



**Building  
Community  
Futures.**



**Southern Cross  
Housing**

# Who are we?

Southern Cross Housing (SCH) is in the top 20 largest Community Housing Providers in Australia with over \$1 billion of assets under management. We are highly regulated under the National Registration System for Community Housing Providers and recognised having Tier 1 status. We are a not-for-profit, Public Benevolent Institution, and registered charity specialising in the provision of social and affordable housing across New South Wales. We have 8 offices and currently over 2,241 properties under management housing over 4,459 residents.

## Our core business

The primary objective of SCH's core business is to provide safe, secure, and affordable accommodation for individuals who are unable to secure housing without assistance. The majority of our applicants are selected from the current NSW social housing waitlist, which consists of approximately 57,000 households facing a critical need for housing. This includes 5,300 applicants who are either homeless or at risk of homelessness.

As well as specialising in homelessness support and provision of social housing, SCH also specialises in the provision and management of 'Affordable' housing. Unlike Social housing which is based on 25%-30% of household income, 'Affordable' housing is usually based on 75%-80% of market rent. As well as managing our own 'Affordable' properties, we also manage properties on behalf of private landlords and investors.

As we continue delivering life enhancing social initiatives and outcomes for our clients, SCH is also committed to assisting people purchase their own homes. Owning a home is one of the most rewarding, fulfilling, and self-empowering things people can experience and we are extremely dedicated to helping people move through the continuum of housing tenure to ownership.

# Our Vision, Mission & Values



## Vision

A home for everyone as a foundation to a fulfilling life.



## Mission

Provide and grow affordable housing and appropriate support for people in need.



## Values

Respectful  
Empathetic  
Professional  
Innovative  
Accountable







# What we do?

Building and Construction

Property Management



Housing Solutions

Comunities Assist

# Office Locations

**Covering 5 local Government Areas**

**8 offices, 6 Client facing offices**



**2240+**  
Properties  
under  
management



**4,400+**  
Homeless people  
supported



**43+**  
Community  
Projects



**4450+**  
People in our  
homes

# Our Directors

## Governance Evaluation Committee



Nick Thomas



Michael Pryke



Hannah MacRae (CoSec)



Laura Wynne

- Corporate Policy & Performance Indicators
- Business Continuity & Risk
- Internal Audit Framework & WHS Compliance & Legal Obligations

## Business Evaluation Committee



Peter Beer



John McDermott



John Penkaitis



Lee Hillman

- Asset Development Business Cases Business Diversification
- Financial Modelling & Stress Testing Business Opportunities (RFT's, Tenders)

## Board Of Directors



Alex Pontello

## Governance

Southern Cross Housing is governed by an independent Board of Directors to:  
Set the vision, Set goals, formulate strategy, and approve business plans for the company so that it may achieve its vision.

Approve annual budgets and make key financial decisions (such as major capital expenditure items, business acquisitions, restructuring and refinancing).

Monitor management performance and business results.

Establish a sound system to manage risk and ensure the adequacy of internal controls.



## Executive Team



ALEX PONTELLO  
CHIEF EXECUTIVE  
OFFICER

[in](#)



ERIC COULTER  
CHIEF OPERATING  
OFFICER

[in](#)



HANNAH MACRAE  
CHIEF FINANCIAL  
OFFICER

[in](#)



STEPHEN KING  
EXECUTIVE MANAGER  
DEVELOPMENT AND  
CONSTRUCTION



AARON MOTT  
EXECUTIVE MANAGER  
PROPERTY SERVICES



## Management Team



SHANE MEIJER  
NSW HOUSING SERVICES  
MANAGER

[in](#)



JULIE HADLEY  
TENANCY TEAM MANAGER  
NORTH

[in](#)



BLAKE DE-VISSCHER  
TENANCY TEAM MANAGER  
SOUTH



SARAH SPICER  
ACCESS & DEMAND  
MANAGER



CATHY CAMPBELL  
COMMUNITIES ASSIST  
MANAGER



SHARNA EWING  
FINANCE MANAGER

[in](#)



HOLLIE DYKES  
HR MANAGER



EMILY MCKENZIE  
ASSET MANAGER



LUKE GILLIGAN  
IT & COMPLIANCE  
MANAGER

[in](#)



**70+**  
Active Partnerships  
with agencies  
across NSW

## Partnerships and Collaborations

We currently partner with over 70 Support Providers assisting us to work with some of the most vulnerable people in our community. By working collaboratively with external support providers, our applicants and tenants receive the specialist support they need to achieve better life experiences and become contributing members to society.

SCH also partners with the private sector in delivering the built form of housing. This includes joint ventures with developers, builders, and financiers whereby we can capitalise on their expertise and experience to deliver mutually benefiting projects. The most rewarding and successful projects occur when our partners share our vision and values to deliver the triple bottom line outcomes, or as we say the three P's. People, Planet, Profit.

Southern Cross Housing is also proud to be a member of the Shoalhaven Community Alliance comprising the following members.





# Communities Assist

Southern Cross Housing is much more than affordable housing, it's about community living. It's also about supporting our tenants to develop self-worth, pursue goals, and live a fulfilling life. Our Communities Assist Team works with communities and residents to help them to:



Identify their own needs and aspirations.



Take action to exert influence on the decisions which affect their lives.



Improve the quality and sustainability of their own lives, the communities in which they live, and societies of which they are a part.



# Property Management

At SCH, we strive to promote and sustain long-term relationships with our landlords by offering them the security they seek in their investments and the professional services they deserve. We provide capped vacancy assurance and guaranteed rent payments without any additional hidden or monthly charges, which eliminates the risks of negative events such as rental arrears or complex tenancy issues that may arise in the private market. This level of guarantee is not typically offered by typical real estate agencies. Our agreements with landlords, facilitated by Southern Cross Housing, are mutually beneficial to both parties and help increase the availability of affordable homes for our clients in the local community. Our property management portfolio is growing steadily not just because of the benefits we provide to our landlords, but also because many of them see working with us as a way to contribute to the great social benefits we deliver.



Capped vacancy  
**assurance and  
guaranteed rent  
payment** with no  
hidden extra or monthly  
charges





**300+**  
**Leasehold Properties**  
across regions  
Shoalhaven,  
Eurobodalla, Snowy  
Monaro & Bega



**30+**  
**Real Estate Agent**  
partnerships to  
deliver social  
housing options to  
the community



Landlords recognise  
the additional reward  
of being part of  
the **greater social**  
**benefits** we deliver





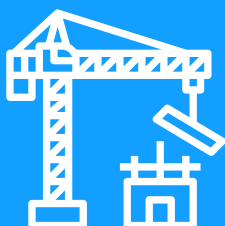
We have a pipeline of **200+** dwellings over the next 3 years



As Licenced Builders, SCH **directly employ all our trainees** who work in and assist all trades throughout the construction process.



Significant investment into our “**Shared Equity**” scheme to assist homebuyers own their own home.



Investing **\$60+ million** into affordable housing.



**30 units** committed solely for women and children escaping domestic violence.

# Current Projects

## **Coomea Street, Bomaderry NSW**

This modern complex consists of 39 units, offering a mix of 1-, 2-, and 3-bedroom dwellings. Each unit is fully self-contained and includes private open space, with many also featuring convenient parking spaces. The outdoor area offers a communal garden, complete with BBQ facilities and a children's playground. This project is the result of a collaboration between Shoalhaven City Council, the Department of Communities & Justice, and Southern Cross Housing



## **South Sreet, Ulladulla NSW**

Constructed on a site owned by Southern Cross Housing, this exciting project will consist of 26 units designed with ultimate flexibility in mind, with the majority being dual-key apartments

## **Ulladulla & Cooma NSW**

Two projects, each comprising six fully self-contained garden apartments with kitchens, bathrooms, laundries, and private courtyards, have been built on sites owned by Southern Cross Housing. These dwellings are designed for private or controlled access, with communal rooms available for on-site support and management facilities. They are exclusively dedicated to providing safe and secure housing for women and children who are escaping domestic violence.





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