



SHELTER, SUPPORT AND SO MUCH MORE



haven
HOME, SAFE



HELPING & HOUSING PEOPLE IN NEED

9000
CLIENTS
SUPPORTED

NEARLY
2000
HOMES

5
OFFICES
ACROSS
VICTORIA

150+
STAFF

\$300M+
ASSETS

\$30M+
OPERATING
BUDGET

With our unique and progressive operating model incorporating a variety of housing options combined with wrap-around support services, we are ideally positioned to deliver more efficient and effective outcomes for a vast number of Victorians who are experiencing homelessness or facing housing crisis.

Our Purpose:

In a world where homelessness and housing crisis exist, we connect people with housing options and integrated supports so that they can find and keep a place to call home.

We assist thousands of people each year who are in housing crisis, homelessness, or in financial stress. We help them to address their complex and often compounding issues that have led them to their current circumstances, whilst supporting their need to source appropriate housing options.

We are a not-for-profit company, with our roots established 40 years ago in Bendigo. Through our relentless commitment to help and house more of the most vulnerable people in our community, we have achieved 24 years of continuous growth, became the first Victorian Registered Housing Association, and have developed our network of offices across the state to connect with housing options and integrated supports.

Our commitment to safe secure and affordable housing is a foundation stone in the health, wellbeing and positive functioning of the communities in which we have the privilege to operate

We now offer a variety of housing and support services to people in housing crisis across 29 Local Government Areas in Victoria, stretching through the regions from Mildura to Frankston, Warrnambool to Wodonga, including the metro areas in the North Eastern suburbs of Melbourne and down through Geelong.

Through our breadth of locations, quality and variety of our houses we strive to offer our tenants homes that they can be proud of in locations that meet their needs and in communities they feel welcome.

We strive to change the trajectory of people's lives



OUR COMPREHENSIVE PACKAGE

By offering a comprehensive package of housing and support options, we can work with clients in the way that they need, so they can find and keep a place to call home.

We offer a variety of housing types from short-term emergency accommodation through to transitional and long-term affordable rental housing. We provide specialist support services ranging from housing assistance for the elderly through to disability residential support.



Everyone is welcome at Haven; Home, Safe. Our Initial Access and Planning team are here to help people in housing crisis, providing the gateway to the breadth of our services and housing options.



Our long-term affordable housing is designed for low to moderate income families and those with specific housing needs, such as people with a disability. We ensure affordability for our tenants by offering our homes at a discount off market rent, based on household income.



Our clients present with complex, and often compounding needs stemming from such issues as financial difficulties, domestic violence, mental health, substance abuse, physical disabilities, and family breakdown. We provide a sophisticated and coordinated wrap around support services approach to address the root causes with the ultimate aim of ending their homelessness.



The Transitional Housing Management (THM) program works to source and secure short-term housing for people who are either homeless or in housing crisis, with our team also providing referrals to appropriate services. We have a dedicated team of property managers who work closely with support workers to help find long-term housing outcomes for THM tenants.



"I feel very lucky and blessed to be where I am thank you haven homes I don't know where I would be without your assistance."
(sic)

– tenant feedback

Our comprehensive approach has garnered international acclaim.

"This just redefined Housing Association 301... it's so far above 101!"

Mike Hynes
President of The Housing Partnership, Kentucky USA



CONNECTING PEOPLE WITH PLACE

REGIONAL VICTORIA

With housing options across the state, we strive to offer our tenants homes they can be proud of in communities they feel welcome.

We have the capacity and capability to handle every aspect of affordable housing development, evidenced by the construction of over 1000 dwellings during the past decade in a variety of housing formats. Our demonstrated expertise in delivering quality affordable housing developments, combined with our entrepreneurial skills and innovative team has seen us secure our position as a provider and partner of choice for governments, philanthropists and the private sector.



SIDNEY MYER HAVEN, Bendigo

Sidney Myer Haven marks a new chapter in the delivery of social housing and support services and, most importantly, the lives of the participants. Complementing the 23 unit secure residential complex where homeless or at-risk youth are supported 24/7, an intensive social curriculum program fosters personal growth and developments. This integrated approach is the first of its kind in Australia, has won multiple industry awards, and is delivering remarkable outcomes for our participants.



MELLIODORA, Bendigo

Conceived prior to the NDIS/SDA environment, our visionary Melliodora housing complex provides a range of supported accommodation options to people with a disability. Within this lovely neighbourhood setting, we have a share house for four high support needs clients, four separate homes for lower support and independent living, complemented by two general social housing units.



AFFORDABLE RENTAL, state-wide

We endeavour to keep people connected with their community and support network, which is why we own and manage hundreds of houses across all parts of regional and rural Victoria. We seek to continually grow our portfolio of housing options to provide long term affordable rental properties. We foster community cohesion through developing quality homes, in true salt and pepper social housing style, which is indistinguishable from private housing.



CONNECTING PEOPLE WITH PLACE

METROPOLITAN MELBOURNE

As one of the state's leading providers of affordable rental housing, we seek to engage with a range of partners to offer innovative, replicable and scalable housing solutions to assist low income Victorians into safe, secure and affordable accommodation.



Nearly **2000**
homes provided for
3500 people



SMYTHE PLACE, Geelong

We have completely renovated an apartment complex in the heart of Geelong, dedicated to women over 55. With 17 self-contained studio apartments, complete with private kitchenettes and bathrooms, yet offering fabulous shared kitchen and communal areas – this is proving a very popular style of affordable, social and safe living for this tenant group.



TRAM ROAD, Doncaster

We have created an impressive and inspiring 98 apartment building in Doncaster, all with six star energy ratings, and many to cater for the need of disability access. The mix of tenants, including singles, families and key workers all have strong links to the area and are enjoying the sense of home, because they now have secure, long term housing.



WATTLEWOOD, Carrum Downs

We are transforming a 17.4 hectare decommissioned aged care facility from 130 run down units into a 237 lot residential subdivision with 100 new affordable housing units integrated with private market homes. This remarkable development has created a new community with true salt and pepper social housing through an extraordinary value for money project.

To support the ongoing success of our housing developments, we run our own Social Enterprises, such as HIVE.

Hive is our thriving social enterprise and one-stop shop for non-trade social housing property maintenance and management services.

We have a dedicated team maintaining our homes who achieve an outstanding 97% tenant satisfaction rating.



A NETWORK OF PARTNERS

We engage with and empower people to make the difference they need in their lives

Given the circumstances leading to our clients' housing crisis are diverse, complex and often compounding, we work with a variety of partners to address the root causes, with the ultimate aim of ending someone's homelessness.

We know that providing housing alone rarely solves the entrenched challenges that are faced daily by many of society's most vulnerable – the homeless. Which is why we are about more than just housing.

We strive to provide a comprehensive response and thereby long-lasting solution through an integrated suite of housing services and links to wrap around support programs which address the root causes, with the ultimate aim of ending someone's homelessness.

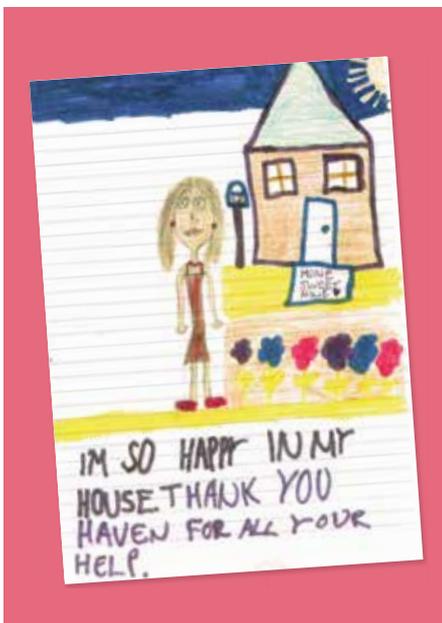
A collaborative approach to service delivery is essential and Haven; Home, Safe's strong links to service providers, our customer base, and investors has laid foundation to a great deal of respect and recognition within the sector and ensured our services reach a wide and diverse range of people in need.

Through living our core values, we put people first, especially our clients. We work in a collaborative and practical way with others to obtain positive results for people. We encourage and pursue innovation in our service delivery and believe that it is in fact a privilege to make a difference in the lives of those who most need it.

We value our many partners, whether public sector institutions, private enterprises, philanthropic organisations, industry partners, local community service agencies, and others – as they are vitally important in achieving our goals to provide more housing, more support and more capacity. Without them we would not achieve the results we strive for.

By drawing on our network of partnerships we provide the foundation for people experiencing homelessness to connect to broader community supports, in an endeavour to become engaged and valued citizens within our community.

The longer term devolution of the social housing and client support industry to the Not For Profit and private sectors, the implementation of the National Disability Insurance Scheme and Government focus on an ageing population opens up the potential for new opportunities in markets of need. Market research, innovation and coordination with selected strategic partners will underpin the successful responses required to address these challenges.



As a Housing Association which understands communities, through our comprehensive package of housing options and supports delivered right across Victoria, **we act as a catalyst and an effective pathway for both government and private organisations to promote economic and social progress for those most vulnerable in our communities.**



THERE IS MORE TO BE DONE

Given the scale of Australia's homelessness and affordable housing issues, and with the sweeping changes to housing policy in Victoria, there are **extensive opportunities for collaboration with all levels of Government, the community and private sector.**

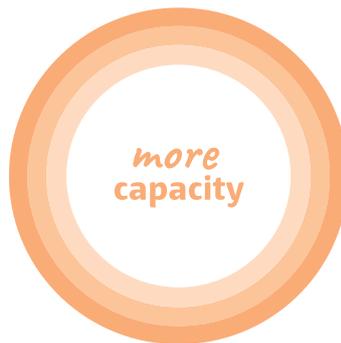
Given the rising demand for our services, declining levels of housing affordability, and recognising the fact we can't solve homelessness alone, our strategic plan has us focused on delivering More Homes and More Supports to vulnerable Victorians through developing More Partnerships and More Capacity.

WE ARE DRIVEN TO ACHIEVE:



"Couldn't be happier with home and location to restart over life for myself and my 4 children. Very very happy." (sic)

– tenant feedback



Resources, infrastructure and financial capacity of the organisation to achieve our Purpose



A range of sustainable housing outcomes for people who are homeless or in housing crisis



Advocacy and support for our diverse clientele with a particular focus on developing life skills and individual capacity



Relationships with government, community and commercial partners and other key stakeholders to achieve our Purpose

Together we can achieve more



STRONG LEADERSHIP

Haven, Home, Safe is guided by a committed, independent Board of Directors which provides strong governance and stewardship of behalf of the broader community.

Our Executive team is arguably one of the most talented and highest performing in the not-for-profit sector, comprising a group of experts in their field, with collectively over 100 years experience in the social housing and homelessness sectors.

We are proud of leading the way through our unique and progressive integrated housing and homelessness support model



KEN MARCHINGO *AM*
CHIEF EXECUTIVE OFFICER

A 34 year veteran of the sector who is deeply committed to changing the life trajectory of those most vulnerable in our community. Ken has been recognised nationally and internationally for his experience, knowledge and innovation in social and community housing.



KERRI CARR *MBA*
EXECUTIVE DIRECTOR,
CORPORATE SERVICES &
COMPANY SECRETARY

Kerry is responsible for managing the organisation's Human Resources, IT, Risk Management, OH&S and Communications programs as well as providing executive support to the Board of Directors. Kerri is driven by the importance of ensuring the organisation has the tools and resources it needs to meet our purpose.



PAUL SOMERVILLE *B.Com*
CHIEF FINANCIAL OFFICER

Paul manages financial risk and leads the Finance and NRAS Compliance Teams, and he's done so for over 20 years. Paul guides our financially sustainable business model whilst working closely with Operations to deliver on our purpose and secure growth opportunities in order to ensure long-term organisational success.



TRUDI RAY *MBA*
CHIEF OPERATIONS OFFICER

Trudi is responsible for growing and managing the organisation's support services and extensive housing portfolio. Trudi's passion for social justice and strong community spirit extends beyond the workplace into many community and business roles where she strongly advocates for those who are homeless, in housing crisis or fleeing domestic violence.



BLAKE HOGAN *MBA*
EXECUTIVE DIRECTOR,
STRATEGIC SOCIAL HOUSING

Blake leads the Asset Maintenance, Housing Development, Strategic Services and Bid Teams, and with a growth mind set looks to the successful future of the organisation by tying in Government policy, internal resourcing and external opportunities to deliver a pipeline of growth prospects.

