The Tenant Worker’s Survival Kit a comprehensive problem-solving manual for tenancy and housing workers
- Publication of the Tenant Handbook an information guide for residential tenants
- Publication of the Public Housing Survival Kit an information guide for public housing residents
- Publication of the Rooming House Survival Kit an information guide for rooming house residents
- Publication of the Caravan Park Survival Kit an information guide for permanent caravan park residents
- Publication of the Tenants Rights a multilingual information guide for residential tenants
- Publication of Public Housing a multilingual guide for prospective public tenants
- Publication of Tenancy Quarterly a journal for housing and tenancy workers
- Publication of Tenants News a newsletter for Victorian tenants
- 800,000+ hits from 43,000 user sessions on the TU Web Site
- 175+ hours of training to tenancy workers across the state
- 90 articles in statewide and local media
- 9,090 clients assisted by the TU Western Region Public Tenant Service
- 24,000+ hours of community facilities use for the benefit of public tenants in the Western region
- 939 clients assisted by the TU Rooming House Service
- 1,290 consumer clients assisted by the TU Northern Consumer and Tenant Advice Service
Chairperson’s Report

On behalf of the Board of the Tenants Union of Victoria I take great pleasure in presenting the Annual Report for 2001/2002. The report documents the work of the organisation throughout the year and highlights the vital role the Tenants Union plays, particularly in promoting the rights and interests of residential tenants in Victoria.

Throughout the year the Tenants Union has continued to focus on improving its management and service delivery practices, energised and informed by a strategic plan developed by the Board in collaboration with staff and management. In developing the plan we sought input from tenants, other organisations including funding bodies and analysed trends in the housing and political sectors. A key element is a clearer focus on the social and structural change goals of the organisation, and ensuring that these are integrated and informed by the issues arising through our direct advice and advocacy work.

The plan provides a blueprint to continue to strengthen the organisation and ensure it is constantly addressing ways to improve both the effectiveness and quality of the services we provide. A restructure within the advice service and creation of a management position of the Northern Region Service have served to strengthen the management team and contribute to a stronger emphasis on service quality and development.

The campaign work of the Tenants Union particularly in relation to the proposed changes to the Residential tenancies legislation and on behalf of caravan park tenants has been influential and confirms the regard with which the work of the organisation is viewed.

The Tenants Union continues to maintain a range of financial controls that ensure the organisation remains in a health financial position. Considerable work has occurred in developing a greater level of efficiency in our procedures and we anticipate continuing to operate in an efficient and fiscally responsible way.

It has been a pleasure to work alongside the CEO, the management team and specialist staff in developing, and monitoring the implementation of the strategic plan. Staff and volunteers have all made a major contribution by translating these directions through into practice, and continuing to give of themselves to ensure that tenants do get a fair go.

I would also like to thank my fellow Board members for the substantial commitment and effort they have given throughout this year, particularly in light of the additional time required to fulfill the requirements of the strategic planning process. It has been a highly productive year for the Tenants Union resulting in some very tangible benefits to the organisation.

Merrilee Cox
Chairperson
Chief Executive Officer’s Report

(insert text)

We were fortunate to secure an overall increase in recurrent funding in this financial year and wish to acknowledge the contribution of the following funding bodies in enabling the Tenants Union to work towards its objectives.

- Consumer Affairs Victoria - Fair Trading Program
- The Office of Housing - Public Housing Advocacy Program
- Victoria Legal Aid
- The Department of Legal Aid and Family Services (Commonwealth)

Throughout this year, as the Annual Report makes evident, the staff of the Tenants Union has delivered highly professional and effective services to Victorian tenants and a wide range of organisations that work with tenants. The details of the range and complexity of activities undertaken by the Union are a credit to the commitment and skills of the staff who should be commended for another excellent year’s work.

Mark O’Brien
Chief Executive Officer
Strategic Plan

During this financial year the Board has again overseen a review of the Tenants Union’s strategic plan. The revised 2002/03 Strategic Plan and a status report against the Key Result Areas and are outlined below.

Tenants Union of Victoria, Strategic Plan 2002-03
## Tenants Union of Victoria, Key Result Areas 2001-02

<table>
<thead>
<tr>
<th>Area</th>
<th>Indicator</th>
<th>Target</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reach</td>
<td>Achievement of social change goals</td>
<td>Report to Board x 6 monthly</td>
<td>Reports provided x 2 monthly</td>
</tr>
<tr>
<td></td>
<td>Participation in policy reviews</td>
<td>Active participation in all relevant reviews</td>
<td>Current participation in the following major policy reviews: Residential Tenancies Act Review, Ministerial Housing Council</td>
</tr>
<tr>
<td>Campaign involvement</td>
<td>1 major statewide campaign</td>
<td>Refer to RTA Review update</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Joint project involvement</td>
<td>Document joint projects x quarterly</td>
<td>Current participation in the following joint projects: AMES consumer curriculum + FCRC, Young koori tenants project + AHIB, Discrimination project + EOCV &amp; REIV</td>
</tr>
<tr>
<td></td>
<td>No. of media releases</td>
<td>1 per month (statewide)</td>
<td>20+ media appearances</td>
</tr>
<tr>
<td></td>
<td>No. of media articles x type</td>
<td>1 per month (local) x 1 per month (statewide)</td>
<td>50+ media appearances</td>
</tr>
<tr>
<td></td>
<td>No. of clients overall</td>
<td>34,100 tenants x 1,000 consumers per annum</td>
<td>Total clients for the last quarter: 8,888 tenants x 348 consumers Central Phone 20,445 Inner 2,433 North (tenants/ consumers) 2,100 / 1,000 West 8,000</td>
</tr>
<tr>
<td></td>
<td>No. of advocacy clients</td>
<td>80% of clients advice &amp; information assistance</td>
<td>93% of clients (inner urban region)</td>
</tr>
<tr>
<td></td>
<td>No. of research projects</td>
<td>2 research papers per annum</td>
<td>Major research for social change agenda</td>
</tr>
<tr>
<td></td>
<td>No. of education forums</td>
<td>34 minimum (+&lt;10) forums per annum inner 12 North 22 (+&lt;10)</td>
<td>Community education activities: inner 50+ North 30+</td>
</tr>
<tr>
<td></td>
<td>No. of days training provision</td>
<td>30 days per annum</td>
<td>5 days in last quarter</td>
</tr>
<tr>
<td></td>
<td>Distribution of publications</td>
<td>All targets per annum: Leaflets 100,000 Handbooks 20,000 Tenants News 4 x 2,500 Update 4 x 150 Web (user sessions) 30,000</td>
<td>Total distribution for the last quarter: Leaflets 65,000 Handbooks 7,500 Tenants News 2 x 1,500 Tenancy Quarterly 2 x 200 Web (user sessions) 45,000</td>
</tr>
<tr>
<td></td>
<td>No. of members</td>
<td>500 x June 2002 (then &gt;1% of rental hholds)</td>
<td>Membership at 30th June 2002 = 215</td>
</tr>
<tr>
<td></td>
<td>Proportion of renewals</td>
<td>&gt; 50% x June 2002 (then &gt;75%)</td>
<td>10% renewal at 30th March 2001</td>
</tr>
<tr>
<td></td>
<td>Proportion of attendees at AGM</td>
<td>&gt;60 (quorum (10) + 50 others) in 2002</td>
<td>App. 30 attendees in October 2001</td>
</tr>
<tr>
<td></td>
<td>Response rate to client surveys</td>
<td>20%</td>
<td>Survey conducted in May 2002</td>
</tr>
<tr>
<td>Financial Health</td>
<td>Budget for social change work</td>
<td>% increase annually</td>
<td>To be assessed in July 2002</td>
</tr>
<tr>
<td></td>
<td>Proportion of discretionary funding</td>
<td>&gt;1%</td>
<td>No change</td>
</tr>
<tr>
<td></td>
<td>Proportion of non/government funding</td>
<td>&gt;1%</td>
<td>No change</td>
</tr>
<tr>
<td></td>
<td>Minimise accumulated deficits/surplus</td>
<td>&lt;+4% surplus, -0% deficit</td>
<td>Surplus increased in this quarter</td>
</tr>
<tr>
<td>Quality</td>
<td>Document service trends</td>
<td>Service Area reports x quarterly</td>
<td>Service Area reports provided</td>
</tr>
<tr>
<td></td>
<td>Abandoned call rate (Fitzroy only)</td>
<td>Average &lt;20%</td>
<td>Average abandoned call rate = 18.6%</td>
</tr>
<tr>
<td></td>
<td>Client satisfaction: advocacy</td>
<td>&gt;80%</td>
<td>Survey to be conducted in late 2002</td>
</tr>
<tr>
<td></td>
<td>Client satisfaction: training</td>
<td>&gt;90%</td>
<td>Survey to be conducted in late 2002</td>
</tr>
<tr>
<td></td>
<td>Client satisfaction: publications</td>
<td>&gt;90%</td>
<td>Survey to be conducted in late 2002</td>
</tr>
<tr>
<td></td>
<td>Compliance with service guidelines</td>
<td>No exceptions</td>
<td>No exceptions</td>
</tr>
<tr>
<td></td>
<td>No. of client complaints</td>
<td>No exceptions</td>
<td>No complaints</td>
</tr>
<tr>
<td>Internal Health</td>
<td>Level of unplanned turnover</td>
<td>&lt; 5% per annum (need to define “unplanned”)</td>
<td>5% total turnover app. 2% “unplanned”</td>
</tr>
<tr>
<td></td>
<td>Level of absenteeism</td>
<td>&lt; 3% average per annum</td>
<td>App. 3% absenteeism</td>
</tr>
<tr>
<td></td>
<td>Staff satisfaction</td>
<td>+75%</td>
<td>Staff satisfaction level based on survey conducted = 65%</td>
</tr>
<tr>
<td></td>
<td>Compliance with Workplace Diversity Policy</td>
<td>No exceptions</td>
<td>No exceptions</td>
</tr>
<tr>
<td></td>
<td>Compliance with EOC, OHS Workcover etc.</td>
<td>No exceptions</td>
<td>No exceptions</td>
</tr>
<tr>
<td></td>
<td>Achievement of staff development goals</td>
<td>No exceptions</td>
<td>To be assessed following staff performance appraisal process</td>
</tr>
<tr>
<td>Innovation</td>
<td>New alliances developed</td>
<td>[To be confirmed]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New services implemented</td>
<td>[To be confirmed]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Service innovations implemented</td>
<td>[To be confirmed]</td>
<td></td>
</tr>
</tbody>
</table>
Legal Services

Advice Service

The aim of the Advice Service is to provide accessible and effective assistance to residential tenants across Victoria but particularly focusing on metropolitan Melbourne.

The service is structured to facilitate initial contact through the centralised telephone advice line, with queuing capacity for up to five callers, and where necessary referral to the Union's own regional services or to public and private tenant services across the state.

The structure of the advice service enables clients with simple issues to be efficiently assisted with basic advice and information. Clients with more complex issues or those with problems requiring documents to be sighted can be referred to in person services for follow-up assistance.

More than 80% of all clients are assisted with basic advice and information, largely by telephone.

The figure below illustrates the trends in client assistance from 1996/97 to 2001/02.

Advice Service Trend x Quarter 1996/97 to 2001/02

Casework

Casework services are provided to those clients who require more than basic advice and information. Casework services include negotiation with landlords and agents, drafting of letters or documents, preparation of submissions and where required representation or support of clients at the Victorian Civil and Administrative Tribunal.

The Tenants Union has assisted more than 700 new clients with casework services in 2001/2002. The table below summarises our continued assistance to tenants through casework services.

Rooming House Service
The purpose of the Rooming House service is to provide effective assistance to rooming house residents across Victoria. The service operates during normal business hours and provides both basic advice and information and casework services as required.

In 2001/2002 the Rooming House service:

- provided telephone advice to 582 clients
- provided drop-in advice to 349 clients
- provided casework assistance for over 165 clients
- undertook more than 120 representations at the VCAT

The Rooming House service has developed and implemented a highly successful community education program.

(insert text: special projects)

The Rooming House service staff have also conducted training on rooming house issues for a range of community workers in both metropolitan Melbourne and country areas.
Specialist Legal Work

The Tenants Union also provides specialist legal services including:

- organisational assistance to a wide range of government and non-government agencies across the State
- specialist representation and public interest legal work in higher jurisdictions such as the County Court and Supreme Court
- legal research on tenancy and related matters

Organisational assistance has decreased slightly with 1,025 advice contacts in 2001/2002.

The Tenants Union solicitors again undertook Supreme Court appeals, briefed Counsel in a County Court matter and represented in Magistrates Court hearings.

The Residential Tenancies Act 1997 also necessitated legal research into areas of ambiguity. Ongoing liaison with senior members of VCAT has assisted with clarification of some issues.
Regional Services

Western Region PHAP Service

The Western Region Rental Housing Support Program (RHSP) Service has three component services:

- public tenancy advice and referral service
- community facilities management
- regional housing needs research

Public Tenancy Advice and Referral Service

The aim of the Public Tenancy Advice and Referral Service is to provide accessible and effective advice and referral services to current and prospective public tenant within the Western metropolitan region.

To ascertain and improve accessibility, client statistics from both the regional telephone and drop-in advice services are monitored. Service locations are assessed and where necessary modified.

As at 30 June 2002 the Tenants Union PHAP service has service locations at:

- Ascot Vale
- Carlton
- Flemington (inc. Crown Street)
- Footscray (Gordon Street)
- Kensington
- Moonee Ponds
- North Melbourne
- Sunshine
- Werribee
- Williamstown

In addition we continue to operate a regional telephone advice service 40 hours per week to ensure that all clients have easy and immediate access to basic advice and information.

Advice and casework statistics for the year indicate:

- a total of 9,092 client contacts; comprised of 6,747 drop-in advice service enquiries and 2,082 telephone advice service enquiries
- a total of 6,245 new clients and 2,847 ongoing casework contacts
- an additional 300 contacts from agencies/organisations in the region
- over 55% of clients were from non-English speaking backgrounds
- interpreting services or bilingual TUV staff assisted in more than 1,500 client interviews
- more than 200 clients received VCAT/Office of Housing Appeals assistance or representation

The graph over indicates the continued improvement in client assistance since the establishment of the service.
During the period we assisted clients with a vast range of tenancy issues and problems. The most common specific issues raised were:

- priority housing applications (2,795)
- priority transfer/transfer applications (1,912)
- maintenance/repairs (1,657)
- eligibility (1,319)
- internal appeals (573)
- rent arrears (385)
- rental rebates (373)

**Community Facilities Management**

The aim of community facilities management is to expand the range and hours of community facilities usage for the benefit of public tenant in the region.

In 2001/2002 community facilities statistics indicate:

- **24,730 hours** of total usage (approximately 14% increase from the previous year)
- Average regular usage of 1,590 hours per month
- Average non-regular usage of 470 hours per month

The most common categories of facilities usage were:

- tenant group meetings, social gatherings and administration duties (11,610 hours)
- recreational activities such as bingo, sports clubs, meditation groups, exercise groups, local support group activities, cooking groups (9,948 hours)
- community agency support services such as health promotion activities, language classes, local government services, educational services (2,253 hours)

(insert text: special projects)
Northern Consumer & Tenant Advice Service

The Consumer & Tenant Advice Service Northern has responsibility for providing an accessible advice service for tenants and consumers and for undertaking community education in the Northern metro region. The service covers the government areas of Darebin, Banyule, Whittlesea, Moreland, Hume, and Nillumbik.

The Northern region service delivers a total of 87.5 hours of access per week across the region from the central location in Preston and outreach service locations in Glenroy, Greensborough, Epping and Sunbury.

In 2001/2002 the Consumer & Tenant Advice Service Northern:

- Provided advice to 1,748 tenancy clients
- Provided advice to 1,292 consumer clients
- Provided advice to 68 organisational clients
- Provided casework services to 290 tenancy and consumer clients
- Undertook 44 representations at VCAT
- Undertook more than 30 regional community education activities
- Generated or participated in more than 20 regional media activities
- Published 4 editions of the consumer newsletter, All Consuming

The service was also involved in a number of regional networks including the North East Region Settlement Issues Network, the Hume and Moreland Multicultural Workers Networks, the Broadmeadows, Sunbury and Whittlesea Housing Networks, Darebin Aboriginal Support Network and the Consumer Support Workers Network.

In the past year the service has also participated in the following joint projects:

- The service has continued to be involved in the development with Adult Multicultural Education Services on a project to develop teaching materials for English language teachers on consumer issues. The project was launched by the Minister for Consumer Affairs in July 2002.
Specialist Services

Community Education

A core objective of the Tenants Union is:

To take all reasonable steps to provide equitable and accessible services to individuals from socially, culturally and linguistically diverse backgrounds and situations.

To assist with the achievement of this objective the Tenants Union community education program has two key elements:

- community education activities for tenants from linguistically and culturally diverse backgrounds and for relevant services and agencies, and,
- implementation of a comprehensive Workplace Diversity Policy.

In 2001/2002 the priority of the program has been to ensure regional community education activities. Accordingly the program:

- undertook more than 60 regional community education activities to a total audience of more than 1,500 non-English speaking tenants and multicultural service workers
- undertook at least one service promotion activity or meeting each week to a range of relevant services.

To further assist with service referral the Community Education program workers are involved in key regional networks including Migrant Resources Centre groups and Department of Immigration & Multicultural Affairs Settlement Advisory Committees.

In addition the following joint projects were commenced or undertaken this year:

- Worked with the Victorian Settlement Planning Committee which had members from different government departments and community agencies including the Department of Immigration and Multicultural Affairs, Human Services, Department of Education, Employment, Training and Youth Affairs, Victorian Foundation for Survivors of Torture, youth services and migrant resource centres. This project conducted research on the understanding of young people from linguistically and culturally diverse communities about the housing system in Victoria including the private and public rental.

- Worked with the Equal Opportunity Commission and other members of the Victorian Settlement Planning Committee on a joint project to address discrimination in private rental. This project will include the development of a brochure and a media campaign targeting tenants from linguistically and culturally diverse communities on their rights and responsibilities under the Equal Opportunity Act when accessing the private rental market.

- Commenced work with the Victorian Aboriginal Legal Service to develop and implement a project to address discrimination in private rental against Aboriginal and Torres Strait Islander tenants. This project will involve a range of strategies to provide information to the members of the community about their rights when accessing or when being evicted from their accommodation.
Publications

The Tenants Union Publications Program produces a range of publications and resources for tenants, rooming house and caravan park residents, and tenancy workers.

Publications or other resources distributed in 2001/2002 included:

- 65,000+ Advice Leaflets (covering 26 common residential tenancy problems)
- 2,000+ Tenants Handbooks
- 2,500+ Public Housing Survival Kits
- 1,500+ Rooming House Survival Kits
- 1,600+ Transitional Housing Survival Kits
- 1,000+ Caravan Park Survival Kits
- 50 Tenants Rights multilingual guides
- 50 Tenant Worker Survival Kits
- 2 editions of Tenancy Quarterly, a journal for tenancy and housing services
- 2 editions of Tenants News, a quarterly newsletter for tenants
- 800,000+ hits from 43,000 user sessions on the TU Web Site

During this year we significantly overhauled our newsletter style publications. We have created a new formats for Tenants News, a newsletter for residential tenants, and commenced publishing Tenancy Quarterly, a journal for tenancy and housing workers.

This year we also published a new multilingual guide to the public housing system in Victoria particularly targeted at newly arrived migrants and refugees. The publication simply entitled Public Housing is available in both hard copy and on-line in the multilingual section of our web site.
Training

The Tenants Union Training Program is designed to provide initial and ongoing training to tenancy workers both within the Tenants Union as well as tenancy workers funded under Consumer Affairs Victoria’s Fair Trading Program, and the Office of Housing’s Public Housing Advocacy Program (PHAP).

The Tenants Union is a Registered Training Organisation and we are currently providing one accredited course, Introduction to Tenancy Law. The course is now offered as a two-day course, which includes more training on rooming house and caravan park law and VCAT. Successful completion of the course and its assessment activities will result in participants gaining a statement of attainment in ‘Course in Residential Tenancy Law (Victoria)’.

A Tenancy Training Committee, consisting of workers from a number of tenancy services meets at least six monthly to assist us to develop and deliver effective training in line with the National Training Framework.

The following training was offered in 2001/2002:

**July 2001**
- Intermediate Office of Housing Policies and Procedures
- CAV Network training

**August 2001**
- Introduction to Office of Housing Policies and Procedures
- PHAP Network training

**September 2001**
- Caravan Park Law
- Introduction to Tenancy Law

**October 2001**
- CAV Network Training

**November 2001**
- Introduction to Office of Housing Policies and Procedures
- PHAP Network training

**February 2002**
- Introduction to Tenancy Law
- Caravan Park Law

**March 2002**
- Introduction to Office of Housing Policies and Procedures
- CAV Network Training

**April 2002**
- PHAP Network Training
- VCAT Training for CAV
- Regional Advanced Network Training (Warrnambool)

**May 2002**
- Rooming House Law
- VCAT Training for PHAP

**June 2002**
- Intermediate Tenancy Law
- Regional Advanced Network Training (Bendigo)
- Intermediate Office of Housing Policies and Procedures

Based on feedback and evaluation following each workshop, the Training Program has consistently achieved high participant satisfaction, with more than 90% of participants rating the workshops good or excellent.

Work is continuing on accreditation of other Tenants Union training courses and the development of more flexible training approaches such as on-line delivery.
Policy and Research

The Tenants Union undertakes research, policy formulation, lobbying and media work to represent the interest of tenants and to highlight the impact of living in the rental sector on tenants’ everyday lives.

One of the key goals of the current Strategic Plan is to ensure a focus on the social change work undertaken by the Tenants Union. To operationalise that goal, a significant piece of work undertaken this year was the development of a social change agenda for the Tenants Union. The Agenda focuses on four key areas of improvement necessary in the rental sector:

- **Legitimacy**: to positively promote issues affecting tenants and the rental sector in the public domain and with government and industry decision makers
- **Affordability**: to address the parlous financial situation of many tenants particularly in the private rental sector
- **Appropriateness**: to address the poor standard and location of rental housing and the essentially limited legislative protections for tenants
- **Accessibility**: to address non-financial barriers to housing in the rental sector including discrimination.

The Agenda is to assist the Tenants Union to maintain focus on the areas of most significant impact and reach.

In 2001/2002 the Tenants Union also:

- Continued to lobby the State government in regard to amendments of the residential tenancies legislation, including caravan parks and rooming houses, through active participation in the Residential Tenancies Act Review
- Continued to lobby the State government to improve the policies and procedures for public housing through active participation in policy reviews
- Participated in the VCAT Residential Tenancies List Users Group to identify systemic problems with VCAT processes and practice
- Participated in Quarterly Forums sponsored by the Director of the Office of Fair Trading and Business Affairs to maintain an overview of residential tenancies services and activities and to address any problematic issues identified including the development of plain English forms and documents
- Continued to provide feedback about the development of state and Federal privacy legislation and its impact on private tenancy databases
- Promoted tenancy issues in both local and statewide media with over 180 articles or interviews in print or on radio
- Lobbied the Federal Government and opposition to ensure federal housing policy is responsive to the needs of tenants in the private and public sectors
- Continued to lobby the State government for funding for a peak consumer housing organisation
- Continued to participate in the National Association of Tenant Organisations
Administration Services

Administration services are fundamental to facilitate the effective work of the Tenants Union.

In 2001/2002 Administration Services:

- Provided effective financial reporting and accountability to the Board, funding Bodies and Australian Securities and Investment Commission (ASIC)
- Developed and maintained the Tenants Union’s information technology network with 50 work stations across 19 sites
- Maintained the Tenants Union library and other information resources with over 1800 catalogued items
- Provided effective reception services for the central office of the Tenants Union handling an average of 120 enquiries per day (excluding advice service calls)
- Handled more than 200 orders for publications and ensured all orders were filled and returned within 7 days of receipt
Personnel

Staff

Our thanks go to the following staff who left the organisation in 2001/2002 for all their commitment and work during their employment with the Tenants Union; Richard Watling, Cate Carr, Lyn Dundon, Bev Coulson, Lesa Herring, Wayne O’Connor, Terri Soumilas, Joe Ormeno, Beccy Sladdin, Ruth Nwankwo, Graeme McDonald, Wendy Al-Ezar, and Tania McKenna.

Staff members as at 30th June 2002 were:

Specialist Services

Mark O’Brien Chief Executive Officer
Michelle Marven Policy and Liaison Worker
Madonna Boman Research Worker
Loren Polzot Training Worker
Nona San Pedro Community Education Worker (maternity leave)
Lyn Dundon Community Education Worker
Karen Bijerksma Publications Worker

Western Region Services

Ed Brew Western Region Manager
Claudia Alvear Administration Worker
Amrit Crewe Tenant Support Worker
Amara Chey Tenant Support Worker
Simon Eramo Tenant Support Worker
Ray Martinez Tenant Support Worker
Larry Sutcliffe Tenant Support Worker
Yvonne Tran Tenant Support Worker
Angelica Varas Tenant Support Worker
Ian Rogers Tenant Support Worker
Annie Paliwal Tenant Support Worker
(vacant) Tenant Support Worker
Paul Jenkins Kensington Redevelopment Project Worker
Fiona McKenzie Community Facilities Worker

Northern Services

Mandy Walmsley Northern Region Manager
Clare McCarthy Community Education Worker
Ben McCarthy Caseworker
Marian Prickett Caseworker
Jill Newton Caseworker
Ursula Dutkiewicz Administration Worker
**Administration Services**

John Morgan  
Finance & Administration Manager  

Susie Kennedy  
Bookkeeper  

Pam Barden  
Reception Worker  

Anne Smith  
Administration Worker  

**Legal Services**

Sheila Narayan  
Legal Services Manager  

Joanne Boots  
Principal Solicitor  

Cameron Horn  
Solicitor  

Nicole Kuna  
Solicitor  

(vacant)  
Caseworker  

Amelia Taeuber  
Caseworker  

Corina Kahan  
Caseworker  

Mandi Scott  
Rooming House Caseworker  

Colleen Power  
Rooming House Caseworker  

**Casual and Part-Time Tenant Advisers**

Wendy Clancy  

Brigitte Bailey  

Neil Farren  

Lee Hansen  

Bill Grimshaw  

**Volunteers**

We would also like to gratefully acknowledge the assistance and support of the following volunteers:

Brigitte Bailey  

Liz Bartley  

Elka Bleeker  

Melinda Cavalliri  

Wendy Clancy  

Michelle Goldberg  

Neil Farren  

Bill Grimshaw  

Lee Hansen  

Ray Martinez  

The Tenants Union would like to express its thanks to its entire staff for their consistent hard work and dedication.
Financial Statements

Directors’ Report
Tenants Union of Victoria Ltd A.C.N. 081 348 227

Your directors submit the financial accounts of the company for the year ended 30 June 2002.

The names of the Directors in office during the year ended 30 June 2002 are:

Alison Hardacre  Elected 5/11/99  Attended 4 Board Meetings
Merrilee Cox       Elected 6/10/00  Attended 6 Board Meetings
Paulette Awais    Elected 6/10/00  Attended 5 Board Meetings
Bruce Wade        Elected 8/10/01  Attended 4 Board Meetings
David Hayward     Elected 8/10/01  Attended 5 Board Meetings
Evan Romer        Elected 8/10/01  Attended 4 Board Meetings
Denise Bett       Elected 8/10/01  Attended 2 Board Meetings
Prue Church       Resigned 25/02/02

The principal activities of the company during the financial year were:

- to represent tenants and speak for the collective interests of tenants
- to work towards the improvement of the status and rights of tenants and to promote alternatives to the present forms of rental housing
- to work towards more just and equitable systems of regulating both rental housing and the rights of tenants
- to act with individual tenants and tenants as a group in order to ensure better conditions in rental housing, fairer leases and conditions of tenancy, a more equitable supply of rental housing and the prevention of deceitful, oppressive or unjust practices in the rental market
- to promote the establishment of resource centres, advice and coordination services for tenants and to promote, as far as possible, autonomous local and regional groups of tenants, affiliated with the Tenants Union of Victoria Ltd
- to inform and educate tenants as widely as possible as to their existing rights and of conditions in the rental market, and to conduct research about such conditions and about the specific needs and problems of tenants
- to encourage participation by members and tenants groups in all activities concerning tenants and in the activities of the Tenants Union of Victoria Ltd
- to ensure representation by, and participation of, tenants as far as possible in law and policy making as it affects tenants or housing
- to promote the provision of rental housing that is safe, convenient, and available to all people regardless of gender, age, religious or political beliefs, marital status and familial composition, disability or sexual preference
- to take all reasonable steps to provide equitable and accessible services to individuals from socially, culturally and linguistically diverse backgrounds and situations
No significant change in the nature of these activities occurred during the year.

The net loss after providing nil for income tax amounted to $4776.

No options to shares in the company have been granted during the financial year and there were no options outstanding at the end of the financial year.

No director has received or become entitled to receive, during or since the financial year, a benefit because of a contract made by the company, controlled entity or a related body corporate with a director, a firm of which a director is a member or an entity in which a director has a substantial financial interest. This statement excludes a benefit included in the aggregate amount of emoluments received or due and receivable by directors shown in the company’s accounts, prepared in accordance with Schedule 5 of the Corporation Regulations, or the fixed salary of a full-time employee of the company, controlled entity or related body corporate.

Directors and officers insurance is held with Victorian Managed Insurance Authority, through the Department of Human Services. Liability is limited to $20,000,000 for any one claim and $20,000,000 in the aggregate per organisation subject to non-accumulation. This insurance indemnifies Director(s) and/or executive officer(s) against third party claims for wrongful acts which includes actual or alleged breach of duty, breach of trust, neglect, error, misstatement, misleading statement, omission, breach of warranty of authority or other act wrongfully committed. No premium is payable by the Tenants Union of Victoria Ltd in respect of this policy.

Fidelity Guarantee insurance is held with CGU Insurance Ltd. Liability is limited to $100,000 for any one claim and $100,000 in the aggregate subject to non-accumulation. This insurance indemnifies the Tenants Union of Victoria Ltd for loss of money, securities or other property due to acts of fraud or dishonesty by its employees. A premium of $1,836 per annum is payable for this policy.

Signed in accordance with a resolution of the Board of Directors:

signature to come

Merrilee Cox
Chairperson

signature to come

Alison Hardacre
Director

Dated this 4th Day of October 2002.
Tenants Union of Victoria Ltd A.C.N. 081 348 227
## Income & Expenditure Statement

**Tenants Union of Victoria Limited A.C.N. 081 348 227**

Consolidated Statement of Income & Expenditure for the year ended 30 June 2002

<table>
<thead>
<tr>
<th>Income</th>
<th>2002</th>
<th>2001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants - Recurrent</td>
<td>2,147,549</td>
<td>1,984,430</td>
</tr>
<tr>
<td>Grants - Non Recurrent</td>
<td>86,417</td>
<td>0</td>
</tr>
<tr>
<td>Interest Earned</td>
<td>25,910</td>
<td>28,510</td>
</tr>
<tr>
<td>Membership Fees</td>
<td>1,999</td>
<td>2,769</td>
</tr>
<tr>
<td>Hire Fees</td>
<td>0</td>
<td>4,278</td>
</tr>
<tr>
<td>Sale of Assets</td>
<td>0</td>
<td>170</td>
</tr>
<tr>
<td>Training</td>
<td>8,400</td>
<td>0</td>
</tr>
<tr>
<td>Sale of Publications</td>
<td>0</td>
<td>160</td>
</tr>
<tr>
<td>Other Income</td>
<td>8,572</td>
<td>9,235</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td><strong>2,278,847</strong></td>
<td><strong>2,029,552</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Less Expenditure</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Photo Project</td>
<td>0</td>
<td>3,225</td>
</tr>
<tr>
<td>Housing Week</td>
<td>455</td>
<td>6,984</td>
</tr>
<tr>
<td>Accounting Fees</td>
<td>4,697</td>
<td>2,900</td>
</tr>
<tr>
<td>Bank Charges</td>
<td>1,993</td>
<td>2,179</td>
</tr>
<tr>
<td>Capital Equipment Maintenance</td>
<td>3,616</td>
<td>7,435</td>
</tr>
<tr>
<td>Capital Equipment</td>
<td>24,392</td>
<td>55,433</td>
</tr>
<tr>
<td>Cleaning</td>
<td>18,876</td>
<td>13,561</td>
</tr>
<tr>
<td>Community Facilities</td>
<td>5,451</td>
<td>34,725</td>
</tr>
<tr>
<td>Computer Software</td>
<td>1,091</td>
<td>0</td>
</tr>
<tr>
<td>Conferences</td>
<td>4,110</td>
<td>863</td>
</tr>
<tr>
<td>Consultancy</td>
<td>4,471</td>
<td>0</td>
</tr>
<tr>
<td>Depreciation</td>
<td>18,718</td>
<td>17,419</td>
</tr>
<tr>
<td>Disbursements</td>
<td>4,324</td>
<td>11,578</td>
</tr>
<tr>
<td>Employment Ads</td>
<td>6,811</td>
<td>4,100</td>
</tr>
<tr>
<td>Establishment Costs</td>
<td>23,718</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Expensed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gas/Electricity</td>
<td>9,234</td>
<td>10,389</td>
</tr>
<tr>
<td>Insurances</td>
<td>5,370</td>
<td>3,570</td>
</tr>
<tr>
<td>Library</td>
<td>26,032</td>
<td>28,550</td>
</tr>
<tr>
<td>Locums</td>
<td>45,462</td>
<td>37,786</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>6</td>
<td>54</td>
</tr>
<tr>
<td>Payroll</td>
<td>1,440,718</td>
<td>1,345,486</td>
</tr>
<tr>
<td>Photocopying</td>
<td>3,987</td>
<td>1,132</td>
</tr>
<tr>
<td>Postage &amp; Freight</td>
<td>19,441</td>
<td>21,862</td>
</tr>
<tr>
<td>Practising Certificates</td>
<td>203</td>
<td>2,136</td>
</tr>
<tr>
<td>Printing</td>
<td>63,467</td>
<td>67,289</td>
</tr>
<tr>
<td>Publicity</td>
<td>8,449</td>
<td>17,925</td>
</tr>
<tr>
<td>Rates</td>
<td>967</td>
<td>193</td>
</tr>
<tr>
<td>Relocation Project</td>
<td>14,807</td>
<td>0</td>
</tr>
<tr>
<td>Development Access Worker</td>
<td>39,719</td>
<td>0</td>
</tr>
<tr>
<td>Rent</td>
<td>93,333</td>
<td>85,919</td>
</tr>
<tr>
<td>Repairs &amp; Maintenance</td>
<td>14,014</td>
<td>6,552</td>
</tr>
<tr>
<td>Security</td>
<td>4,324</td>
<td>3,618</td>
</tr>
<tr>
<td>Staff Amenities</td>
<td>23,071</td>
<td>17,993</td>
</tr>
<tr>
<td>Stationery</td>
<td>30,467</td>
<td>29,580</td>
</tr>
<tr>
<td>Strategic Planning</td>
<td>41,024</td>
<td>0</td>
</tr>
<tr>
<td>Superannuation (Employer)</td>
<td>110,897</td>
<td>101,631</td>
</tr>
<tr>
<td>Telephone</td>
<td>43,673</td>
<td>43,789</td>
</tr>
<tr>
<td>Training - External</td>
<td>16,349</td>
<td>5,319</td>
</tr>
<tr>
<td>Training - Staff</td>
<td>7,179</td>
<td>12,866</td>
</tr>
<tr>
<td>Travel</td>
<td>29,939</td>
<td>29,851</td>
</tr>
<tr>
<td>Workcover</td>
<td>9,590</td>
<td>8,314</td>
</tr>
<tr>
<td><strong>Total Expenditure</strong></td>
<td><strong>2,224,444</strong></td>
<td><strong>2,042,196</strong></td>
</tr>
</tbody>
</table>

| Total Surplus/(Deficit)                     | 54,403     | -12,644    |
| Surplus/(Deficit) as at 30 June, 2002       | 54,403     | -12,644    |
| Replacement Reserve                        | -38,556    | -24,827    |
| Less Transfer to Project Balances          | 20,622     | -37,471    |
| **Net Surplus/(Deficit)**                   | -4,776     | 0          |
### Balance Sheet

Tenants Union of Victoria Limited A.C.N. 081 348 227

Consolidated Balance Sheet as at 30 June 2002

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2002</th>
<th>2001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants In Arrears - OoH RHSP West</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Deposits</td>
<td>5,000</td>
<td>5,000</td>
</tr>
<tr>
<td>Sundry Debtors</td>
<td>3,116</td>
<td>3,730</td>
</tr>
<tr>
<td>Community Facilities Float</td>
<td>185</td>
<td>185</td>
</tr>
<tr>
<td>Fitzroy</td>
<td>700</td>
<td>700</td>
</tr>
<tr>
<td>North Melbourne</td>
<td>250</td>
<td>250</td>
</tr>
<tr>
<td>Preston</td>
<td>150</td>
<td>150</td>
</tr>
<tr>
<td>Sunshine</td>
<td>150</td>
<td>150</td>
</tr>
</tbody>
</table>

| TOTAL ASSETS | 932,677 | 803,479 |

<table>
<thead>
<tr>
<th>CURRENT LIABILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creditors</td>
</tr>
<tr>
<td>Annual Leave</td>
</tr>
<tr>
<td>Long Service Leave</td>
</tr>
<tr>
<td>Provisions for Salaries - Annual Leave &amp; LSL</td>
</tr>
<tr>
<td>Provision for Annual Audit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL LIABILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creditors</td>
</tr>
<tr>
<td>Annual Leave</td>
</tr>
<tr>
<td>Long Service Leave</td>
</tr>
<tr>
<td>Provisions for Salaries - Annual Leave &amp; LSL</td>
</tr>
<tr>
<td>Provision for Annual Audit</td>
</tr>
</tbody>
</table>

| NET ASSETS | 878,989 | 728,190 |

ACCUMULATED BALANCE AS AT 30 JUNE 2002

ADD SURPLUS

BALANCE AS AT 30 JUNE 2002
Notes

Note 1: Statement of Accounting Policies
These financial statements are a special purpose financial report prepared in order to give accounts which satisfy the requirements of the Corporations Law to prepare accounts. The directors have determined that the company is not a reporting entity as defined in Statements of Accounting Concepts 1: and therefore, as there is no requirements to apply accounting concepts or standards in the preparation and presentation of these statements, none have been adopted.

The statements have been prepared in accordance with the requirements of the Corporations Law. The statements are prepared on an accrual basis from the records of the company. They are based on historic costs and do not take into account changing money values or, except where specifically stated, the current values of non-current assets.

Note 2: Member’s Guarantee
The company is limited by guarantee. If the company is wound up, the articles of association state that each member is required to contribute a maximum of $10 each towards meeting any outstanding obligations of the company. At 30 June 2002 the number of members was sixty eight (68)
## Cash Flow Statement

**Tenants Union of Victoria Limited A.C.N. 081 348 227**

**Statement of Cash Flows for Year Ended 30th June 2002**

<table>
<thead>
<tr>
<th>Cash Flows from Operating Activities</th>
<th>2002</th>
<th>2001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipts from Other Sources</td>
<td>135,387</td>
<td>16,612</td>
</tr>
<tr>
<td>Payments to Suppliers &amp; Employees</td>
<td>(2,190,366)</td>
<td>(1,936,114)</td>
</tr>
<tr>
<td>Interest Received</td>
<td>25,910</td>
<td>28,510</td>
</tr>
<tr>
<td>Receipts from Government Grants (Recurrent)</td>
<td>2,177,600</td>
<td>2,350,591</td>
</tr>
<tr>
<td><strong>Net Cash provided by Operating Activities</strong></td>
<td>148,531</td>
<td>459,599</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cash Flows from Investing Activities</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Payments for Property, Plant and Equipment</td>
<td>(57,275)</td>
<td>(42,245)</td>
</tr>
<tr>
<td>Proceeds from Sale of Plant and Equipment</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Net Cash provided by/(used in) Investing Activities</strong></td>
<td>(57,275)</td>
<td>(42,245)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cash Flows from Financing Activities</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Cash provided by/(used in) Financing Activities</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Net Increase/(Decrease) in Cash Held</strong></td>
<td>91,256</td>
<td>417,354</td>
</tr>
<tr>
<td>Cash at the Beginning of the Reporting Period</td>
<td>750,068</td>
<td>332,714</td>
</tr>
<tr>
<td><strong>Cash at the end of the Reporting Period</strong></td>
<td>841,324</td>
<td>750,068</td>
</tr>
</tbody>
</table>

**Notes to the Statement of Cash Flows**

1. Reconciliation of Cash
   - Petty Cash Advance | 1,435 | 1,435 |
   - Cash at Bank | 839,889 | 748,633 |
   - 841,324 | 750,068 |

2. Reconciliation of Net Cash provided by Operating Activities to Operating Profit
   - **Profit after Income Tax**
     - Operating Profit after Taxation | 54,403 | (12,646) |
     - Depreciation and Amortisation of Non-current Assets | 18,718 | 17,419 |
   - **Changes in Net Assets and Liabilities:**
     - Decrease/(Increase) in Current Receivables | 614 | (2,860) |
     - Increase/(Decrease) in Current Trade Creditors | (11,974) | 96,391 |
     - Increase/(Decrease) in Current Accruals | 68,266 | 21,134 |
     - Decrease/(Increase) in Grants in Arrears | - | (26,000) |
     - Increase/(Decrease) in Grants in Advance | 18,504 | 366,161 |
   - **Net Cash provided by Operating Activities** | 148,531 | 459,599 |
Statement by Directors
Tenants Union of Victoria Ltd A.C.N. 081 348 227

The directors have determined that the company is not a reporting entity as defined in Statement of Accounting Concepts 1: “Definition of the Reporting Entity”, and therefore there is no requirement to apply accounting concepts or standards in the preparation of these financial statements. The directors have determined that this special purpose financial report should be prepared in accordance with Note 1 to the accounts.

In the opinion of the directors the company:

1. (a) the Statement of Financial Performance is drawn up so as to give a true and fair view of the profit of the company for the year ended 30 June 2002, and
(b) the Statement of Financial Position is drawn up so as to give a true and fair view of the state of affairs at the end of that financial year,

In accordance with Note 1 to the accounts.

2. At the date of this statement there are reasonable grounds to believe that the company can pay its debts as and when they fall due.

3. (a) the company has kept such accounting records that correctly record and explain the transactions and financial position of the company,
(b) the company has kept its accounting records in such a manner as would enable true and fair accounts of the company to be prepared from time to time,
(c) the company has kept its accounts in such a manner as would enable the accounts to be conveniently and properly audited in accordance with Corporations Law, and
(d) the accounts have been properly prepared by a competent person.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the directors by:

Merrilee Cox
Chairperson

Alison Hardacre
Director

Dated this 4th Day of October 2002.
Tenants Union of Victoria Ltd A.C.N. 081 348 227
Auditor’s Report

(to come)
Notes
Yes, what else but home?

Robert Frost