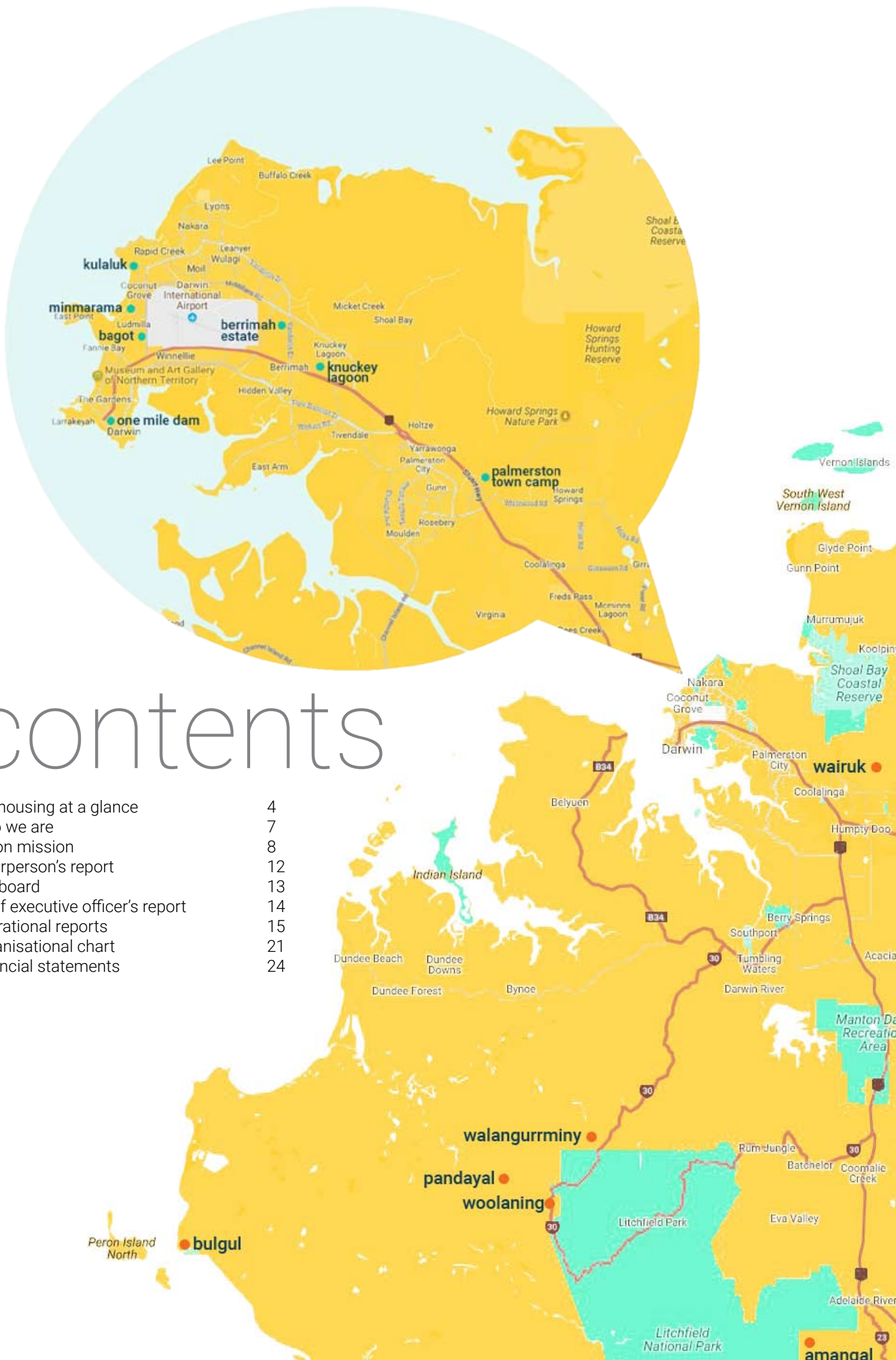




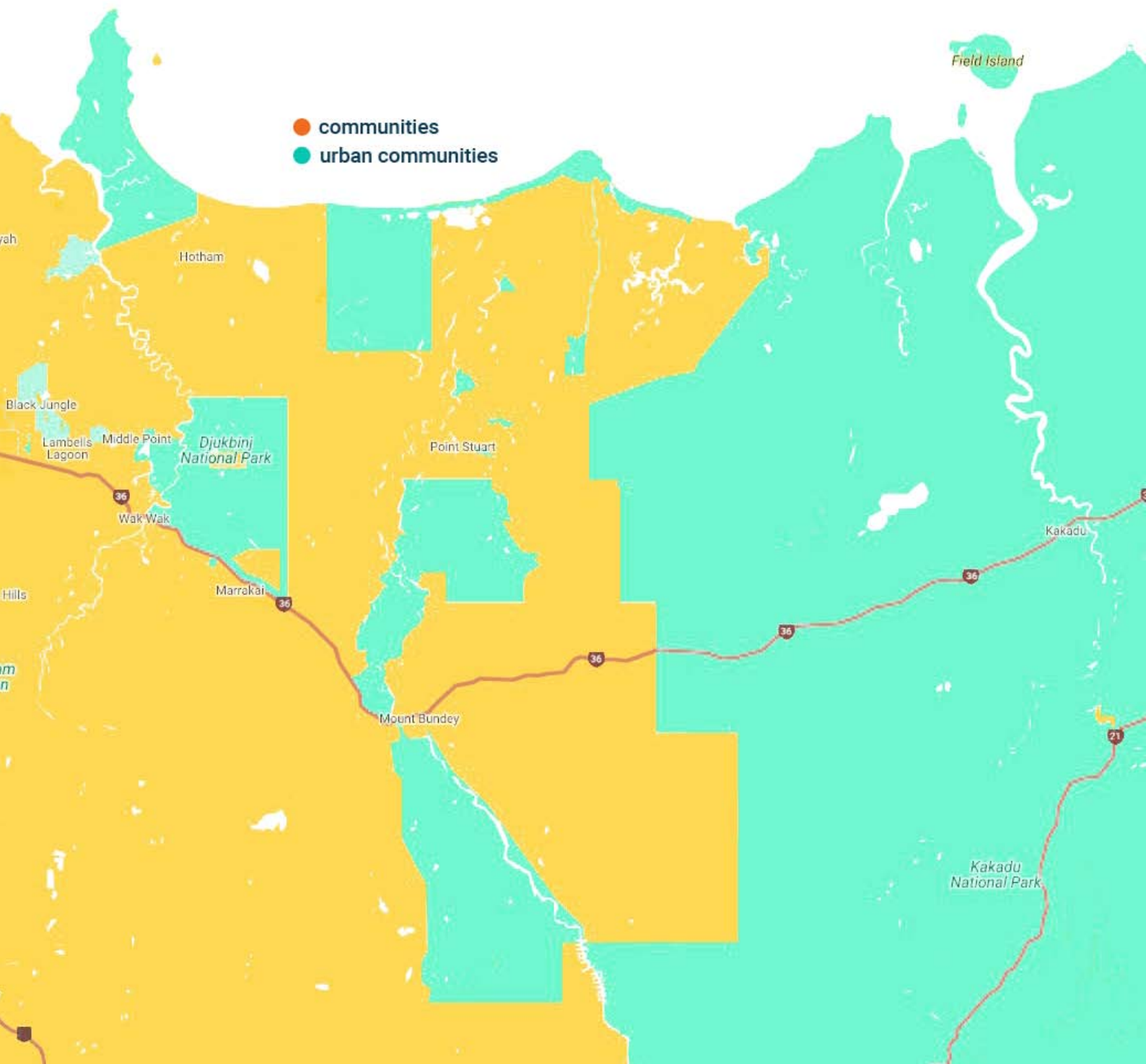
# *Annual report 2016/17*





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# at a glance

Formed in 2003 Yilli Housing is a well-established local Community Housing Provider (CHP). It is the largest single provider of affordable housing in the Northern Territory with a portfolio of over two hundred fifty properties under management across the Top End region with nearly 2000 residents.

We manage the tenancies and municipal services of Indigenous communities and we provide affordable housing to individuals and families who are disadvantaged in the mainstream housing market.

We also offer a range of support services to our clients and offer a supported environment to teach people about the rights and responsibilities of a tenancy.

We have a dedicated team of property managers, project officers, and works and maintenance staff who manage the tenancies, maintenance and works projects on Yilli Housing properties.

## Affordable Housing

We place our clients in a range of affordable housing rental properties in Palmerston, Northern suburb and on Berrimah Estate. Berrimah Estate is the only affordable housing estate in Darwin and provides affordable accommodation for over 50 families. It also offers caravan sites, single men's accommodation and hostels for men and women. Most people on the estate are low to middle income families working in service industries.

The estate is made up of good quality accommodation with affordable rents, allowing people to save for a deposit for a home or to enter the mainstream property market. It also provides an avenue for people who are disadvantaged in the mainstream rental market to gain a tenancy.



## Community Housing

In partnership with Indigenous leaseholder organisations and the NT Government, Yilli Housing provides housing management, maintenance and municipal services to the following communities:

Bagot Community  
One Mile Dam Community  
Knuckey's Lagoon Community  
Palmerston Indigenous Village  
Wairuk Community  
Bulgul Community  
Walangurminy Community  
Amangal Community  
Pandayal Community  
Minmarama Community  
Kulaluk Community  
Woolaning

We also provide housing management and maintenance to:

Belyuen Community  
Acacia/Larrakia



## Repairs, maintenance and upgrade works

Yilli staff and contractors undertake all housing repairs and maintenance on our properties. Yilli works with quality local contractors with a commitment to employing Indigenous people. Yilli also carries out larger scale works such as housing upgrades and landscaping on Yilli properties and for external and government organisations.

## Emergency Relief

Yilli Housing provides emergency relief services to people in urgent housing need through emergency accommodation, bond and bill assistance. Yilli has a one-bedroom cabin on Berrimah Estate which is used for onsite emergency accommodation for people in urgent need.

## Training and Employment

At Yilli Housing we believe in providing employment and training opportunities for Indigenous people. We have over fifteen Indigenous staff members in full or part time employment and are always seeking ways to improve the lives of Indigenous people through opportunities to work and study.



# who we are

## we are

- An Aboriginal and Torres Strait Islander Corporation
- Governed by a skills based Management Board
- An organisation operated by qualified and competent staff
- Property managers on behalf of our leasehold organisations and government
- A provider of housing solutions which best suit the needs of our tenants
- A provider of holistic support services to our tenants
- A provider of property services including cleaning, grounds maintenance, renovations, construction and municipal services
- Facilitators of training and employers of Indigenous people
- Service providers to a wide range of communities and outstations across the Top End



*A photo when Yilli first moved to Berrimah 10 years ago*

# our vision

Yilli Housing is a peak independent, non-government, Aboriginal and Torres Strait Islander organisation that aims to deliver affordable accessible and sustainable quality housing to people in the Top End of the Northern Territory.





## our mission

To achieve our Vision, we will:

- service our client base in a holistic manner which supports our tenants to improve their lives to a high level
- communicate effectively with our stakeholders and partners
- have well trained and resourced employees
- create a diversified funding base
- have strong governance and operational structures
- have a strong and prominent Aboriginal and Torres Strait Islander identity
- have a diverse mix of asset structures
- provide leadership in the NT affordable and community housing spaces
- take pride in our achievements.
- be consistent and timely in the delivery of services across all areas of activities
- work in partnership with government and non-government organisations to benefit our clients

## our values

We believe in:

- Honesty with clients, our partners, our stakeholders and with ourselves
- Recognising and respecting the diversity of our clients and employees
- Being fair to all our clients
- Having empathy with our client base
- Preserving and improving the quality of life for our tenants
- Being transparent in our dealings with all our clients
- Appreciating our employees
- Investing in training and our employees' knowledge and skills
- Having integrity in all our dealings

## our code of conduct

As an organisation, we:

- Comply with the laws of Australia and Northern Territory and operate within the spirit of those laws
- Respect cultural and moral standards and dignity of the individual
- Demonstrate integrity and humanity avoiding all discriminatory practices including those relating to culture, race, sex, religion or politics
- Respect the confidentiality of information which comes to our employees in the course of their duties
- Manage all available resources effectively and economically
- Foster all employees who seek to integrate their aspirations with the requirements of the organisation
- Ensure that all contracts and terms of business are clear, concise and honoured in full

## *Homelands extra*

delivering with local Indigenous Tradies

When Yilli Housing was awarded its first Homelands Extra funding for Woolaning and Walangurminy Homelands the organisation looked to maximise the benefits of this funding and how we could provide employment to local Indigenous people as well as successful delivery of the works packages.

On discussions with community members, it was discovered that there were two qualified local Indigenous carpenters connected through family to these communities. Batchelor based Steve Deveraux and Palmerston based Errol Bright were both contacted and asked to price the packages. After discussions three Homelands Extra works packages were awarded

*"because they had the cultural and family connections the jobs flowed very smoothly and were completed on time, on budget with everybody happy."*



Errol Bright and Rob Sands (Yilli Housing) inspecting a job site

to them.

Because both Shane and Errol were well known to these communities residents were comfortable with them working in their houses. Also, because they had the cultural and family connections the jobs flowed very smoothly and were completed on time, on budget with everybody happy. Some of the works included a new kitchen, tiling of a house, a bathroom renovation and building several new bedrooms.

Yilli Housing former CEO Colin Tidswell comments "Yilli Housing as well as successfully delivering these much-needed works to these homeland communities is also proud to support local Indigenous Tradies, we will continue to do so in the future"



## *Empowering local communities*

Through Yilli  
Housing April Bright  
holds the slashing  
and maintenance  
contracts for her  
home community of  
Walangurminy



# chairperson's report

On behalf of the Board of YRHAC, I would like to thank the CEO and all staff for your hard work and commitment throughout 2016/17.

I would also like to acknowledge the board members of YRHAC for all their time & contributions. All the board members volunteer their time and expertise and without their dedication and in-valuable contribution, Yilli would not be in the position we are today a strong advocate for affordable Indigenous housing in the Darwin, Palmerston and rural regions.

I would like to acknowledge and thank YRHAC team members for their support and devotion to making Yilli one of the strong community organisations in the NT. This year Yilli Rreung Housing Aboriginal Corporation has gone from strength to strength, one of the many highlights is Yilli has secured a long-term lease agreement for Yilli's new headquarters. The lease will enable Yilli to expand capacity and to develop the business which will generate further Indigenous employment along with further housing stock. The new site will see Yilli build a workshop and office complex to assist in our future growth capabilities.

I would like to wish everyone a Merry Christmas for 2017 and a Happy, Healthy, and Prosperous 2018 and look forward to working with you in 2018 which is going to be an exciting year ahead.

It has been the board's pleasure to work with so many dedicated and passionate people who always thrives to advance the lives of our most disadvantaged people in our Community.

Kind Regards  
Jon Harris  
Chairman

*Jon Harris and Colin Tidswell with the directors of  
Aboriginal Development Foundation (ADF)*



# our board

YRHAC has a skills-based board structure, and members and directors are selected for their skills, knowledge, ability and commitment to assisting the community.

## Our Chairperson - Jon Harris

Jon has been involved in the training and mentoring of Indigenous people for many years. Through his work, he has assisted Indigenous people to achieve sustainable employment and to develop the confidence to be able to provide for their families and extended families.

Jon currently works as the Indigenous Program Manager with Power and Water Authority. Jon's work involves working with remote Indigenous communities to promote training and employment as Essential Service Operators (ESO's). Jon is also delivering Power and Water's Indigenous Employment and Career Development Strategy 2015 to 2020.

Jon says that his background and experience assist him to understand the needs of the community and the importance of consultation and information sharing.

## directors

Regina Bennett – Vice Chairperson

Lorraine Beetson – Treasurer

Tania McLeod – Secretary

## meetings held

3 August 2016

12 December 2016

16 January 2017

1 March 2017

19 April 2017

17 May 2017

14 June 2017

## outstanding legal matters

No legal matters are outstanding.

## members

Jon Harris – Chairperson

Regina Bennett – Vice Chairperson

Lorraine Beetson – Treasurer

Tania McLeod – Secretary

Theresa Roe

Tracy Peris

Kellie Yates

Anthony Castro

Petra Cubillo Adams



*From left: Tania McLeod, Colin Tidswell, Jon Harris and Lorraine Beetson (sitting) with lease transfer documents for Knuckey Lagoon and PIV.*

# ceo report

I am delighted to report that 2016-17 was a successful year for Yilli Housing, with progress in securing a long-term 'home' for Yilli Housing which is one of the key goals in our 2015-2018 strategic plan. In June 2017, Yilli Housing has secured a long-term lease agreement for its new headquarter. We also took advantage of the significant policy announcement by NT Government with its long-awaited Community Housing Strategy.

One of the key components to Yilli Housing's success is our timely and high-quality service delivery. A good example of this is with the repairs and maintenance to our housing stock where we have carried out a total of 1,355 repairs and maintenance during the year. Our average response time is 1 day for urgent repairs, 2 days for priority repairs and 4.5 days for general/routine repairs. Back in 2013, our immediate repairs & maintenance – attended to and rendered safe made up 38% and our urgent – attended and satisfactorily finished made up 23% of all repairs and maintenance jobs. Now 2017, both the immediate and urgent repairs have dropped to 7%. Our 2017 result strongly suggests that the condition of housing has improved and that we are on top of our maintenance.

This year we have delivered numerous key capital projects in the town camps and outstations as well as housing improvements accross our communities. We also have carried out over \$1,400,000 of general repairs and maintenance and municipal essential services.

## Looking to the future

NT Government's Community Housing Strategy (the Strategy) will provide greater guarantee for the growth of community housing (CH) sector. The Strategy will initially transfer 750 dwellings of title or management in urban areas to the CH sector. Our challenge is to be prepared and grasp the opportunity.

Yilli Housing will continue to focus on improving our customer service, work with our stakeholders to improve housing quality and affordability, deliver services to communities and outstations in the Top End and Darwin regions, provide practical and timely support to our leaseholders and tenants and advocate for change in promoting awareness of housing issues.

I would like to thank our skilled and dedicated Board members and staff for all their hard work this year. We will ensure that Yilli Housing will continue to be the leading not-for-profit provider of affordable, accessible and sustainable quality housing to people in the Top End of the Northern Territory.

Thank you all

Jeffrey Guilas  
Acting CEO/Accountant



*" Our 2017 result strongly suggests that the condition of housing has improved and that we are on top of our maintenance. "*

# operational reports

## housing continuum

Yilli Housing strongly supports the concept of a housing continuum where its clients can transition from homelessness all the way through to home ownership if they wish. Yilli Housing is well placed in this respect with a wide range of accommodation options to allow clients to seamlessly move up or down on the housing continuum dependant on their circumstances. These options include affordable housing (2&3 Beds) bedsits, hostels, single rooms and even caravan sites.



We have over the years been particularly successful in transitioning people from social housing stock, up into affordable housing as their circumstances have improved. We have also successfully assisted a number of families to transition from affordable housing to home ownership.



Yilli Housing supports the Painting Home Project at Bagot Community

# property management

## community housing

Community Housing is housing that is provided to Indigenous people on the Indigenous living areas (town camps and outstations) in the Darwin region. It is offered at a rate of \$60 per bedroom per week in town or \$60 per dwelling on outstations. The rent also covers household water. Yilli Rreung Housing Aboriginal Corporation employs three property managers who oversee the tenancy management of the Yilli communities.

type	location	number
Urban Community	BAGOT	55
Urban Community	KNUCKEY LAGOON	12
Urban Community	KULALUK	20
Urban Community	MINMARAMA PARK	24
Urban Community	PALMERSTON TOWN CAMP	20
Urban Community	RAILWAY DAM	3
Remote Community	AMANGAL	9
Remote Community	BULGUL	10
Remote Community	HUMPTY DOO	5
Remote Community	PANDAYAL	3
Remote Community	WALANGURRMINY	5
Remote Community	WOOLANGING	3
TOTAL		169

## NT Government contracts – Belyuen and Acacia Larrakia

On behalf of the Northern Territory Government Yilli provides Community Housing Officer (CHO) and Housing Maintenance Officer (HMO) services to these two communities. Yilli employs one dedicated officer to perform these duties.



*Bulgul community*

affordable housing

Affordable Housing is housing that which is offered at a set rental rate below the average median Darwin rental price. That rate is currently approximately 15% below the Darwin average. The main target group for this housing is low income families or people that are not eligible for public housing due to their income but cannot afford mainstream rentals.

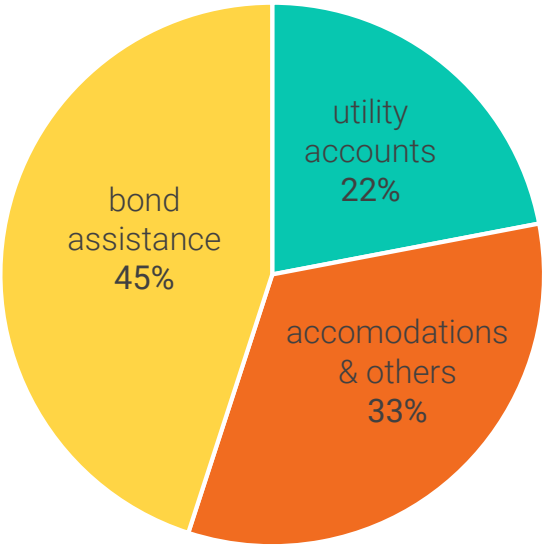
Yilli employs 1.5 officers to manage 65 affordable housing properties at Berrimah Estate, six properties in Palmerston, two in Leanyer and one in Karama. The houses in Palmerston and Leanyer are currently leased from NT Housing at a peppercorn lease. Extensive lobbying has been done with government to increase the number of affordable houses available under Yilli management.

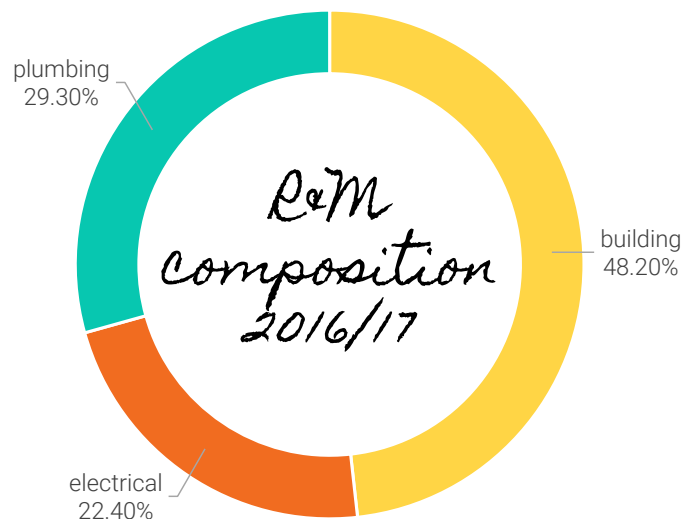
affordable housing

type	location	number
Urban Affordable	BERRIMAH	37
Urban Affordable	KARAMA	1
Urban Affordable	LEANYER	2
Urban Affordable	PALMERSTON	6
Urban Affordable	CARAVAN SITES	10
Urban Affordable	HOSTEL ROOMS	18
TOTAL		75

emergency relief

Yilli Housing provides emergency relief to clients who are experiencing hardship. A total of 194 emergency relief clients was seen during the year. Clients mainly sought emergency accommodation, bond assistance and help with overdue utility accounts.





## community repairs and maintenance

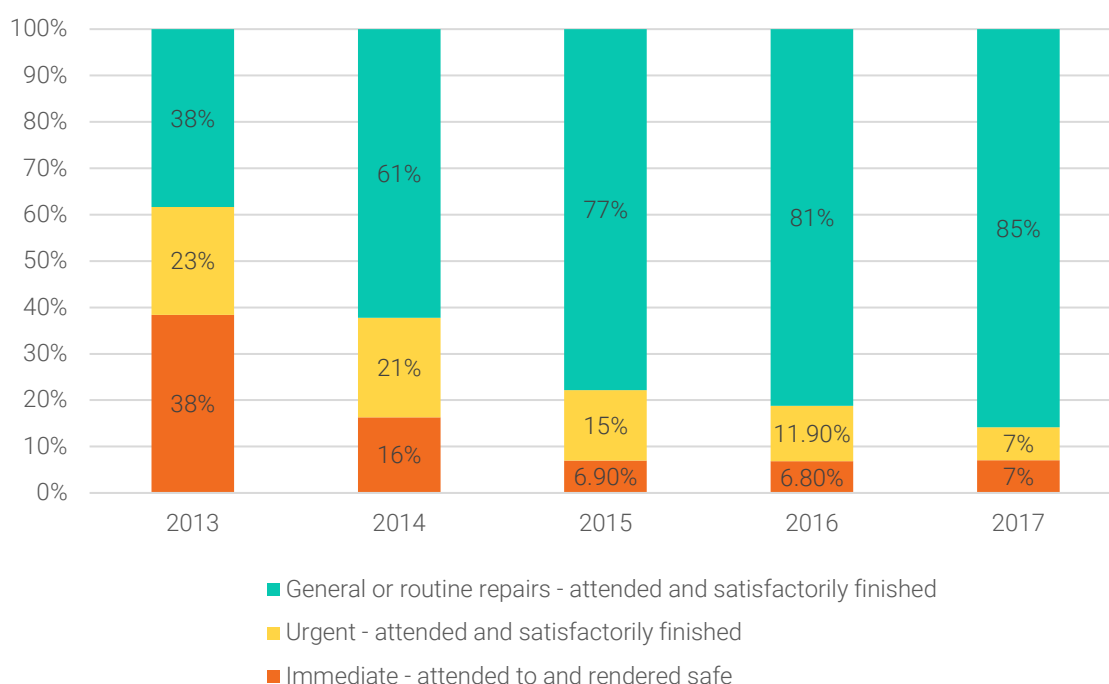
Yilli Housing also provides a repairs and maintenance (R&M) service to low income people and families in the wider Darwin community. Many of these people are housing commission clients and struggle to get mainstream contractors to do R&M at a fair and reasonable price and many subsequently face eviction. We offer low pricing, good workmanship and in many cases payment plans to enable people to get the repairs done and avoid breach and or eviction from their property. The clients and housing commission are very grateful for this service and we are getting increased referrals all the time.

We are also doing R&M works for a number of other community groups (and their clients) including CAAPS, Anglicare NT, Catholic Care and Mission Australia.

Through its Municipal Services program, YRHAC maintains electricity and solar power, roads, sewerage, water, airstrips, ground maintenance, rubbish removal and rubbish tips on its outstation communities.

It is very interesting to note that the number of urgent and priority repairs continues to drop year on year. In the 2013 financial year urgent jobs represented 38% of all repairs and now represents only 7% of repairs. This indicates that our preventative maintenance program is working.

## repairs and maintenance 2013-2017



## capital works

Yilli Housing completed \$381,408 of capital works across our communities in the 2016/17 period. These included:

- Construction of house at Bulgul - \$280,000
- Solar system upgrade at Bulgul - \$66,000
- New generator at Walagurminy - \$20,408
- Bulgul Ablution block - \$15,000

## giving back

Through self-generated funding, Yilli Housing was able to support a number of community events. These included:

- DAIWS Kids Christmas Party - \$810 in meat plus staff for the erection and dismantling of marques and BBQ staff
- Sponsorship of the Peris family to attend the Rio Olympics to watch their daughter Brooke compete in the hockey
- Sponsorship of the Bagot Women netball uniforms for the Barunga festival.
- Palmerston Senior College NAIDOC celebrations - \$500 for Torres Strait Dancing and Stencil printing equipments

*John Adams inspecting a house construction in Bulgul*



*fun fact*  
in the last 4 years  
Yilli has completed  
\$ 2,886,774  
of capital works  
across its  
communities

# organisation staffing

In keeping with one of our core values, Indigenous employment rates in the organisation remain high with an Indigenous employment rate of 70% across the organisation.

Staff retention rates continue to be excellent with the average staff retention now 5.65 years. The longest serving employee has now been with the organisation for 14 years.



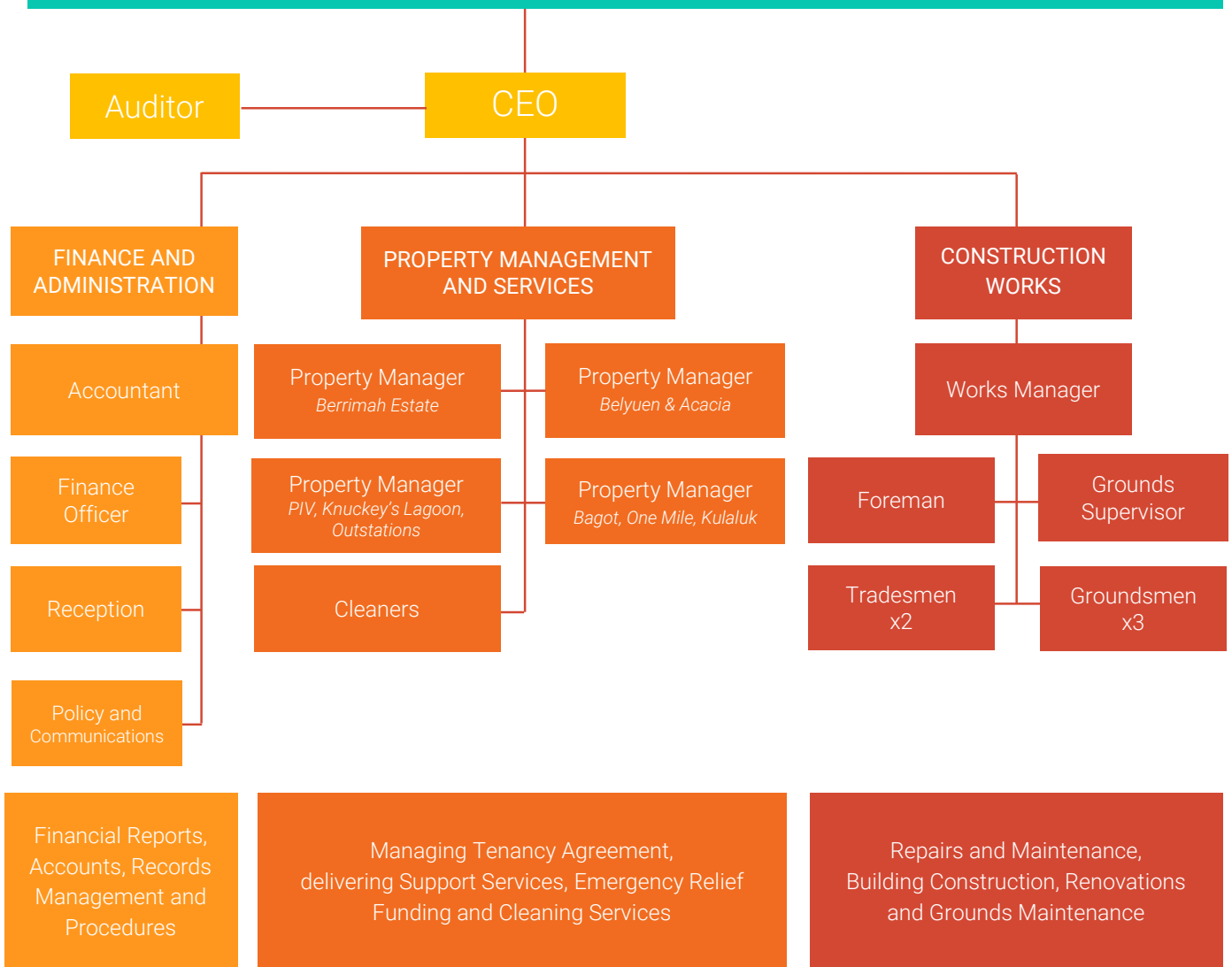
*On the 23rd August 2017 Yilli housing successfully hosted a staff forum. This forum held to bridge the communications between the board members and the staff and to make better-informed decisions in creating our strategic planning for the next five years.*



# organisational chart

Leaseholder organisations, government, tenants, community members, partners and stakeholders

Yilli Rreung Aboriginal Housing Corporation Board sets the strategic direction, develops partnerships and policy and monitors organisation outcomes





Jan Allen (AMRRIC) and Dr Steve Cutter  
at Knuckey's Lagoon



# Animal management

Yilli Housing partnering with Animal Management in Rural and Remote Indigenous Communities (AMRRIC) to provide animal management solutions to Indigenous Communities.

A number of years ago Yilli Housing was struggling to provide effective animal management for its Darwin based and homeland Indigenous communities. Dog programs were expensive with vets costing over a \$1000 per day, also coordinating an effective animal control program requires specialist knowledge and skills.

Yilli approached AMRRIC who as a not-for-profit charity that uses a One Health approach to coordinate veterinary and education programs in Indigenous communities. AMRRIC agreed to assist and a partnership was formed. Yilli agreed to fund the organisation \$7000 per year from its Municipal and Essential Services funding (MES) to assist it to deliver these services.

AMRRIC has also formed a partnership with Dr Stephen Cutter of the Ark Animal Hospital who now delivers veterinary services at a much-reduced cost to the program.

Services provided by the AMRRIC animal management program are general animal welfare advice, desexing of dogs and cats, worming, euthanasia of sick and unwanted animals and education of community members about animal welfare and management. Since the beginning of 2017 nearly 350 treatments have been delivered.

Colin Tidswell the former CEO of Yilli housing believes the program has been very successful "We have seen a huge improvement in the condition, reduced numbers and general welfare of animals in our Indigenous Communities. This of course must also provide positive flow on effects to the residents."

# financial statements

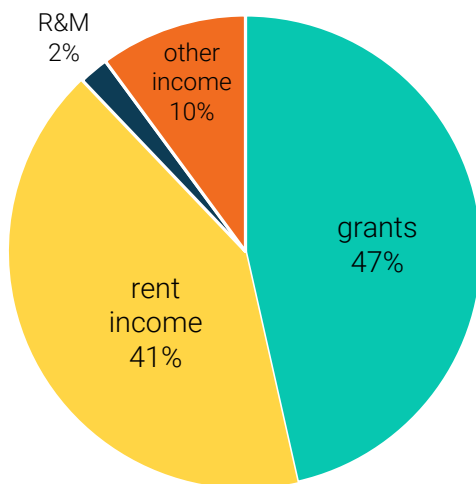
## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	2017	2016
	\$	\$
<b>CURRENT ASSETS</b>		
Cash	3,092,868	2,752,283
Receivables	86,175	51,430
Other	408,513	355,345
<b>TOTAL CURRENT ASSETS</b>	<b>3,587,556</b>	<b>3,159,058</b>
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	676,546	659,559
<b>TOTAL NON-CURRENT ASSETS</b>	<b>676,546</b>	<b>659,559</b>
<b>TOTAL ASSETS</b>	<b>4,264,102</b>	<b>3,818,618</b>
<b>CURRENT LIABILITIES</b>		
Accounts payable	553,311	520,614
Provisions	89,140	185,906
Other	163,444	58,499
<b>TOTAL CURRENT LIABILITIES</b>	<b>805,895</b>	<b>765,019</b>
<b>NON-CURRENT LIABILITIES</b>		
Provisions	120,316	72,013
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>120,316</b>	<b>72,013</b>
<b>TOTAL LIABILITIES</b>	<b>926,212</b>	<b>837,032</b>
<b>NET ASSETS</b>	<b>3,337,890</b>	<b>2,981,586</b>
<b>ACCUMULATED FUNDS</b>		
Accumulated surplus	3,133,866	2,701,913
Asset revaluation reserve	204,024	279,673
<b>TOTAL ACCUMULATED FUNDS</b>	<b>3,337,890</b>	<b>2,981,586</b>

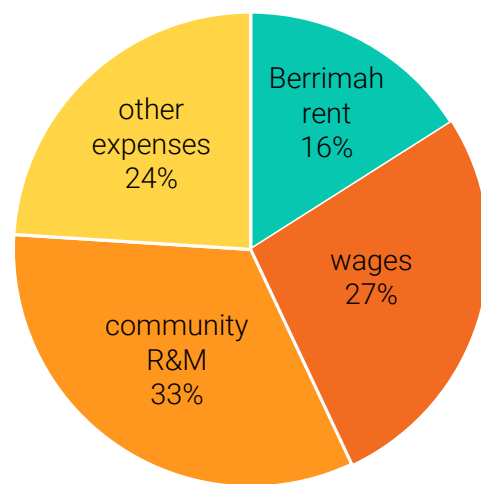
STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
<b>REVENUE</b>		
Grants	2,077,367	1,942,901
Maintenance team	-	571,593
Other Income	2,474,853	3,379,171
<b>TOTAL REVENUE</b>	<b>4,552,220</b>	<b>5,893,665</b>
<b>EXPENDITURE</b>		
Other Operating Expense	1,455,209	2,583,335
Repairs & Maintenance	728,049	545,207
Community - R&M	640,788	986,351
Community - Infrastructure	-	91,085
Motor Vehicle Expense	90,582	88,055
Employment Expense	1,201,173	1,225,448
<b>TOTAL EXPENDITURE</b>	<b>4,115,801</b>	<b>5,519,481</b>
<b>NET OPERATING SURPLUS (DEFICIT) FOR THE YEAR</b>	<b>436,419</b>	<b>374,184</b>
Unexpended Grants brought forward from prior year	84,921	92,357
Unexpended Grants carried forward to next year	(165,036)	(84,921)
<b>NET SURPLUS (DEFICIT) FOR THE YEAR</b>	<b>356,304</b>	<b>358,049</b>
Other Comprehensive Income	-	-
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>356,304</b>	<b>358,049</b>

2017 income



2017 expenses





*Adelaide River (Amangal) community*





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