

Building on Success

Capability Statement 2020

haven
HOME, SAFE

- We are one of Australia's only fully integrated homelessness services and affordable housing providers.
- We provide a holistic approach to housing and homelessness across Victoria.
- We have been operating for over 40 years

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.

What we do

- Affordable housing
- Homelessness support services
- Specialist Disability Accommodation (SDA)
- Property development
- Asset management

Performance Metrics



\$38m
operating budget
(FY 19/20)



1900+
houses managed
(FY 19/20)



\$360m
in assets
(FY 19/20)

Impact Metrics

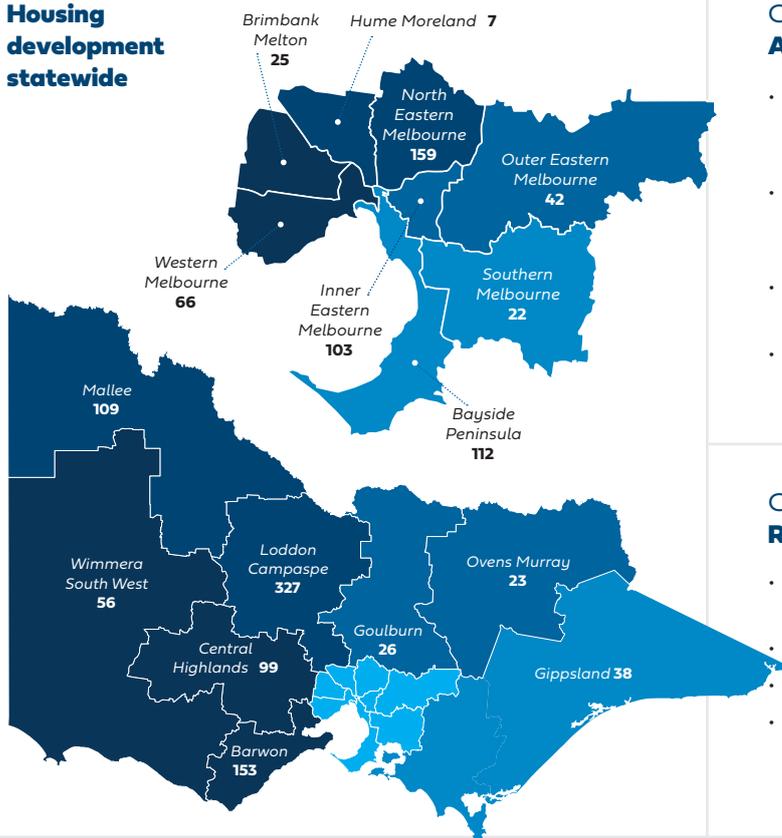


\$5.8m
spent on brokerage
helping and housing
people (FY 19/20)

3,473 people
housed in total
1,091 Transitional
2,382 Long-term

1,073 people
housed (FY 19/20)
591 Transitional
482 Long-term

Housing development statewide



Case Study 1:

A wrap-around support model 'Shared Futures'

- A holistic approach to supporting individuals in crisis; a stable and affordable home, social supports and a curriculum of activities to build skills and aid personal development
- Social Impact SROI (Social Return on Investment) research found that for every \$1 invested in Shared Futures program up to \$12 of social and economic value is created
- 90% of Shared Futures graduates now live in private rental or own their own home
- Before living at Shared Futures, only 6% people engaged in any formal education. Afterwards, 53% did.

Case Study 2:

Re-imagining social housing at Wattlewood, Carrum Downs

- HHS adopted a for-profit developer role which has been key to the project's success
- Market value of retained stock \$45m (after costs)
- 17.4ha brownfield site
- Transformed from decommissioned age care facility and dilapidated units into a 237-lot residential subdivision with 100 new affordable units (including SDA) integrated with private market homes.

Strategic Goals and Priorities



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.



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

