

## Strong Family, Strong Communities – What we have delivered.

| SFSC Phase 2                                                                                                                                           | Quarter Four Milestones                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Quarter One Milestones                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| Initiative milestones                                                                                                                                  | 1 April 2025 – 30 June 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 1 July 2025 – 30 September 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>SFSC Closing the Gap – Housing Solutions Program</b> <ul style="list-style-type: none"> <li>AHO New Supply &amp; upgrades</li> <li>ACHIF</li> </ul> | <ul style="list-style-type: none"> <li>Target Energy Upgrades in 736 homes</li> <li>Completion of 66 homes by the end of June 25.</li> </ul>                                                                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Program Closure. This Program concluded in June 2025.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                         |
| <ul style="list-style-type: none"> <li>SHEPI (Social Housing Energy Efficiency Prioritisation Initiative)</li> </ul>                                   | <ul style="list-style-type: none"> <li>Progress construction of two builds in Bombala and Tarrandaga.</li> <li>Conclude associated Flood works funded by ACHIF across the Northern Rivers.</li> </ul>                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Program Closure. This Program concluded in June 2025.</li> <li>5 homes are being constructed on-site presently in Bega and Bombala with these homes expected to complete in 2025/26.</li> </ul>                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"> <li>AHO Flood Recovery Program (FRP)</li> </ul>                                                                     | <ul style="list-style-type: none"> <li>Complete delivery of Round 3 Energy Efficiency for ACHP program for 564 properties.</li> <li>Complete a pilot of 50 Heat Pumps.</li> </ul>                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>SHEPI ACHP stream concluded as of June 2025.</li> <li>Installation of Solar Systems in 196 Properties.</li> <li>148 homes receiving Airconditioning and Passive Energy Upgrades.</li> </ul>                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>AHO Social Housing Accelerator Fund (SHAF)</li> </ul>                                                           | <p><b>SHAF ACHP</b></p> <ul style="list-style-type: none"> <li>Progress the remaining projects under RFIs and Public Works procurement for 2 AHO delivered projects under Stream 3.</li> <li>Finalise the acquisition of 3 homes under Stream 4.</li> </ul> <p><b>SHAF AHO New Supply</b></p> <ul style="list-style-type: none"> <li>Deliver 15 new homes by June 2025.</li> <li>Finalise the procurement for 14 projects to deliver 36 homes for the following financial years targets.</li> </ul> | <p><b>SHAF ACHP</b></p> <ul style="list-style-type: none"> <li>Finalise 3 ACHP upgrades to long term vacants.</li> <li>Undertake Procurement tender for 1 of the AHO delivered projects.</li> </ul> <p><b>SHAF AHO New Supply</b></p> <ul style="list-style-type: none"> <li>Progress Planning and Design for 7 homes to deliver 20 homes.</li> <li>Advance procurement for 4 projects to deliver 7 homes.</li> <li>Progress Design and Approvals for 2 projects to deliver 4 homes.</li> </ul> |

| SFSC Phase 2                                                                                                                            | Quarter Four Milestones                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Quarter One Milestones                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| Initiative milestones                                                                                                                   | 1 April 2025 – 30 June 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 1 July 2025 – 30 September 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <ul style="list-style-type: none"> <li><b>AHO Capital Maintenance Program</b></li> </ul>                                                | <ul style="list-style-type: none"> <li>Complete a further 52 significant property upgrades by June including Recladding, Window replacements, Backlog upgrades and Roof replacements works in Armidale, Heckenberg and Casino.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>Contract Award for 11 homes in Sadleir and Ashcroft.</li> <li>Complete 4 Properties with Recladding in Heckenberg.</li> <li>Completion of 2 roofs in Marayong and Orange.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li><b>Murdi Paaki Remote Housing Strategy Program</b></li> </ul>                                    | <ul style="list-style-type: none"> <li>11 in person, place-based meetings with community housing leaders across the Murdi Paaki region.</li> <li>Repair and Maintenance for 39 properties in Broken Hill.</li> <li>Murdi Paaki Regional Housing managed works for <b>14 AHO-owned properties across Bourke, Broken Hill, Dareton, Gulargambone, and Lightning Ridge.</b></li> <li>MLAHMC managed works for <b>17 AHO-owned properties in Brewarrina.</b></li> <li>Dreamtime Housing managed works for <b>8 AHO-owned properties in Walgett.</b></li> <li><b>12 Aboriginal people successfully completed a Certificate II Construction</b> at Broken Hill TAFE on 4 July 2025. <b>Five participants are transitioning to apprenticeships,</b> with the remaining <b>seven continuing on to a Certificate I Construction,</b> including additional support to undertake Fair Trading registration for a Minor Repairs and Maintenance License and establishment as a sole trader or small business.</li> <li>Supported the delivery of the June 2025 RAHLA meeting.</li> </ul> | <ul style="list-style-type: none"> <li>Maintenance and repair works on 39 AHO properties in Broken Hill to be completed and signed off.</li> <li>Undertake five remaining in person, place-based meetings with community housing leaders across the Murdi Paaki region.</li> <li>Undertake planning and procurement processes for upcoming works in Walgett, Brewarrina and Wentworth/Dareton.</li> <li>Support the delivery of a Training Governance meeting to commence future planning for training and employment.</li> <li>Support the contracting of a Group Training Organisation.</li> <li>Support the delivery of the September 2025 RAHLA meeting.</li> </ul> |
| <b>SFSC Strengthened Sector and Communities Program</b> <ul style="list-style-type: none"> <li><b>Home Ownership Options</b></li> </ul> | Realised 34 Home Ownership grants                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Realise 20 Home Ownership grants                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <ul style="list-style-type: none"> <li><b>Tertiary Accommodation Grants (TAG)</b></li> </ul>                                            | <ul style="list-style-type: none"> <li>Provided 58 grants to Aboriginal students</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Provided 36 grants to Aboriginal students before target reached.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| SFSC Phase 2                                                 | Quarter Four Milestones                                                                                                                    | Quarter One Milestones                                                                                                                 |
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| Initiative Milestones                                        | 1 April 2025 – 30 June 2025                                                                                                                | 1 July 2025 – 30 September 2025                                                                                                        |
| <b>Pillar 2: Client Outcomes</b>                             |                                                                                                                                            |                                                                                                                                        |
| <b>SFSC Strengthened Sector and Communities Program</b>      |                                                                                                                                            |                                                                                                                                        |
| <b>Finding Your Way - Transitional Housing Options (FYW)</b> | <ul style="list-style-type: none"> <li>Achieve 15 houses to be operational</li> <li>Pipeline FY25/26 targeted regions for FYWTH</li> </ul> | <ul style="list-style-type: none"> <li>All 20 houses to be operational</li> <li>Pipeline FY25/26 targeted regions for FYWTH</li> </ul> |
| <b>Sustaining Aboriginal Tenancies</b>                       | <ul style="list-style-type: none"> <li>Supported 19 families to meet target</li> </ul>                                                     | <ul style="list-style-type: none"> <li>Supported 12 families</li> </ul>                                                                |
| <b>Client Experience Initiatives (CEI)</b>                   | <ul style="list-style-type: none"> <li>Award second CEI initiative for FY24/25</li> </ul>                                                  | <ul style="list-style-type: none"> <li>Two CEIs to be awarded from recent tender and contracts to be drafted</li> </ul>                |
| <b>Leading Community Demonstration Sites (LCDS)</b>          | <ul style="list-style-type: none"> <li>LCDS Target achieved</li> </ul>                                                                     | <ul style="list-style-type: none"> <li>LCDS Target achieved</li> </ul>                                                                 |

| Quarter Four Milestones                                                     | Quarter One Milestones          |
|-----------------------------------------------------------------------------|---------------------------------|
| 1 April 2025 – 30 June 2025                                                 | 1 July 2025 – 30 September 2025 |
| <b>Services Our Way</b>                                                     |                                 |
| <ul style="list-style-type: none"> <li>Support up to 184 clients</li> </ul> | Support up to 210 clients       |

| SFSC Phase 2                                                                                                                                                | Quarter Four Milestones                                                                                                                                                                                                                                              | Quarter One Milestones                                                            |
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| Initiative Milestones                                                                                                                                       | 1 April 2025 – 30 June 2025                                                                                                                                                                                                                                          | 1 July 2025 – 30 September 2025                                                   |
| <b>Pillar 3: Sector Growth</b>                                                                                                                              |                                                                                                                                                                                                                                                                      |                                                                                   |
| <b>SFSC Strengthened Sector and Communities Program</b>                                                                                                     | Disseminate PMT Synthesis report                                                                                                                                                                                                                                     | Seek approval on consultation and communications with Sector and key stakeholders |
| <ul style="list-style-type: none"> <li><b>Aboriginal Housing Management Transfers</b></li> <li><b>NSW ACHIA and Sector Workforce Development</b></li> </ul> | Continue to fund ACHIA to deliver face to face NCAT training to ACHP's in: <ul style="list-style-type: none"> <li>8th-9th April - Parramatta</li> <li>8th-9th May - Newcastle</li> <li>21st-22nd May - Wagga Wagga</li> <li>17th-18th June - Batemans Bay</li> </ul> | Consider incorporation of any recommendations from previous NCAT training.        |

| SFSC Phase 2                                                                                           | Quarter Four Milestones                                                                                                                                                                                                                                                             | Quarter One Milestones                                                                                                                             |
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| Initiative milestones                                                                                  | 1 April 2025 – 30 June 2025                                                                                                                                                                                                                                                         | 1 July 2025 – 30 September 2025                                                                                                                    |
| <b>Pillar 4: Data and Evidence</b>                                                                     |                                                                                                                                                                                                                                                                                     |                                                                                                                                                    |
| <ul style="list-style-type: none"> <li><b>AHO Tenant Satisfaction Survey</b></li> </ul>                | Drafted communications to publicly disseminate AHO Tenant Satisfaction, Experience and Wellbeing Survey (AHOTSEWS) results                                                                                                                                                          | Publicly release AHO Tenant Satisfaction, Experience and Wellbeing Survey (AHOTSEWS) results                                                       |
| <ul style="list-style-type: none"> <li><b>Program/Project specific evaluations/research</b></li> </ul> | Commence procurement of SFSC phase 2 Evaluation                                                                                                                                                                                                                                     | Contract Awarded. Evaluation of SFSC Phase 2 commences                                                                                             |
| <ul style="list-style-type: none"> <li><b>PMT Impact report</b></li> </ul>                             | Homes CEO approved PMT Impact report for public release. AHO CEO to present to ACHIA.                                                                                                                                                                                               | Seek approval on consultation and communications with Sector and key stakeholders                                                                  |
| <ul style="list-style-type: none"> <li><b>AHO Housing Demand Model Refresh</b></li> </ul>              | Commissioned update of demand model based on the 2021 ABS Census.                                                                                                                                                                                                                   | Completion of household projections and Technical Report. Produce SAHAN outputs, including number of social housing eligible households by region. |
| <ul style="list-style-type: none"> <li><b>Sector Capability Fund</b></li> </ul>                        | <ul style="list-style-type: none"> <li>Progress reporting for Sector Capability Grants for FY 24/25 for 21 ACHP's</li> <li>Released and delivered of Sector Capability Grants FY 25/26 Completing assessments and new contracts for Sector Capability Grants for FY25/26</li> </ul> | 21 applicants are supported to achieve milestone (#2) outcome payments.                                                                            |
| <ul style="list-style-type: none"> <li><b>High-Cost Community Support Payments (HCCSP)</b></li> </ul>  | <ul style="list-style-type: none"> <li>Disburse payment to one provider Prepare contracts for 25/26 funding</li> </ul>                                                                                                                                                              | Send contracts to providers for 25/26. Receive executed contracts from providers.                                                                  |

| SFSC Phase 2                                    | Quarter Four Milestones                                                                                                                                    | Quarter One Milestones                                                                           |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Initiative milestones                           | 1 April 2025 – 30 June 2025                                                                                                                                | 1 July 2025 – 30 September 2025                                                                  |
| <b>Keeping Aboriginal culture at the centre</b> |                                                                                                                                                            |                                                                                                  |
| <b>Engagement</b>                               |                                                                                                                                                            |                                                                                                  |
| <b>Engagement</b>                               | Hosting Aboriginal Information Sessions to ACHP's and ACHO's face to face in:<br>27 May 2025 - Coffs Harbour<br>30 May 2025 - Parramatta<br>3 June - Dubbo | Consider incorporation of any actions for future 25/26 Information Sessions and other AHO forums |

| Quarter Four Milestones              | Quarter One Milestones          |
|--------------------------------------|---------------------------------|
| 1 April 2025 – 30 June 2025          | 1 July 2025 – 30 September 2025 |
| <b>Accountability and Governance</b> |                                 |
| Held AHO Board meeting               | AHO Board meeting scheduled     |