

HIA

Housing Industry Association Limited
includes Concise Financial Report
for the year ended 31 December 2020

2020 annual report



HIA — the voice of the industry

HIA'S BOARD OF DIRECTORS



Back row, from left: Shane Goodwin, Debbie Johnson, Graham Wolfe, Cathy Inglis, Alwyn Even, Greg Elsworthy.
Front row, from left: Ian Hazan, David Linaker, Simon Norris, Pino Monaco and Bruce Robb.

National President's Report 2020



**KEEPING BUILDING SITES OPEN
DURING THE COVID-19 CRISIS WAS
A SUCCESSFUL CAMPAIGN FOR HIA
DURING THIS DIFFICULT YEAR**

The year of 2020 brought extreme highs and lows for HIA members across Australia.

The 2019/2020 summer bushfires raged across the country well into February, impacting members in almost every region.

By March, the world was beginning to change in ways no-one could have foreseen, and Australians held their breath to see what COVID-19 would bring.

The collective government response to the pandemic was positive. HIA successfully campaigned to keep building sites open, highlighting the economic importance of home building and inherent safety working outdoors.

HIA's *Making Space on Site* initiative provided vital tools for members. At year's end, five industry guides, two consumer guides, two QR codes and a communication campaign helped members work safely. The Site Induction QR code was downloaded more than 50,000 times showing that safety made simple works.

As COVID-19 took hold, the industry held grave concerns about the economic slowdown. By May, the data told the story – new home sales plummeted and cancellations increased. Australians were scared their financial position was not secure and with limited immigration and foreign students, the future demand for housing looked dire.

HIA presented its COVID-19 Recovery Plan to the federal government in May calling for new home building stimulus, along with other policy changes that could ease the risks. On 4 June, the government responded.

HIA's efforts were recognised as we joined the Prime Minister, Treasurer and Minister for Housing to announce HomeBuilder. The complexity of the scheme was an early concern but HomeBuilder delivered its intended outcome – saving and creating jobs and generating billions of dollars of related economic activity.

The original commitment of \$688 million to support 27,000 new housing projects had grown to \$2.8 billion in support for more than

120,000 projects. This was an amazing outcome that will support the industry in 2021.

The year of 2020 also showed the importance of industry associations in supporting the needs of our members. HIA took a leadership position during the crisis with the information provided to members also available to the industry at large.

I would like to especially recognise the staff for their efforts during the toughest times of the pandemic, continuing to support members and the industry more broadly. Looking back, it's clear the outstanding work our staff, directly engaging with state and federal governments, ensured the residential building industry remained open for business.

Seemingly against the odds, 2020 was a solid year for membership growth. Attendance at training and events remained strong and HIA apprentices increased their numbers. These facts all reflect an industry that sustained itself through the crisis. The scene is set for a strong 2021 but the potential headwinds in 2022 are being carefully watched.

Among the issues we must confront is housing affordability, which remains a challenge. During my 40 years in the industry, the biggest contributor to poor affordability continues to be over regulation. The industry is suffering from planning reform fatigue. Despite the best of intentions, except for rare exceptions, planning continues to add to the complexity and time it takes to deliver new land and housing. HIA's COVID-19 recovery plan called for a moratorium on new regulations and on changes to existing to allow industry time to reconnect. As we enter 2021, it is important to encourage regulators and industry alike to adopt a collaborative approach that supports our industry to do business.

I know the Association is well placed to once again face the future challenges and ensure new home building and home ownership remain the focus for all governments.

Simon Norris
National President

National Treasurer's Report



HIA RETAINED ITS STAFF DURING THE YEAR AS COVID-19-RELATED DEMAND FOR OUR SERVICES AND SUPPORT INCREASED EXPONENTIALLY

The operating surplus for the year was \$733,357 compared with a surplus of \$41,781 in 2019.

Total revenue for the group in 2020 was \$74.5 million, representing an increase of 1.4 per cent from the previous year. Revenue improvements were achieved in the business units of stationery, insurance and training delivery. However, there were declines in events, Home Inspirations Centre, HIA Apprentices, publications and safety services revenues.

COVID-19 presented various challenges for the Association and its members. HIA's success in advocating to keep the industry open during government-imposed lockdown periods ensured members could continue working during the pandemic. The Association qualified for various government stimulus funding packages including JobKeeper, Supporting Apprentices and Trainees, and Boosting Apprenticeship Commencements. HIA passed on 100 per cent of the subsidies received under these programs to eligible apprentices and hosts. The subsidies greatly assisted with the continuance of the employment of our apprentices and provided much needed financial relief to the hosts, encouraging them to maintain their apprentices' employment.

HIA retained its staff during the year as COVID-19-related demand for our services and support increased exponentially. HIA also quickly adjusted to COVID-19 restrictions and invested in online platforms to deliver training and events programs. These were all well received by the participants along with the sponsors and partners. However, the events business saw a large decline in revenue due to COVID-19 cancellations of many face-to-face events including the National Conference.

Together with state-based incentives, the HomeBuilder stimulus package announced in June 2020 resulted in an increase in demand for new housing construction and provided much-needed confidence in the home building market. HIA saw a record number of contract sales along with increased uptake of insurance products and apprenticeships.

New dwelling starts totalled 181,904 in 2020, up from 174,633 in

2019. Detached house commencements grew by 8 per cent in 2020 from 104,831 to 113,234, while multi-unit starts continued their decline to 67,879, down by 1.1 per cent on 2019. Home renovations activity was valued at \$38.9 billion in 2020, up by 4.8 per cent compared to 2019.

The financial statements show net assets at the end of 2020 of \$80.5 million, an increase of \$0.7 million from 2019. The increase was represented by the net operating surplus made during the year. Total assets increased by \$2.2 million and total liabilities increased by \$1.5 million.

During the year, HIA invested \$1.5 million in building a new website, which will allow members and customers to do business with HIA with ease. The new website will be rolled out in 2021 with investment also planned for further enhancements in 2022.

HIA also undertook the process of rolling out the upgraded version of the customer relationship management (CRM) system. With this rollout, it was prudent to write off obsolete components of the older version of CRM.

The Association successfully completed 114 apprentices under the Group Apprenticeship scheme. Funding support provided by both federal and state government measures greatly assisted in keeping apprentices employed.

Responding to COVID-19 restrictions, the Home Inspirations Centres in Canberra and Hunter were closed for a few months in 2020. HIA provided rental relief to all exhibitors from April to June. This had a negative impact to the revenue and the profitability of this business. The Board also considered that ACT's Home Inspiration Centre had served its purpose and closed the operation at the end of the year.

HIA had a nil loan balance at the end of 2020 and finished the year with a strong bank balance of \$6.9 million. HIA continues to maintain a very strong balance sheet with over \$80 million in net assets and \$5 of assets for every dollar of liabilities.

David Linaker
Treasurer



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Concise Financial Report for year ended 31 December 2020

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HIA working hard for members

Helping members every day in their business

- Every week HIA responds to more than **6000 calls** from members seeking expert help, information and advice
- HIA provided over **40,000 hours** of professional and business support and advice to members
- Delivered **595 courses to 6987 participants**, across both nationally recognised training and industry training topics.
- Rolled out training in the online Certificate IV to **751** participants
- HIA's national team of legal experts were on hand to respond to more than **14,000 member calls** to help manage **business compliance** and industrial relations issues
- Over **1000** members engaged in HIA Small Business and Digital Champions webinars
- Informed **6839** people through HIA webinars on business support and information
- Brought together more than **20,000** members to network and learn at HIA events
- Provided the *Making Space on Site* industry guidelines to help members manage COVID-19 on their building sites

Keeping members up-to-date

- Created a dedicated COVID-19 online resource library available to the industry at no cost
- Developed a library of more than **100** small business webinars seen by over **14,000 members**
- Maintained more than **500 information sheets** on technical, planning, legal and business compliance topics
- Produced **45 issues** of *HOUSING* and *Building News* magazines
- Informed members on local, regional and national issues through regular emails and **eNews** editions

Supporting the industry's future

- Over **600** young Australians were employed, supported and trained through HIA Apprentices
- Worked with more than **1000** member businesses to train HIA's apprentices
- Congratulated more than **117** apprentices for successfully completing their training in 2020
- Worked with **Beyond Blue** to raise awareness of mental health issues and provided online support services tailored to the building industry through hia.com.au
- Raised over **\$90,000** for the HIA Charitable Foundation

Promoting the industry

- The hia.com.au site visits increased by 24 per cent to **1.48 million** in 2020
- Over **1 million** website visits initiated from Google
- Increased HIA's social media following on Facebook by **25 per cent**, Instagram by **56 per cent**, LinkedIn by **58 per cent** and Twitter by **15 per cent**
- HIA's regional Housing Awards program attracted more than **2750** entries
- The best of the industry was celebrated across Australia with thousands of HIA members, families and colleagues watching virtual Housing Awards presentations from their offices or homes, and close to **4000** attending live events in five regions

Delivering exclusive membership benefits

- **HIA Apprentices** – providing employment support for hosts across Australia
- **Contracts Online** – 24/7 access to HIA's suite of contracts at member rates
- **HIA Awards** – held exclusively for HIA members with winners promoted nationally
- **HR Docs** – exclusive HIA member-only access to online customisable HR documents
- **HIA Safety** – access to tailored safety solutions for members
- **HIA TRADEPASS** – exclusive service for HIA members to manage their contractor needs
- **HIA GreenSmart** – exclusive promotional opportunities for HIA members
- **HIA Small Business support** – member-only access to webinars and online support programs
- Putting members into 8450 new vehicles, saving a combined \$21 million through **HIA Vehicles**
- **Saving members hundreds of dollars per year through HIA's Affinity partners** – Bupa health insurance, Caltex fuel cards, car hire and Qantas Club

'HIA members operate in a changing environment. Each year brings new challenges and opportunities. HIA is always there to help.'

HIA stands alongside our members every day, providing support, information, advice, training, promotion and advocacy with the united strength of a truly national organisation – an organisation that delivers at a local, state and national level, for both regional and metropolitan businesses.

Here is a sample of how the Association has been helping members over the past 12 months.

HIA members – You're in good hands.'

Graham Wolfe HIA Managing Director



Fighting for the industry

National

- Worked closely with governments to keep building sites open during COVID-19
- Gained wage support for apprentices during COVID-19
- Successfully gained government support for a \$25,000 new home building grant

Queensland

- Secured the exclusion of small builders from additional accounting rules to demonstrate Minimum Financial Requirements
- Secured \$700,000 in Construction Skills Queensland funding for apprentices and business support delivered through HIA
- Successfully lobbied for the introduction of a \$5000 regional grant for any home construction in regional Queensland

South Australia

- Worked with the SA Government to adopt a practical definition of commencement for the HomeBuilder grant as 'site excavation'
- Successfully lobbied to have the introduction of the new Design Code delayed from July 2020 to March 2021, along with key amendments for tree planting, stormwater and other changes, to reduce the potential costs for new housing
- Secured state government full funding for certificate IV construction courses for more than 400 students

New South Wales

- Won the SafeWork NSW award for outstanding work health and safety support to members during COVID-19
- Secured changes to Security of Payments rules to apply rapid adjudication to homeowners
- Gained an increase in the price caps for first home buyer stamp duty exemptions to \$800,000 house and land, and \$500,000 for vacant land

Tasmania

- Gained support for the \$20,000 Tasmanian HomeBuilder grant to top up the federal HomeBuilder grant
- Successfully lobbied for a three-month extension to the Tasmanian HomeBuilder grant and improvements to the scheme
- Worked with government to make Tasmania the first state 'open for business' for the HomeBuilder grant
- Secured significant training board funding to develop online business skills training for residential building businesses

Western Australia

- Gained support to introduce the \$20,000 Building Bonus for new houses for both owner occupiers and investors
- Gained additional funding for the WA Building Bonus grant and an additional six months to commence work under the scheme

Australian Capital Territory

- Worked to knock out proposed planning laws to measure embodied greenhouse gas emissions for new homes and expand third-party appeal rights
- Appointed by the Suburban Land Agency as the industry partner for the Whitlam display village in Canberra's newest suburb
- Provided technical and business support for members impacted by the summer South Coast bushfires including recovery seminars

Victoria

- Successfully lobbied to keep domestic building sites open during Stage 4 COVID-19 restrictions, expand the permitted workers (numbers and types) allowed on sites, reopening of display homes, and outdoor and indoor renovation works and non-essential maintenance and landscaping
- Gained government support to reference the HIA *Making Space on Site* guidelines in all COVIDSafe requirements for domestic building sites
- Gained a delay in the introduction of trade registration and licensing to allow industry to manage COVID-19

Northern Territory

- Commenced 34 apprentices in Certificate III in Carpentry at the HIA Skills Centre
- Gained support to extend the NT Home Improvement Scheme with \$30 million to fast-track 5000 renovation projects.

'Individual support, local knowledge, national strength'

HIA

the industry's voice



Keeping the industry open

The year of 2020 was like no other for HIA. The impact of COVID-19 emerged in March and took the industry on a rollercoaster ride until year's end. Overall, Australia lived up to the 'lucky country' ethos, with extremely low numbers of infections. However, the management of the pandemic by the newly formed National Cabinet saw a year of constant changes and uncertainty. Border restrictions, local and state lockdowns and limits on business activities all created a stressful working environment for members.

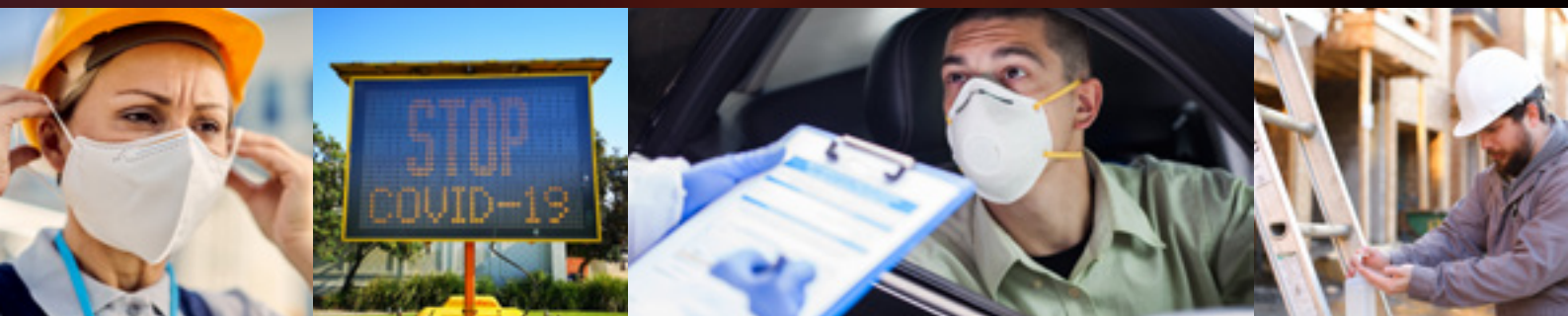
The most significant win for the Association was to keep the industry open for business. Economically, it was easy for HIA to remind all governments of the importance the industry has on the Australian economy. The unique task was showing that the industry was well placed to work safely. The nature of home building occurring in an outdoor environment, on single sites, with small work teams and regular scheduling of trades, along with travel in private vehicles, made it possible for HIA members to meet the strict health requirements applied

at the start of the pandemic. By year end, there had been no cases of COVID-19 on a home building site.

The negative impacts were most closely felt in Victoria where a spike in cases mid-year led to a 16-week lockdown including tight restrictions on home building activity. HIA's Victorian team worked tirelessly to support members fielding more than 600 calls per day for several months, providing regular member alerts and online updates.

Across the country HIA worked closely with all state and territory governments to identify steps that would maintain activity, successfully gaining extended working hours, faster planning approvals, and many other measures to help home building continue.

COVID-19 brought together the industry to manage what we all hope will be a once-in-a-lifetime global crisis. The pandemic gave the industry the opportunity to showcase its resilience, its innovative spirit and its commitment to work safely but, most importantly, to deliver more than 100,000 new homes and home renovation projects.



Support for housing: HomeBuilder

HIA moved quickly in the first weeks of the pandemic to highlight the importance of housing and the risk to apprentices. Our concerns were recognised in March with the announcement of financial support to help businesses retain existing apprentices. This support was well received and extended late in the year to ensure apprentices continued their studies into 2021.

HIA's federal budget submission called for additional measures to ensure the class of 2020 was assisted to transition into education and work. The October budget provided a response, announcing a new wage subsidy for 100,000 new apprentices to take up new training and new jobs.

As the pandemic took hold and restrictions on public movement and gatherings became real in late March, there was an almost immediate slump in home buying activity, including customers cancelling contracts pre-dating the pandemic. By May, the decline was obvious nationally but some states, such as Western Australia, were hit harder with the pipeline of work set to dry up in most places by year's end.

HIA worked closely with the Australian Government in these months and was rewarded on 4 June with the announcement of HomeBuilder. HIA joined Prime Minister Scott Morrison,

Treasurer Josh Frydenberg and Minister for Housing Michael Sukkar to announce a \$25,000 grant for new home buyers and renovators. The grant was available until 31 December and included a range of controls aimed at quickly boosting home building activity.

HIA provided advice on critical changes to the scheme and worked closely with each state and territory government to ensure a smooth implementation of the grant.

One of the key controls for the scheme was the time to commence work. While the scheme was originally for three months, HIA successfully lobbied for a further three months to ensure projects could gain all the necessary approvals and finance.

This change failed to resolve industry and home buyer concerns and in October, a permanent extension of time was announced.

The Australian Government also extended the grant until 31 March 2021 with a reduced amount of \$15,000 from 1 January 2021.

By 31 December, the scheme has exceeded all expectations with more than 70,000 projects applying for the grant. The impact has placed the industry on a strong footing for 2021 but the year ended with significant pressure on supply chains for many building products and labour that will be closely watched in 2021.

Making Space on Site

MAKING SPACE ON SITE

Coronavirus (COVID-19) Site Induction



Prior to entering this building site all trade contractors, employees, suppliers and other visitors are requested to:

- Scan the QR Code using a QR code reader or the camera on your smart device.
- Complete the site induction form on your smart device.
- Where more than one person from the same company is completing the site induction, add the name and signature of each person undertaking the induction into the form where requested.
- Submit the completed site induction form to the builder/site supervisor by entering the following email address into the form:

For further enquiries regarding QR Codes and workplace safety, contact HIA Safety on 1300 650 620

#SAVEOURINDUSTRY #KEEPUSGOING #HIAMEMBER

An initiative of the Housing Industry Association to help the residential building industry make sites safe and manage COVID-19.



A key part of HIA's support for the industry during COVID-19 was our *Making Space on Site* initiative.

It was critical that builders, trade contractors and suppliers could have confidence and a clear set of goal posts on how a COVID-19-safe building site should operate.

HIA released the first *Making Space on Site* signs in late March. These simple one-page checklists could be printed as site signs that provided members with an easy 'how-to' on COVID-19 tailored to home building sites.

The response from members was overwhelmingly positive with their support being reflected in the many emails and social media posts shared.

The *Making Space on Site* toolkit includes five industry guides, two consumer guides, the Safescan site

induction QR code, Site Manager QR code and a social media campaign to share the message.

One of the most interesting parts of the member response to the toolkit was the take-up of the HIA Safescan COVID-19 site induction QR code. From the launch on 9 April the take-up was immediate and has remained strong over time. The Safescan site induction has been downloaded more than 50,000 times.

The initiative was recognised by all state and territory governments as valuable industry guidance with several referencing the information in their own safety guides. In October, HIA was proud to receive the 2020 SafeWork NSW Award for Industry Associations for 'Outstanding support to members in the changed working environment due to COVID-19' for the program.

Economic Overview

The introduction of restrictions on trade and migration in early 2020 was clearly not anticipated and sent the already lacklustre Australian economy into a sharp recession. Two negative quarters of growth in the first half of the year saw the first recession in Australia for 28 years.

Despite this, the Australian economy recovered faster from the COVID-19 shock than initially expected. The impact on new housing was immediate. Members experienced an increase in cancellations in the first half of the year despite the sector remaining open for business under the strict lockdown arrangements. The future impact of lower migration was also emerging as a key concern for future demand.

The combined impact of national and state stimulus measures, the change in

household behaviour and the resilience of the national economy pulled the housing market forward. The market will pull the national economy forward out of the COVID-19 recession.

The uplift in detached starts was not simply due to HomeBuilder grants or lower interest rates. The structural change in the demand for detached housing was partly due to a change in the resident population and a change in consumer preferences.

The surge for detached housing was offset by very poor conditions in the high-rise market in Sydney and Melbourne where demand fell away in the absence of migration. This brought to an end the long boom in apartment construction that helped drive the economies of NSW and Victoria for much of the past decade.

Industry Issues

Planning and environment

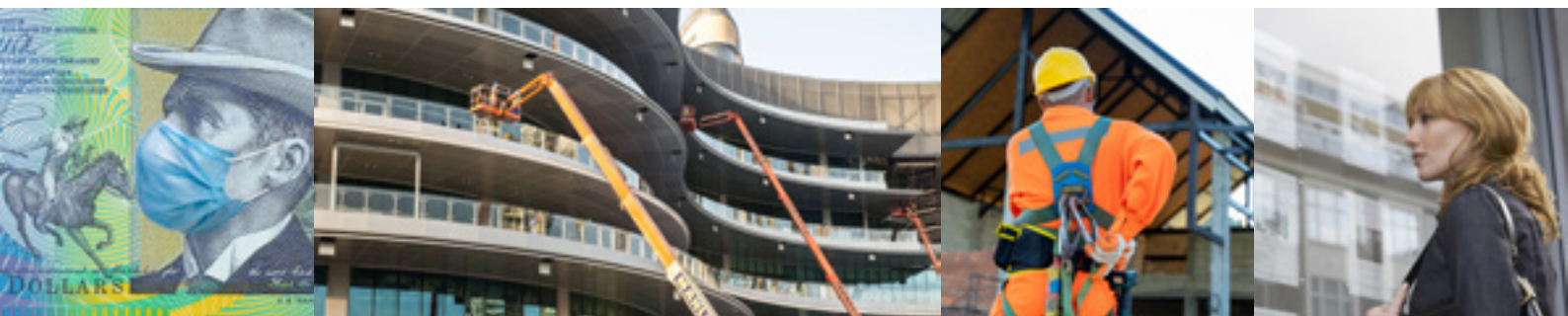
Infrastructure charges featured heavily in 2020 with Victoria, New South Wales, Tasmania and Western Australia each having ongoing discussions about reforms and increases in levies on residential development. Increasingly, the discussion is reaching into brownfield and regional areas, from the traditional approach to greenfield and new projects.

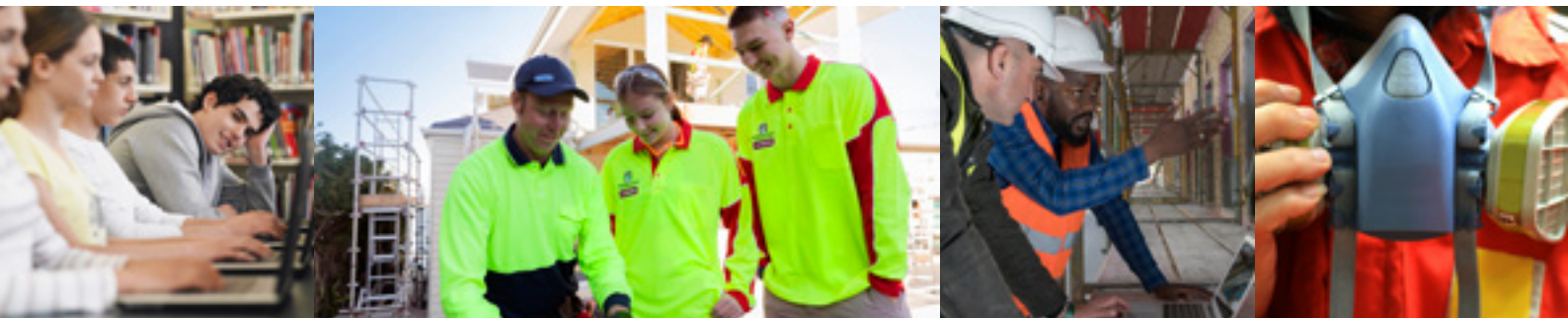
The Association focused on *One House One Approval* as a goal and endorsed an advocacy approach to drive this issue further in 2021. *One House One Approval* calls on governments to make reforms that ensure only one approval is required for a single dwelling on land zoned

residential and designed to meet a residential design code.

In the first half of 2020, all state and territory planning agencies moved quickly to implement systems to respond to the impacts of COVID-19. HIA worked closely with these agencies to provide comment and feedback as to measures that could deliver quick, effective planning outcomes and allow residential building to continue.

After many years in the making, 2020 saw the South Australian Government implement new planning regulation in rural areas and provide details of the proposed controls for urban areas. HIA continued its active involvement, responding to government about the practicality of these reforms.





Skills and training

Supporting apprentices to retain work and take up an apprenticeship in 2020 became a focus for both governments and HIA.

The first COVID-19 measure announced was the Supporting Apprentices and Trainees wage subsidy. Originally slated to run from March to October 2020, the program was extended until March 2021. An additional Boosting Apprentices Commencements wage subsidy was introduced in the October federal budget to support new entrants to the industry. HIA called for both the extension and the new subsidy in our pre-budget submission.

The Australian Government identified skills and training as a key way to increase productivity as the country encountered its first recession in 28 years. It announced a new national partnership agreement, including a new funding model for skills and training. HIA responded to the Productivity Commission review of the National Partnership Agreement on Skills Reform in mid-2020.

As a member of the Construction Industry Reference Council and the Technical Advisory Group, HIA sought to limit changes to increase the onsite training requirements for a number of building qualifications that would have been unachievable for training bodies to deliver.

HIA has followed the national skills reform agenda in 2020, watching to see how many of the reforms since 2019 are implemented. This will gauge whether the agenda will deliver real improvement in vocational education and training for the housing industry.

Workplace health and safety (WHS)

The COVID-19 pandemic instigated workplace health and safety requirements as no-one had ever encountered this type of issue for building sites. HIA embraced the challenge by developing the *Making Space on Site* guidelines plus contactless site induction tools to help members meet their COVID-19 safety obligations.

The pandemic put on hold ministerial decisions on the recommendations of the Boland review of national model WHS laws and Victoria's proposed licensing scheme for working with engineered stone. However, the issue of silica dust from engineered stone and other regulatory reforms continued to be high on the list of significant WHS matters for which HIA provided advocacy and submissions to governments to support our members.

HIA focused attention on reforms in Western Australian to adopt a new

MAKING SPACE ON SITE: an industry guideline to manage COVID-19 on new housing sites

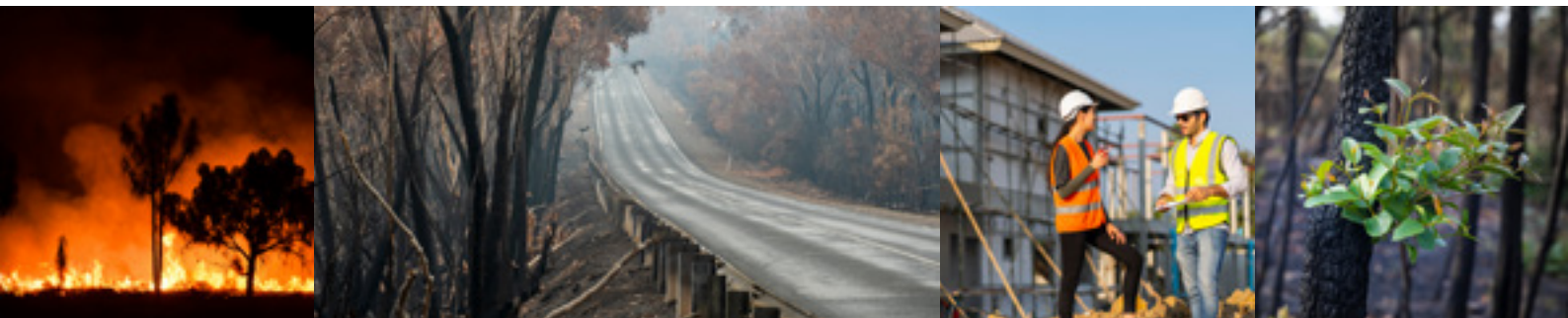


In line with national work, health and safety requirements and the current health and safety obligations to meet COVID-19 working arrangements, the residential (domestic) building industry commits to making space on site to minimise the risk of exposure to COVID-19.

Builders and trade contractors will adopt the following principles on residential (domestic) building sites:

- 1 Ensure the Government's social distancing criteria are met at all times by:**
 - Limiting visitors to only building site to essential visitors involved in activity on the given day
 - Adopting the 1.5 metre social distancing requirement at all times
 - Applying the current 1 person per square metre rule in your location at all times being consistent with the relevant state or territory advice
 - Limiting any external visitors or third parties (e.g. building inspectors) to be by arrangement with the builder or project manager
 - Providing necessary clean work clothes and work clothes for dedicated tasks
 - Supporting members to travel alone in company or private vehicles to and from site
- 2 Ensure the Government's self-isolation rules are met at all times by:**
 - Keeping any person displaying cold, flu or similar symptoms away from sites until the symptoms have passed or a negative test is provided to the site supervisor
 - Where required enforcing the 14 day self-isolation policy for anyone returning from overseas or from interstate
 - Keeping any person who has been in close contact and required to self-isolate off site
 - Keeping any person who has been tested for COVID-19 off site until they have a clear result
- 3 Ensure adequate hygiene facilities are provided on site for all workers by:**
 - Providing adequate cleaning products and facilities for all workers on site
 - Implementing regular handwashing schedules
 - Regular (daily) cleaning and disinfecting of any common areas and shared facilities
 - Cleaning any shared facilities before and after each use
 - Increasing ventilation for building sites where internal work is being conducted
- 4 Ensure all workers have access to appropriate PPE by:**
 - Providing access to personal protective equipment that does not need to be shared (including gloves, safety vests and eye protection appropriate to the work being performed)
 - Checking all contractors entering the site have their own personal protective equipment appropriate for the work they are undertaking
 - Ensuring where face masks are required to be worn, that all people are wearing face masks on site
- 5 Manage project scheduling to minimise overlaps and numbers of people on site by:**
 - Scheduling work between and across to ensure people on site are not having overlapping work times away from other workers performing different tasks
 - Maintaining a daily record of persons on site using a tool such as the HIA Site Manager QR Code or website site register
 - Scheduling/steering break times for workers (e.g. lunch and morning breaks) to avoid people gathering during these times
- 6 Facilitate contactless deliveries, payments and travelling out of peak times by:**
 - Going contactless as far as practicable with orders and site deliveries
 - Maintaining work site operation times to allow workers to travel to and from site at off peak times
- 7 Facilitate site inductions and updates on latest Government requirements by:**
 - Encourage all workers entering the site to download the COVIDSafe app to allow easy contact tracing should a person later be identified as having the virus
 - Ensuring all persons, prior to entering the site, complete a COVID-19 site induction using a non-contact induction tool e.g. using HIA's SafeScan QR Code available online
 - Conducting regular 'tool box' discussions to enable workers to stay informed on site health including specifically about latest Government COVID-19 updates
 - Developing an action plan for how the site will be managed should a person enter the site with the virus or advise the site supervisor that they have been in close contact
 - Providing advice to all workers about the action plan that will be implemented should a person enter the site with the virus or advise the site supervisor that they have been in close contact
- 8 Managing the customer (home owner) by:**
 - Confirming before entering a site that visitors will be on site that has been contacted, is attending appointments or has the work
 - Communicating with home owners on all necessary decisions, workers and work scheduling using phone or electronic means

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Work Health and Safety Bill based on the national model WHS laws that included an industrial manslaughter offence and a prohibition on insurance against fines arising from WHS offences.

HIA continued to oppose the introduction of industrial manslaughter and successfully steered NSW clear of making this an offence under the *WHS Act*, instead opting to include a 'gross negligence' fault element in the *WHS Act* Category 1 offence.

Building

The year of 2020 started with bushfires raging across the country and thick smoke engulfing a number of cities. In the aftermath, HIA engaged with governments in putting forward measures to assist with the clean-up and rebuilding process, with many of our proposals being implemented by relevant governments.

HIA developed a range of resources for working safely in heat, on total fire ban days and minimising exposure to bushfire smoke along with hosting bushfire re-building information sessions on the NSW South Coast. HIA worked with the National Bushfire Recovery Agency throughout 2020.

This year saw the implementation of National Construction Code (NCC) 2019 energy-efficiency provisions after a 12-month transition, along with an 'out of cycle' amendment to NCC 2019. HIA supported members with a live webinar series also available online with more than 500 people attending. A range of materials to assist members understand and apply the new code,

including videos, articles and information sheets, was also developed. This reinforced HIA's standing as the industry leader in providing codes and standards information and support.

The issues of building quality, cladding audits and rectification, insurance for private building certifiers, building certification reforms, building products conformance, and quality and compliance continued to be a focus of governments. HIA participated in a range of government forums and provided submissions on proposed reforms.

After work commenced on NCC 2022, HIA has been participating in the Australian Building Codes Board work along with our extensive involvement in more than 40 Australian Standards committees.

Industrial relations

COVID-19 dictated the focus of HIA's industrial relations and legal services team in 2020. At the height of the pandemic, HIA's team of advisors took around 600 calls a day, becoming the first point of contact for members asking how these unprecedented times were going to affect their business and what they needed to do to ensure they could continue to keep their businesses open and operating safely.

The team produced numerous fact sheets on issues that crystallised as the pandemic unfolded ranging from how it would affect building contracts to how members could manage their staff and contractors.

Dealing with border restrictions, onsite COVID-19 health and hygiene requirements, and queries about JobKeeper and HomeBuilder, HIA's industrial relations and legal services team provided accurate and timely support to members during a time of significant uncertainty and change.

COVID-19 also thrust industrial relations and insolvency reform into the spotlight. While many of the proposals were already under consideration prior to the pandemic, proposals such as introducing a definition of casual employment and criminalising wage underpayments were among a number of measures before the federal

parliament as the year ended. Insolvency reforms focused on simplifying an otherwise complex and costly process for small businesses affected by COVID-19.

HIA gained the support of the Fair Work Commission to apply COVID-19 changes to the construction industry awards.

Despite the pandemic, the federal government moved ahead with establishing a Payment Times Reporting Framework which requires businesses with an annual income of more than \$100 million to publicly report their small business payment terms and times every six months.

International Housing Association

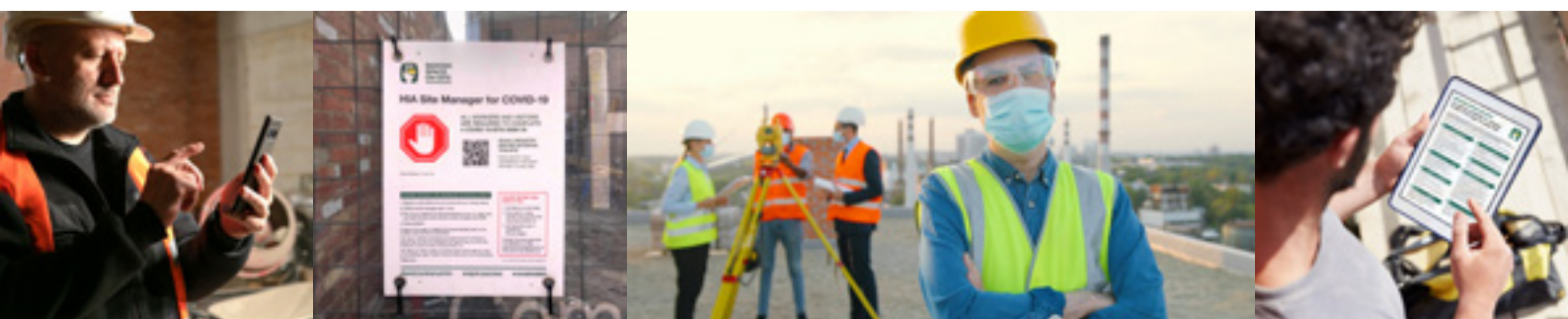
The International Housing Association's annual meeting was scheduled to be held in Washington DC in late March. Due to COVID-19, the meeting was held over two days as a virtual meeting, hosted by the National Association of Home Builders. The members shared the impact of COVID-19 on their countries and their housing industries, showing that home building had been recognised as an essential industry in almost every country including Australia.

During the annual meeting, an extension of Australia's term as Chair of the Association was supported for a further 12 months.

The effects of COVID-19 saw the Association meet throughout the year.

Due to no travel, new members from Israel and Nigeria and current members attended more regular meetings.

The interim meeting was held virtually on 22–23 September with all members able to participate. The impact of COVID-19 on some member countries has shifted dramatically with Japan, Ireland and Israel having severe lockdowns and impacts on business. The encouraging news was that many countries have kept the industry operating, providing government stimulus for housing. This saw the year end with a much stronger housing sector globally than had been expected at the start of COVID-19.



HIA help information advice

SUPPORT

HIA Member Benefits

HIA members continued to have access to exclusive HIA Affinity offerings aimed at helping them save money and manage their business compliance needs. Offers available in 2020 included:

- **Qantas Club** – Exclusive corporate rates to HIA's Qantas Club
- **Bupa Corporate Health Cover** – Access to private health plans through Bupa
- **Discounted fuel** – Access to savings throughout the year with Caltex/Ampol
- **HIA Insurance Services** – Access to a full suite of insurance products to cover work and home
- **HR docs** – Access to a comprehensive online library of HR documents
- **HIA Vehicles** – Access to a range of loan options and personalised car buying service

YOUR EXCLUSIVE OFFERS

Being a member of HIA allows you to take advantage of substantial savings on an exclusive range of products and services related to your business.

- HIA Vehicles**
As a HIA member, you, your family and your employees all have access to a personalised car buying service. Working carconnect's vast network of dealerships, financing options to suit your business or personal needs are also available through Statens Finance.
- Toyota Fleet Discount**
HIA and Toyota have had a well-established partnership for nearly 20 years. Toyota Fleet provides a solution to all fleet sizes from small, medium and large sized businesses. HIA members are eligible for Gold Fleet discounts.
- Fuel Discounts**
Save on fuel and simplify your payments with a Caltex Standard.
- Business Assist**
HIA provides assistance with your HR, legal and contract needs, covering all areas of running your business.
- Bupa Corporate Health Cover**
Bupa offers members access to quality corporate health cover. Join Bupa and pay for your first month and the next 6 weeks are free. Members also get access to Bupa Plus which includes rewards and discounts, tools and insightful information.
- HIA Shop**
The HIA Shop has all the essential stationery, tools and business products you need. These include contracts, building guides, first aid kits and site signs. You can also purchase your contracts online via Contracts Online.
- Qantas Club**
HIA members have exclusive access to HIA's Qantas Club corporate scheme. Join at a significantly reduced rate including the Qantas Club Lounge and the Frequent Flyer Program.

To find out more about these offers and view the terms and conditions of each, visit hia.com.au, call 1300 650 620 or email enquiry@hia.com.au

- **Toyota Fleet** – Access to Gold Fleet discounts that is usually only accessible by larger national businesses
- **Avis & Budget rentals** – A discounted rate on car rentals
- **Reckon One** – Exclusive savings on accounting software

HIA's service and product offering also continued to grow in 2020 with members having access to member pricing for:

- HIA Contracts Online
- HIA TRADEPASS
- HIA Safety Services
- HIA Training
- HIA Events
- HIA Webinars
- HIA Stationery
- HIA Economics

The HIA Associates program also continued, ensuring the employees and family members of our members could access all HIA services and benefits through their own personal membership.

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Covering legal costs incurred before, during AND after proceeding situations like:

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Health cover with great corporate benefits.

HIA members and their employees get unique benefits from Bupa.

- ✓ Get 6 weeks free when you join Bupa on a selected combined Hospital and Extras cover
- ✓ We pay towards the cost of psychology, counselling, and Online CBT (Online Cognitive Behavioural Therapy) at recommended providers, under our mental health category on most Extras and packaged covers.
- ✓ Pay nothing for your kids on most dental, physio, chiro, podiatry consultations and selected optical packages at Members Plus providers, up to yearly limits.
- ✓ When you join your Bupa corporate health plan and refer a colleague to Bupa who takes out a selected combined Hospital and Extras cover by 31 December 2020, you could pocket \$100 Visa credit to spend online and your colleague could enjoy 6 weeks free cover*. To refer, simply share the referral link: bupa.com.au/corp-ref

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HIA Safety

The HIA Safety team continued to support members to meet their workplace safety needs in 2020. Obviously a huge focus was helping the industry manage its way through COVID-19.

Our NSW safety team received over 5400 calls during the peak of the pandemic answering member enquiries.

HIA's SafeScan QR Codes were widely adopted by industry as a tool for general site inductions with many members also taking up the option for a tailored code. The general induction was available to the industry at no cost in April. It provided a fast, simple solution for all building sites.

Consultancy services, ranging from independent inspections of building

sites and premises to the provision of information and upskilling sessions, remained a key role for the team in 2020. Members were also able to access webinars on COVID-19 and working from heights.

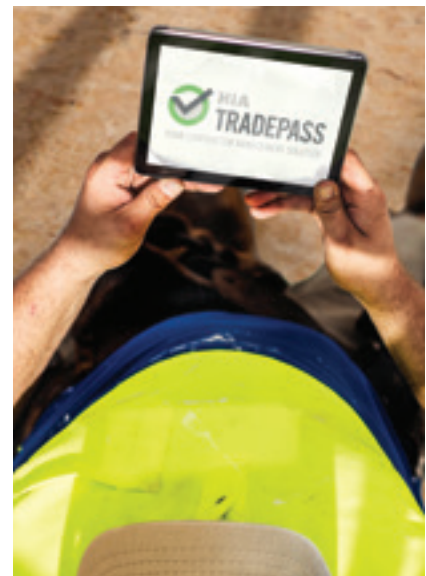
HIA Safety Services provides a value-add enquiry service for members to access a wide range of professional safety products and services, including tailored safety management systems, new or updated Safe Work Method statements, along with compliance tools such as SafeScan, safety tool box talks, supervisor safety sessions and safety inductions.

The SafeScan QR product was further developed and now includes 11 standard templates.

HIA TRADEPASS

The HIA TRADEPASS contractor management solution continues to provide builders with assistance knowing their contractors are compliant, with all the relevant insurance, licences and construction induction cards. It assists contractors to quickly and easily provide a builder with relevant documentation before going onsite.

In 2020, more than 1200 businesses across Queensland, NSW, ACT and Victoria implemented HIA TRADEPASS to assist them with document management. Along with continuing to grow in established regions, there are expansion plans in 2021/22 for HIA TRADEPASS to have national reach.



Digital Champions



The primary aim of the Digital Champions project was to provide support and advice for members about how 'going digital' could help transform and grow their business. However, with the impact of COVID-19 in 2020, the Australian Government recognised that small business owners needed more immediate assistance in other areas of their business. This allowed the range of help and advice given to our members to broaden beyond solely the digital space. COVID-19 also brought the

importance of digital tools to the forefront, raising awareness with industry of the opportunities to grow business using digital tools.

Through the Digital Champions funding, HIA assisted members via a range of live webinars, one-on-one coaching, group coaching, email and phone support. Throughout 2020, more than 1000 small business members were supported via live webinars with an additional 30 members taking part in small group coaching sessions which were delivered virtually.



HIA Training

HIA Training had been offering an online Certificate IV Building and Construction (Building) course since 2018. However, prior to 2020, the majority of students participated in face-to-face programs. With the onset of COVID-19 lockdowns in the first half of 2020, HIA Training was rapidly able to transition approximately 500 students across to online programs.

As 2020 progressed, a number of funded programs, as well as a heightened interest in online training more generally, led to increased enrolments in our Certificate IV courses. The availability of South Australian Work Ready funding created significant interest in not just the building specialisation but also contract

administration and estimating. Construction Skills Queensland also made funding available for small business short courses which were delivered online in the second part of the year. Tasmania's industry training body Keystone also offered funding for short courses which are being developed for 2021.

Following our experience in 2020, as well as a wider acceptance of online training, HIA will embark on two major projects during 2021. We are investing in our online delivery of the new Certificate IV and diploma programs, and developing a suite of engaging online workshops. To be delivered nationally, it will address CPD and licensing needs.

HIA Apprentices

HIA's ongoing commitment to support the industry's future through training and mentorship of young apprentices once again provided a success story for the Association.

Just under 300 new apprentices began their trade journey during 2020 with HIA's Group Training Scheme, an amazing number considering the difficulties associated with COVID-19. It was 206 new starters who commenced in the second half of 2020 with the support of HIA's experienced apprentice team across the country.

The federal government's COVID-19 support measures were administered by HIA and passed onto our hosts in full throughout the year. This enabled the continuous employment of our existing apprentices while providing financial assistance to our hosts. This resulted in a decrease in rotations year

on year with 388 against more than 450 in 2019.

As a registered group training organisation, HIA Apprentices is required to participate in external audits against the National Standards for Group Training. External audits for each region are performed biannually. ACT, Hunter, Sydney and South Australia were once again deemed compliant against the National Standards in 2020.

The ultimate success is seeing our apprentices complete their apprenticeship and move into a career, whether with their host, a new employer or setting up their own business. This year more than 117 apprentices successfully completed their apprenticeship with HIA Apprentices.

HIA Apprentices will end the year with a total of 527 apprentices employed.



2020 HIA JIM BROOKES AUSTRALIAN APPRENTICE OF THE YEAR: JAKE BLOKKER

HIA Charitable Foundation

The HIA Charitable Foundation has partnered with Beyond Blue since 2014. In 2020, this partnership was renewed providing the opportunity to again focus on the Association's efforts on the mental health needs of our members.

One in five workers in the industry will experience a mental health condition in their lifetime and a construction worker is lost every second day to suicide. Young workers in the industry are two times more

likely to take their own lives than other young Australian men.

The Foundation's support this year has helped more than 2080 people begin their journey of recovery, providing a pathway of support for their mental health concerns and connection with the network of services and resources available in the community.

Mental health starts where we live, work and play.



PROMOTE

HIA GreenSmart

The HIA GreenSmart program has continued to offer many benefits to the industry and provide members the opportunity to network and learn more about building environmentally responsible homes and renovations.

With the delivery of nine GreenSmart Professional courses around the country, a regional GreenSmart forum, a significant increase in the number of GreenSmart Project Accreditations, and the Australian HIA GreenSmart Awards, the program, now in its 20th year, has provided numerous opportunities for members who want to promote their business credentials in sustainable building and innovative green ideas.

The Australian Government's *Your Home – Australia's guide to*



environmentally sustainable homes book has continued to be an integral component of the HIA GreenSmart Professional course. HIA has actively participated in the upcoming sixth edition of *Your Home* which has undergone a major technical and editorial upgrade. This included new and updated topics in relation to:

- renewable energy systems and batteries
- condensation and airtightness
- energy efficiency in apartments and apartment building common area upgrades.

HIA partnered with the NSW Government on an initiative to increase consumer awareness and sales expertise on sustainable housing.

In 2021, this collaboration will see new training materials on 'net zero energy' housing incorporated into the GreenSmart Professional training package.



Blue Eco Homes



HIA AUSTRALIAN BATHROOM OF THE YEAR 2020: PREFERRED BUILDERS, PAUL TILSE ARCHITECTS AND BRAITHWAITE INNOVATIVE JOINERY

HIA Kitchens & Bathrooms

During 2020, our focus was to provide more targeted benefits and services for the kitchen, bathroom and design sector of our membership. As a result, the kitchen and bathroom construction and design guides, which support our specialist businesses, are currently being updated. The guides will be redesigned and converted to an online format and will be available for members in 2021.

The annual Kitchen & Bathroom Report prepared by HIA Economics was released in May. The report estimated that in 2019/20 there was

a total pool of 154,000 potential kitchen renovation jobs and 233,000 potential bathroom renovation jobs. The report also highlighted that consumers have never been more focused on their selections. They are educated in what they want and as a result the K&B community needs to be at the forefront of what is new, on trend and innovative. HIA will continue to assist members by providing regular presentations and webinars to keep them updated and informed on the latest trends and products.

Work commenced on a series of short online booklets for members to give customers to help them navigate some of the complexities of renovating kitchens and bathrooms. These guides will help members not only differentiate themselves from their competitors but also educate potential customers on what they should be looking for when they are engaging a professional in the housing industry. It will also have the added benefit of promoting the use of an HIA member. These guides will be available in 2021.

Given the high level of engagement with kitchen and bathroom content across HIA's digital platforms, the promotion of our K&B members to the public was also a priority throughout 2020.



HIA AUSTRALIAN KITCHEN OF THE YEAR 2020: JAG KITCHENS

INFORM

Keeping members informed

With the pace of change occurring almost daily in 2020, the need for accurate, timely information for members on COVID-19 restrictions and work rules was a priority for the Association.

2020 saw the roll-out of a new digital member alert and media release providing a professional look to accompany HIA's high quality advice and commentary.

Members received more than 100 member alerts relating to COVID-19 with many of these focused on Victorian members.

Members also received the regular *Regional News* emails on issues and activities happening across each region.

HOUSING and *Building News* continued to provide members with hands-on magazines covering national and local industry issues.

Work commenced in 2020 to transform HIA's digital offering while the roll-out of a new website will be a milestone in 2021.



HIA Economics



HIA Economics is dedicated to expanding knowledge and understanding of the residential building sector and communicating the important role of housing in Australia's economy. The activities of the group span industry research, forecasting, media engagements, hosting industry events, commercial research and consulting services, providing guest speakers as well as contributing to policy development and advocacy.

Much of the research undertaken by HIA Economics is published in a suite of regular and occasional publications. The publications cover many aspects of the industry including the new home market (detached houses and the multi-unit market), home renovations, land supply, housing affordability, availability of skilled trades and future housing requirements.

HIA members benefit from being kept up-to-date with the latest economic developments within the industry. With COVID-19 limiting face-to-face events in 2020, HIA Economics delivered its largest event with more than 800 people for the launch of the HIA-COLORBOND® steel Housing 100 2019/20, and another 50 online presentations as part of its events program and tailor-made presentations.

As the pandemic took hold and the uncertainty of the year ahead became evident, HIA Economics pivoted to supplement the four quarterly outlooks with additional forecasting via a set of outlook scenarios in April and a supplementary outlook in July following the HomeBuilder grant being announced. As the year ended, industry continued to look to the latest HIA forecasts to gain confidence in the activity for the years ahead.

INSPIRE

Home Inspirations

HIA's Home Inspirations Centres in NSW (Mayfield West in the Hunter) and the ACT (Fyshwick) continued to attract consumers to view the latest products, services and trends in home building, renovating, and kitchens and bathrooms.

Following a short closure early in the pandemic, the centres reopened in a COVID-19-safe fashion in June. With many households diverting their expenditure from travel and entertainment towards housing, including renovating their home, the

centres saw strong visitor numbers in the second half of the year.

While the annual consumer events weren't held in 2020, the pandemic prompted the development of a 3D virtual model of the Hunter centre, allowing consumers to walk through the centre and select brochures from the comfort of their own home or office.

After 14 years of operation, HIA decided to cease operating the centre in Fyshwick at the end of 2020. We thank all current and past exhibitors for their support.



HIA Building Women

The HIA Building Women program continued to provide an important opportunity for women working in the industry to join together and be inspired.

Queensland held their sixth HIA Building Women Awards. The response and calibre of nominations received showcased the diversity of roles, professions and the prominence of women across the industry. Nominees ventured from the Gold Coast up to Mt Isa to attend this year's event. The 2020 HIA Queensland Professional Woman of the Year was awarded to Rachael Turner of Front Porch Properties.

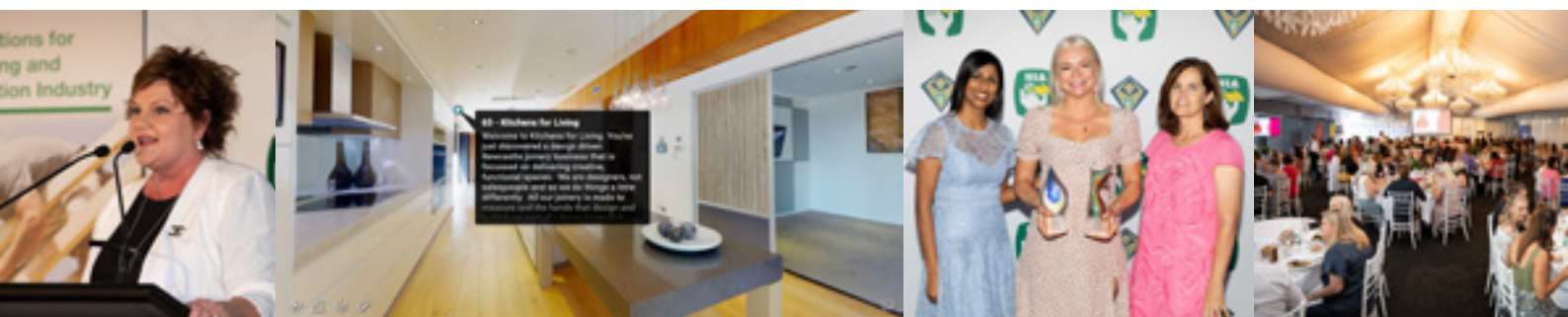
The Sunshine Coast hosted their inaugural Building Women Lunch, joining the Gold Coast & Northern Rivers Building Women Luncheons now in their third year.

Jelena Dokic headlined the Victorian Building Women networking lunch in February with 200 guests attending. Through COVID-19, networking and



professional development continued to be offered with two online workshops in Victoria on career building and business skills for women.

A roll-out in the Hunter and North Queensland were delayed due to COVID-19 but Western Australia was fortunate enough to hold their inaugural event in September.



HIA major events

2020 National Conference and HIA—CSR Australian Housing Awards

As the impacts of COVID-19 rippled across the country, HIA events adapted to the limitations on group gatherings and live events. At the start of the year, things were in full swing to arrange the National Conference and HIA—CSR Australian Housing Awards to be held on the Gold Coast in May. The talented line-up of topical speakers, included 2019 joint Australians of the Year Drs Craig Challen and Richard Harris who are widely recognised as the 'cave divers', along with paralympian Dylan Alcott and strategist Holly Ransom.

Registrations were strong, highlighting the popularity of the program, and planning was well progressed until COVID-19 took hold. In the space of weeks, HIA made a quick turn-around to present two extremely well-received interactive webinars with author and futurist Michael McQueen and digital engagement expert Danielle Di Masi.

For the first time in history, the 2020 HIA—CSR Australian Housing Awards were announced virtually on 29 May. Feedback from winners and finalists was positive; they were appreciative of the opportunity to be recognised in front of a global market.

There were 1859 unique devices that tuned into the presentation with many members celebrating together in their homes and businesses. >



Multi-award winning speaker, trend forecaster and bestselling author, Michael McQueen presents "The post-crisis kickstart" webinar for HIA members Thursday 6 August.

FREE WEBINAR

In this research-rich presentation, Michael explores:

- The 3 COMMON TRAPS that DERAIL SUCCESS - and how to avoid them
- How to achieve a RHYTHM of unforced PRODUCTIVITY
- The key momentum mindsets that can SUPERCHARGE GROWTH and CREATE AN UNFAIR ADVANTAGE over the competition
- The DAILY HABITS that ensure good intentions translate into SUSTAINED RESULTS

This will be a practical action plan that will offer tips and tools to implement in your business immediately to help set it up to be stronger, leaner and healthier post pandemic.

The Post-Crisis Kickstart

W/IN: THURSDAY 6 AUGUST
TIME: 12-2PM (AEST)
WHERE: ONLINE
COST: FREE

MICHAEL MCQUEEN

Register for further information visit: hia.com.au/events

HIA—CSR AUSTRALIAN HOME OF THE YEAR 2020: BJ MILLAR CONSTRUCTIONS



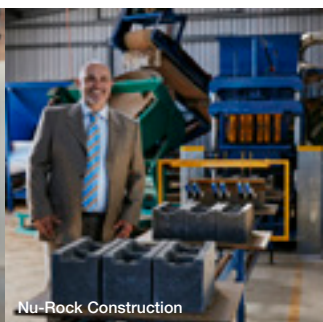
Light House Architecture & Science
and 360 Building Solutions



Crown Group Construction



Metricon Homes



Nu-Rock Construction

The presentation also reached an international audience, with more than 50 viewers across nine other countries including the USA, UK and New Zealand.

Queensland's BJ Millar Constructions won the coveted HIA-CSR Australian Home of the Year for a masterfully crafted home with an extraordinary level of customised detail. Understatedly elegant, the home's unique design experiments with volume and space under a floating roof, revolving around open-air garden atriums.

A partnership between North Queensland's MyStyle Homes and Kim Duffin Design took out Australian Bathroom Design and Australian Kitchen Design. The home these projects are located in also collected the only category voted by the Australian public – the HIA-CSR Australian People's Choice Home.

Eight regions had success with winners across the 22 categories presented.

Planning is well underway to hold a traditional event in 2021 and we look forward to welcoming members to the Gold Coast in July 2021.

2020 HIA Australian GreenSmart Awards

HIA members who design, build and deliver environmentally sustainable homes and products were once again recognised at the 2020 HIA Australian GreenSmart Awards announced in a virtual event on 8 September.

Award winners were dominated by NSW and ACT builders and designers, with NSW builder Blue Eco Homes taking out four awards.

Blue Eco Homes won the highest accolade – the Australian GreenSmart Home of the Year for their display home west of Sydney. The judges were impressed by the energy-positive Sapphire display home, commenting 'the home exceeds on all levels'.

The awards continue to attract members who have a passion for providing their clients with a comfortable living environment with a number of new entrants competing alongside regular entrants.

2020 HIA AUSTRALIAN GREENSMART HOME OF THE YEAR: BLUE ECO HOMES



HIA's strong regional presence

A national voice with regional delivery





Tasmania

**XAVIER CARTHEW-
WAKEFIELD**
PRESIDENT
TASMANIA



STUART COLLINS
EXECUTIVE DIRECTOR
TASMANIA



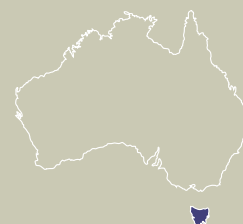
Never has there been a more important time to be an HIA member. The Association has been instrumental in keeping the residential building industry in Tasmania open for business. As a direct result of HIA lobbying, Tasmania was the first state to introduce its own HomeBuilder grant and an extension solidifying activity. This is creating jobs for industry and contributing to a strong housing-led economic recovery.

The cutting of red tape has also been a priority, with HIA procuring a range of planning reforms that streamline procedures and speed up approvals.

In addition, 2020 has seen HIA adapt its training and events to ensure ready access to courses and professional development opportunities. Through a combination of funded online and virtual classroom training, as well as event webinars, HIA members have enrolled in significantly large numbers. New training and events are under-development for roll-out in 2021. Similarly, HIA's virtual awards were well supported with an increase in entry levels and exposure of the program to a broader audience.

Meanwhile, HIA's youthBUILD program went from strength to strength, enabling school students across the state to undertake practical industry training which, for the first time, is aligned to the education curriculum.

It has been a year of contrasts, with 2020 throwing up many challenges but at the same time delivering unexpected housing activity and demonstrating the industry's resilience. HIA spent the early part of the year keeping housing sites open and providing members with information and resources to ensure COVID-19 safety requirements were met. The work of our organisation and the agile way in which HIA members were able to quickly respond has been recognised by the Tasmanian Government publicly on a number of occasions. HIA also successfully gained support to introduce the \$20,000 Tasmanian HomeBuilder grant to complement the federal grant. Further advocacy has resulted in an extension to this grant and improvements to the scheme which will help manage workflow and deliver a strong pipeline of work throughout 2021.



GEORGE TANCHEVSKI
PRESIDENT
ACT & SOUTHERN NSW



GREG WELLER
EXECUTIVE DIRECTOR
ACT & SOUTHERN NSW



The ACT Government focused on implementing the *Improving the ACT Building Regulatory System* reforms in 2020, responding to building quality issues. Industry consultation led to new regulatory measures including guidelines for minimum design documentation for building applications and a new Building Surveyors Code of Practice. HIA expressed concerns over the proposed Builders Code of Practice and gained the government's support to use the Code as voluntary guidance material.

The ACT Greens introduced legislation to require development applications to include an assessment of embodied greenhouse gas emissions and increasing third-party appeal rights. HIA successfully worked with the government and opposition to reject much of the bill.

HIA partnered with the Suburban Land Agency for the display village in Canberra's new suburb, Whitlam. The display homes will be HIA GreenSmart accredited, promoting the benefits of environmental design and building.

Despite the challenges of face-to-face events, HIA delivered innovative virtual events, including the HIA-CSR ACT and Southern NSW Housing Awards. All properties were judged in person and a post-awards face-to-face presentation ceremony could be held for our winners.

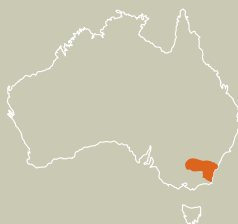
While much of the year was devoted to COVID-19, the devastation that was wrought on many towns across our region by the 2019/20 bushfires cannot be forgotten. No-one in the affected communities was untouched including HIA members along the South Coast and inland NSW, with a number losing their homes and properties.

The fires highlighted the resilience of our members, our industry and not unexpectedly the generosity of so many – whether in the regions or Canberra – to help out a friend or stranger in need.

HIA brought together key players, including the NSW Rural Fire Service, affected councils and members with HIA staff to host recovery seminars. Through the seminars and responding to member calls, the staff were able to provide timely support and help so members could navigate their way through myriad government programs available and understand how the fires might impact any rebuilds.

Fortunately, the ACT was relatively sheltered from the worst impacts of the pandemic, with the industry continuing generally unimpeded other than the closure of display homes during the initial lockdown. HIA was at the forefront of working with the ACT Government to ensure it had the right advice and could make the best decisions for the industry and the community. The *Making Space on Site* guidelines and resources were essential in helping the industry meet its obligations to provide a safe working environment.

The year ended with an election. HIA set out our election imperatives during the campaign which will provide a sound platform to work with the government over the next four years.



ACT & Southern NSW



New South Wales

ROBERT MOERMAN
PRESIDENT
NEW SOUTH WALES

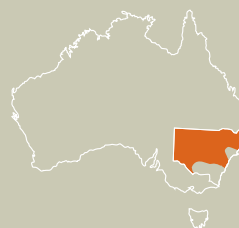


2020 started with NSW's most significant bushfire season on record with HIA engaging all members in affected areas to check on their welfare and determine what support was needed. It was heartening that many members volunteered time and resources to help their fellow members.

Severe floods followed then the COVID-19 pandemic threatened the business operations of the industry.

HIA's *Making Space on Site* guidelines and advocacy efforts proved instrumental in convincing the NSW Government that the building industry could operate in a COVID-safe way. In recognition of these efforts, HIA was proud to receive the 2020 SafeWork NSW Award for Industry Associations for 'outstanding support to members in the changed working environment due to COVID-19'.

HIA played a key role in the government's Development Peak Bodies Group, meeting weekly to discuss the response to the pandemic. This yielded positive outcomes for members including: extended work hours across NSW building sites; the Planning System Acceleration Program which included fast-tracked assessments; additional resources for the Land and Environment Court to reduce wait times; launch of the Planning Delivery Unit; and the Council Accelerated Assessment Program.



DAVID BARE
EXECUTIVE DIRECTOR
NEW SOUTH WALES



In 2020, HIA's policy and advocacy wins for members in NSW were significant. The Association held a seat on all six of the NSW Building Commissioner's *Construct NSW* committees into building quality and the steering committee, as well as working with the Land and Housing Corporation medium density pilot program. Working to ensure a practical approach to the administration of HomeBuilder by Revenue NSW, and gaining long fought for changes to NSW security of payments legislation to allow a builder to make a claim against a homeowner for non-payment, were also key wins. HIA was successful in supporting the release of a discussion paper by the NSW Treasurer on replacing stamp duty with a more predictable and equitable broad-based tax – a long-standing HIA policy position. Ongoing areas of policy focus also included the Productivity Commissioner's review of infrastructure contributions, IPART's review of the Home Building Compensation Fund and advocating for the Green Field Housing Code.



PHILL THEUNISSEN
PRESIDENT
WESTERN AUSTRALIA



CATH HART
EXECUTIVE DIRECTOR
WESTERN AUSTRALIA



The West Australian team's mantra this year has been that members need the Association more than ever in times of crises. HIA worked closely with government throughout the pandemic to support Western Australia's residential building industry, lobbying for sites to stay open and then securing the state home building stimulus to underpin the economic recovery. HIA's profile during the pandemic saw the Association as the go-to source for members, media and government on the latest and most accurate information. Further lobbying from the HIA secured much-needed extensions to the commencement timeframes for the Building Bonus and HomeBuilder schemes due to shortages of titled land and labour, and delays from lenders and local governments. Our 2021 forecast for new home sales is strong, and we expect the economic benefits of the stimulus packages will flow through to 2022.

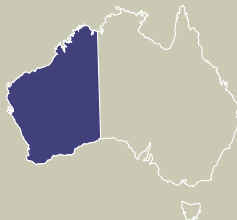
In 2020, HIA continued to work closely with members, stakeholders and government, and extensive lobbying efforts saw a range of grants and packages announced by government to support the industry and the residential building market.

After years of advocating for more support for home building, the federal and state governments announced \$45,000 worth of stimulus within five days, and for a first home buyer up to \$69,000 was available. The demand created from the grants surprised even the most optimistic in the industry.

Government decisions in response to HIA's advocacy around the unprecedented challenges spanned across all sectors of the industry, including planning, apprentices, training and first home buyers. The fly-in fly-out (FIFO) relocation proposal announced by the government was an HIA initiative to incentivise eastern states-based FIFO workers to relocate permanently to the west coast.

Another major win for HIA was the recent extension to the commencement timeframes of the Building Bonus. WA is now anticipated to reach 18,209 starts in the new year.

With the WA state election looming, HIA continued to advocate for key initiatives to assist in smoothing out the workflow and the industry as a whole in terms of population and marketing strategies; eliminating foreign buyers surcharge; growing our skilled workforce; bushfire protection regulations and consistency in local government.



Western Australia



ANDREW GORDON
PRESIDENT
VICTORIA



FIONA NIELD
EXECUTIVE DIRECTOR
VICTORIA

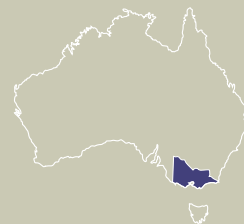


As HIA helped navigate our industry through the COVID-19 crisis, it worked with members to ensure they had business survival.

Working extensively with the government and the opposition was key this year. With fluctuations in sales correlating with the various stages of restrictions, the HomeBuilder grant played an important role in generating home buying activity. HIA worked to ensure improved land supply and a blanket extension to commencement timeframes due to the lockdowns.

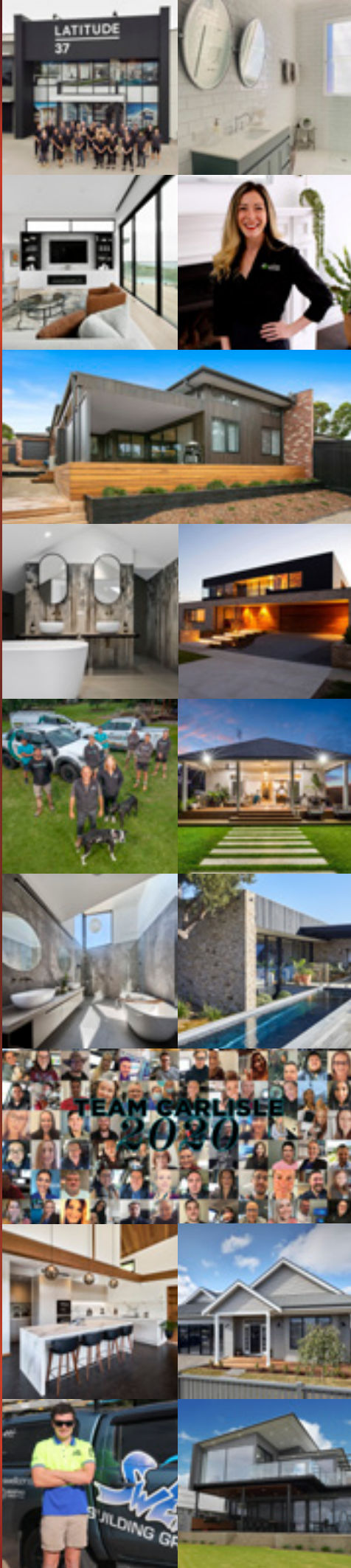
Continued member engagement included online webinars, trade nights, Industry Outlook events, Presidents Lunches, Building Women workshops, contract management and GreenSmart events. Our committees continued to meet and guide us through COVID-19 with branch activity being strengthened with East Metropolitan, Geelong and Western District Branches bringing onboard new chairs and a refreshed perspective for discussion, learning and networking.

We were overwhelmed with the level of support for our awards program this year, with three regional awards nights and the Melbourne metropolitan awards all held online. It was a wonderful recognition of the outstanding achievements of our members and a celebration of building exceptional homes, kitchens and bathrooms, in what has been a most challenging year.



Supporting Victorian members to keep their doors open became the primary focus for HIA in 2020, responding to the bushfire and COVID-19 challenges. HIA worked with the government to secure critical outcomes for members being appointed to the State Development Taskforce early in the pandemic to provide industry feedback on the challenges for domestic building. Wins included keeping many trades working and allowing homes to commence and to be handed over during the Stage 4 restrictions. A safe return to opening display homes and renovation sites were also critical, along with government endorsement of HIA's *Making Space on Site* guidelines. With constantly changing and complex restrictions, HIA provided timely and clear advice to members through our regular member communications. Our staff responded to thousands of member calls each month, while HIA's apprentices remained engaged and our training team moved to online delivery – a remarkable outcome that will support the demand for more trades in 2021. The government progressed many reforms with negative implications. HIA secured a delay in the critical registration and licensing of trades reforms and responded to proposed reforms on mandatory CPD and wage theft laws, along with a skills review, inquiry into the on-demand workforce, review of Victoria's building system and developer contributions.

Victoria



Hunter

GRANT WILLIAMSON
PRESIDENT
HUNTER



CRAIG JENNION
EXECUTIVE DIRECTOR
HUNTER



The unprecedented challenges of 2020 resulted in HIA supporting members with information and advice across a range of matters throughout the year, many with a connection or as a result of COVID-19.

Despite the challenging operating environment there was much to celebrate in 2020. The apprentice team had the highest number of new starts of the Group Training Scheme nationally. With extremely low resignations and terminations during the year, the team concluded 2020 with a regional milestone – the greatest number of apprentices employed since the scheme was introduced in the region.

A successful transition to online events and training was another highlight of the year. This was complemented by a record number of award entries in the HIA-CSR Hunter Housing and Kitchen & Bathroom Awards and a record number of commencements of the online Certificate IV in Building qualification.

Managing the impact of COVID-19 on the Hunter residential building industry was a key concern for HIA and our members throughout 2020.

In the first half of the year, we cautiously watched to see what impact COVID-19 would have on consumer confidence and building approvals. The good news was that they held up.

Complementing nationwide growth in new dwelling approvals, the Hunter remained strong in the latter half of 2020. The facilitators of this was the introduction of HomeBuilder, increased stamp duty concessions, budget announcements and low interest rates. These all combined to give home buyers, renovators and industry the incentive to continue to navigate through these challenging times.

News this year that a number of councils had used development levies to cover administration costs was extremely concerning. HIA successfully lobbied the state and local governments involved that restricted funds being used contrary to their purpose was not legal and the funds should be returned. One of the councils involved has since agreed to repay the money.

Returning the funds borrowed was the right move and the reviews into council practices should be viewed as a warning that HIA will continue to keep an eye on the collection and spending of development levies.





PETER CAVALLO
PRESIDENT
NORTH QUEENSLAND



PETER FRY
EXECUTIVE DIRECTOR
NORTH QUEENSLAND



The year of 2020 will go down as 'the year that was'. It started for many with increased activity but as COVID-19 emerged, the region saw a slowdown in sales, creating an air of concern. Following government stimulus, the year will see the region finishing with a solid construction pipeline leading into 2021. During the pandemic, HIA supported our members with ongoing information and communication with the aim of keeping our industry open and operating. Our *Making Space on Site* campaign was used and supported by many members on their sites, display homes and in their businesses. Our Housing Awards programs were the first face-to-face events for HIA in a challenging year for bringing members together with maximum audiences in attendance at each event and strong support from our partners. The high quality of workmanship and the number of entries from across the region was testament to our members' efforts in an extremely challenging year.

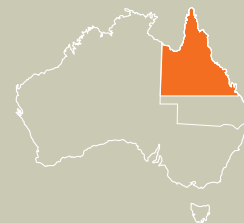
In a year that saw many businesses change, reset and pirouette to move forward, we must look at the positives that came out of 2020.

HIA worked tirelessly to keep members informed during COVID-19 and while the region was affected differently to other states, it was good to see our members undertake the necessary steps to keep our industry safe and operating during this time.

The stimulus activity given to residential building by the federal government has provided strong growth in activity across regional Queensland. We are seeing activity in regions that has not been seen for many years and this will assist our members well into 2021.

HIA strongly advocated for regional migration, looking for ways to attract and increase the population in regional cities and towns. HIA was successful in lobbying the Queensland Government for a grant to provide assistance to homeowners wanting to build in regional Queensland. The \$5000 Regional Home Building Boost Grant was released in June to run until 31 December 2020. Following further successful lobbying, the grant was extended until 31 March 2021.

The challenging year also saw changes to our member activities across the region. Training and workshops moved to the digital realm with webinars and Zoom classes being well attended by our members. Digital information saw an increase in support for members by utilising enews, member alerts and the HIA website.



North Queensland

Queensland

PAT RYAN
PRESIDENT
QUEENSLAND



MICHAEL ROBERTS
EXECUTIVE DIRECTOR
QUEENSLAND



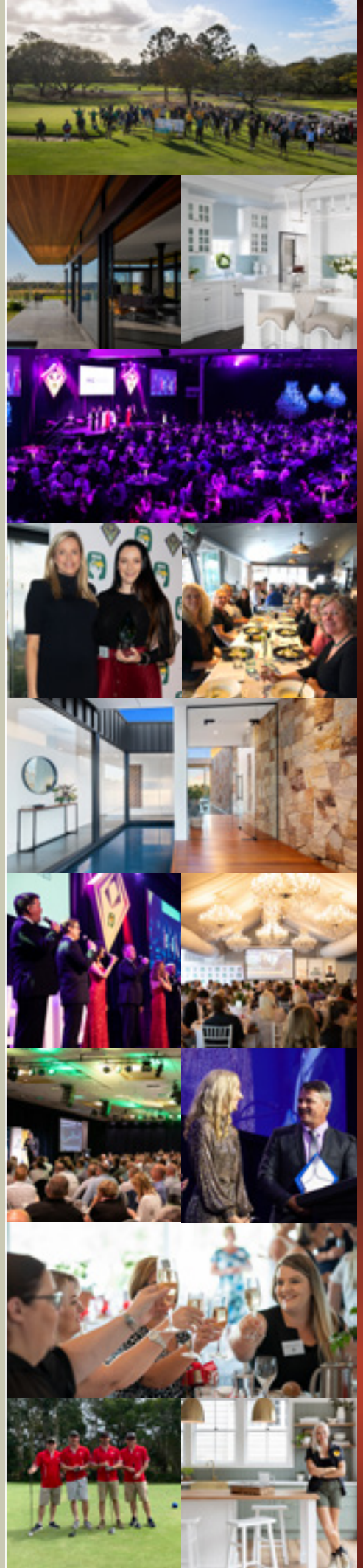
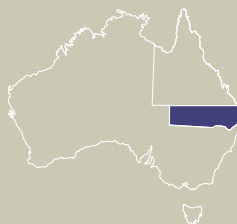
The year of 2020 started positively for the Queensland events team with 437 industry participants turning out in early March for the annual HIA Economic Outlook Breakfast in Brisbane. The information provided at this event is highly regarded and the event continues to grow in popularity year-by-year. Just two weeks later, the Queensland Government's response to COVID-19 was impacting the way we did business. Not surprisingly, pandemic-related issues have driven the majority of the member engagement in Queensland since March. With the Queensland Government's priorities narrowly focused on managing the health aspects of the pandemic, HIA's advocacy efforts ensured the home building industry in Queensland was able to continue working. With the launch of HIA's Small Business Program coinciding with the introduction of COVID-19 restrictions, HIA moved the program delivery to an online model. This created greater flexibility for students across the state, resulting in more than 737 students participating in the program.

There's no doubt the prospect of a state election in late October influenced how the Queensland Government responded to COVID-19. With the government primarily focused on dealing with the health response to the pandemic, many sections of the bureaucracy continued with a business-as-usual attitude. It was unwilling to adapt expectations to account for COVID-19 disruptions, placing an unfair burden on building businesses that were already trying to pivot and survive.

While other states postponed fee increases or removed fees altogether, the Queensland Government increased licensing renewal fees, the QBCC Home Warranty Insurance Premiums and the Q-leave levy. Frustratingly, when given the opportunity to stimulate building activity via adoption of the federal government's HomeBuilder initiative, the government was slow to respond.

Thankfully, COVID-19 restrictions eased in time to allow HIA to run most of the planned housing awards as in-person events. This was well received by members, who got to celebrate during a difficult year.

Despite the impact of COVID-19 still playing out across the broader Queensland economy thanks to the federal government's HomeBuilder program, the residential building industry in Queensland is busy with many builders reporting they have enough work in their pipeline to see them through until late 2021.



South Australia

PETER FLEMING
PRESIDENT
SOUTH AUSTRALIA &
NORTHERN TERRITORY



STEPHEN KNIGHT
EXECUTIVE DIRECTOR
SOUTH AUSTRALIA



The COVID-19 crisis and its consequences have dominated the residential building industry throughout 2020. HIA support to builders throughout that time has been highly regarded by members and the broader building community.

Outside of this planning reform has continued to dominate the policy space and it was a big win for the industry that the introduction of the new planning code was delayed from July to October and then again to March 2021. HIA has taken a lead role in resisting a hasty implementation of new requirements that could conceivably add thousands of dollars to the cost of a new home or renovation.

In 2020, HIA provided submissions on the planning reform, apprentices supervision ratios and the state budget, to name a few. It is pleasing to see that the government and senior public servants seek advice from the HIA to ensure the industry's voice is heard at the highest level.

Despite the restrictions, HIA provided an extensive range of events, some virtually, with the highlight being the spectacular HIA-CSR Housing and Kitchen & Bathroom Awards ceremony held in November with more than 1000 builders, suppliers and their guests attending.



Although 2020 began well with good home sales numbers off the back of a subdued 2019, this all fell apart during the second quarter with the impact of COVID-19.

This was followed by a swift recovery as the HomeBuilder grant stimulated the market. The grant hit the sweet spot in South Australia with builders being inundated with enquiries and, with stage two of the grant announced, there could be up to 9000 new homes and renovations built as a result.

HIA worked with government to ensure the guidelines for the grant were appropriate for South Australia, setting a precedent for most states and territories to follow.

The Association also influenced government to provide substantial gains in funding for training and apprentices during the pandemic. Appointments to high level committees, such as the Premier's Industry Response and Recovery Council, has ensured that the residential building industry concerns were heard and acted on throughout the crisis.



JUSTIN GILL
CHAIR
NORTHERN TERRITORY



ARCHIE WRIGHT
EXECUTIVE DIRECTOR
NORTHERN TERRITORY



The beginning of 2020 looked fairly bleak for the residential building industry in the Northern Territory. New home starts were at a low not seen for several decades. However, as the year progressed, new home sales began to pick up, mostly due to the various incentives on offer and the 'safe haven' the territory became during the pandemic. New home builders will finish 2020 on a high, with order books full and enough work to last well into 2021.

During 2020, HIA was heavily involved in the introduction of the Home Improvement Scheme, which resulted in the retention of large numbers of tradespeople in the Northern Territory. Without this scheme in place, the territory would have lost many of the tradies that we desperately need to retain. HIA also worked with government on a Continuing Professional Development model for builders that's both practical and achievable for all builders in the Northern Territory.

There's no doubt the Northern Territory market has gone from record lows in new builds to now heading towards record highs thanks to the Northern Territory BuildBonus and the federal government HomeBuilder incentive.

In early 2020, substantial amounts of titled land was available to purchase but by year end, a situation where land supply was a challenge risked reducing the effectiveness of the incentives.

The Northern Territory Government, following a similar federal government HomeBuilder incentive announcement, extended a reduced BuildBonus from the end of 2020 to March 2021. This is welcomed by industry as the concern was encountering a large drop in enquiries and resultant sales if the BuildBonus was discontinued.

The challenges in the market are now skill shortages with a record number of sales of new homes resulting in a high demand for trades. Price increases are now starting to emerge in both labour and the supply of materials, compounded by reduced international imports.

Population growth in the territory has seen property prices increase by seven per cent in the past four months. Rental properties on the market have reduced to a vacancy rate under one per cent.

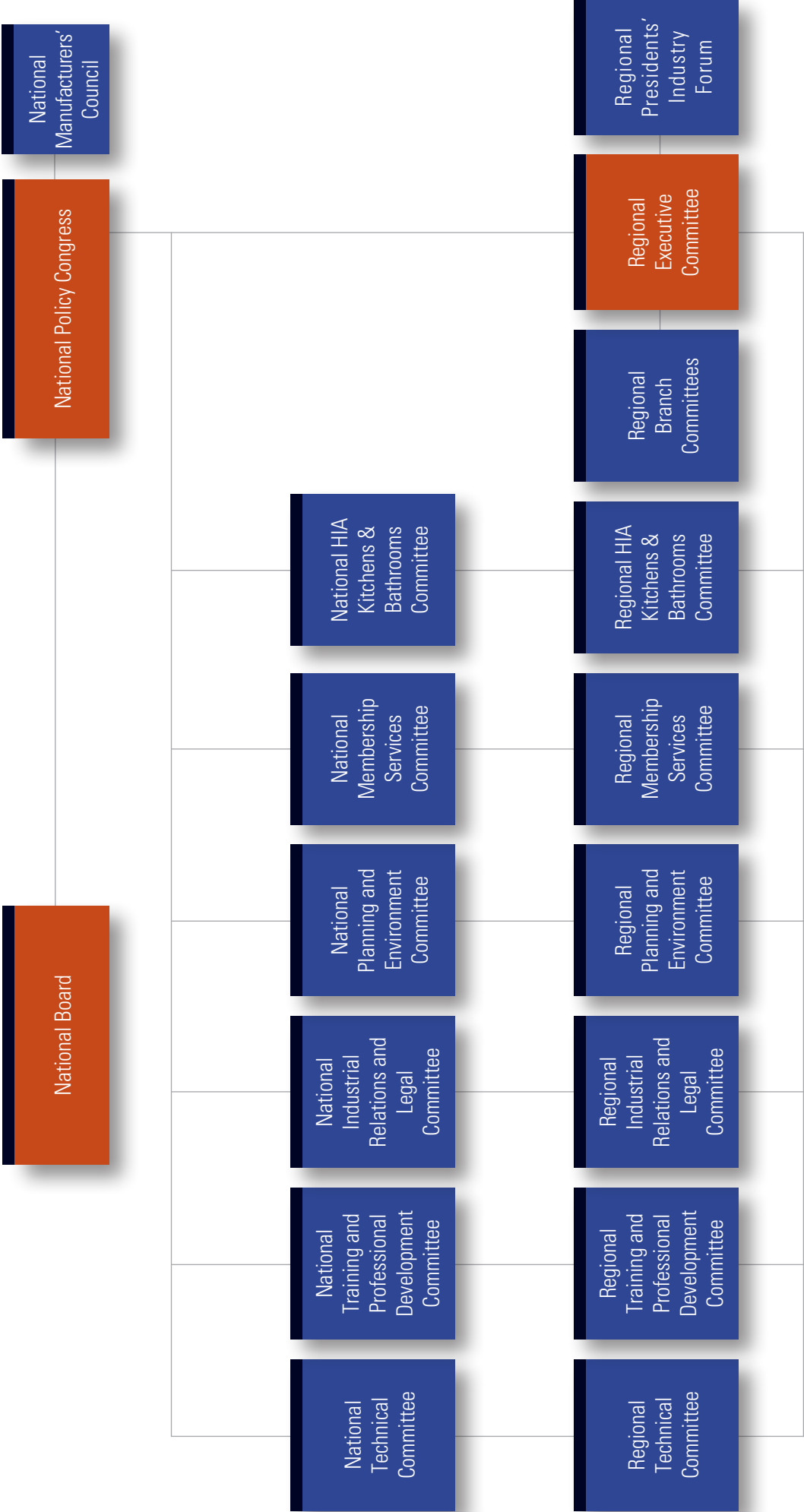
Various projects including defence and onshore gas extraction are gaining traction in the Northern Territory and there is a real positive vibe among the community.



Northern Territory



HIA's committee structure



HIA staff

As at 31 December 2020

National Office

Graham Wolfe Managing Director

Warwick Temby Deputy Managing Director

Kristin Brookfield

Chief Executive – Industry Policy

Jocelyn Martin Chief Executive – Operations

Business Services

Liz Keen Legal Desktop Publisher/
HIA Shop Assistant

Guillermo Risco National Manager –
Member Benefits and Programs

Corporate Services

Annette Christou
Group Operations Manager

David Humphrey Corporate Legal Counsel

Jelica Ivetic Executive Assistant

Fiona Knight Executive Officer

Wendy Papas Receptionist

Gerrie Van Dam Receptionist

Digital

Lindsay Pepper Senior Graphic Designer

Economics

Kirsten Lewis Economics Group Coordinator

Angela Lillicrap Economist

Timothy Reardon Chief Economist

Employee Services

Angela Donnellan Payroll Manager

Tegan Lowe-Moon Senior Employee
Services Adviser

Finance

Michael Kerr Senior Accountant

Tobias Machingarufu Assistant Accountant

Lalit Prasad Chief Financial Officer

Keshena Saxby Accounts Officer

Logan Smith Accounts Officer

Kirthika Subramanian Accounts Officer

Annette Van Wyk Accounts Officer

HIA Apprentices

Sarah Guest

Senior Apprentice Payroll Coordinator

Haley Pitman

Senior Apprentice Payroll Coordinator

Industry Policy

Melissa Adler Executive Director –
Industrial Relations & Legal Services

Simon Croft

Executive Director – Building Policy

Geordan Murray

Executive Director – Industry Policy

Joseph Shanahan Media Manager

IT

Glenn Alderton Client Services Officer

Iwona Bockwinkel .NET/CRM Developer

Emily Crampton-Smith

Resource Developer/Data Entry Officer

Chan Dissanayake .NET/CRM Developer

Brendan Donovan

Chief – Business Improvement Group

Stephen Fowler Client Services Officer

Jeff Fuller .NET/CRM Developer

Dean Mason

Database Administrator and Developer

Shauna Novacsek

Resource Developer/Data Entry Officer

Joanne Randles Manager – IT Support

Joseph Randles

Application/Desktop Support Officer

Vijayakumar Santhanam

.NET/CRM Developer

Birendra Shah Software Technical Lead

Kelly Tot

General Manager – Information Technology

Marketing & Communications

Jennifer Haling Manager – Awards Program

Membership

Kyra Van Limbeek

Membership Subscription Officer

National Publishing

Laura Valic Editor

Kate Veteri Publications Officer

Training

Timothy Ferrari

General Manager – HIA Training

Australian Capital Territory/ Southern New South Wales

Gregory Weller

Executive Director – ACT/Sthn NSW

David Biggs

Membership Sales Representative

Charlotte Campbell Executive Assistant

Rochelle Faiz Receptionist

Faraz Jafri Workplace Adviser

Ian McGown Manager – HIA Apprentices

Sabine Meyer Customer Service

Coordinator – HIA Training

Daniel Rathbone

Event & Partnership Coordinator

Marcus Vartiainen

Building Services Adviser

Gold Coast

Toni Bull

Executive Director – Gold Coast/Nth Rivers

Glynis Alley Customer Service Coordinator
– HIA Training

Shinade Hartman

Member Services Coordinator

Laura Regan

Executive Director – People and Culture

Babyjane Whicher

Administration & Customer Service Officer

Hunter

Craig Jennion Executive Director – Hunter

Laurence Antcliff

Manager – HIA Apprentices

Lizabeth Campbell

Coordinator – Home Inspirations Centre

Bronwyn Carlyle Customer Service Officer – Home Inspirations Centre

Alysha Coussos

Workplace Adviser

Jack Dunn Customer Service Officer – Home Inspirations Centre

Christine Durie Customer Service Officer – Home Inspirations Centre

Joanne Greig Customer Service Coordinator – HIA Training

Catherine Huley Customer Service Officer – Home Inspirations Centre

Phoebe Jovanovich Customer Service Coordinator – HIA Training

Kyla Kenney

Training Compliance Administrator

Katie Lee

Business Development Representative/Field Officer – HIA Apprentices

Penelope Lees Office Administrator

Samuel Lees Customer Service Officer – Home Inspirations Centre

Jade Lynch Event Coordinator

Jenny McDonald

Receptionist/Stationery Officer

Cameron Morrow

Membership Sales Representative

Ian Tennant Customer Service Officer – Home Inspirations Centre

Samantha Tull Administration Assistant

National roles based in Hunter

Angela Schaefer Accountant NSW – Hunter

New South Wales

David Bare Executive Director – NSW

Brad Armitage

Deputy Executive Director – NSW

Jemima Accadia

Administrative Assistant – Coffs Harbour

Joshua Burg Assistant Director – Building

Megan Chase Events/Training Customer Service Coordinator – Coffs Harbour

Andrew Farah Workplace Adviser

Jane Fayad

Business Safety Manager – HIA Safety

Dorothy Frick

Business Development Representative/Field Officer – HIA Apprentices

Meredith Frohreich

Senior Workplace Adviser

Nikitha Gajawada

RTO Administrator – HIA Training

Lisa Harris

Administration & Communication Executive

Leonie Howe Customer Service

Coordinator – HIA Training

Kassandra Lewis Manager – HIA Training

Dennis Meyn Senior Adviser – HIA Safety

Jasminne Muliadi

Manager – Workplace Services

John Nagle Business Development

Representative/Field Officer – HIA Apprentices

Alicia Owen Event & Partnership Manager

Joey Pelante

Business Development Representative

Gary Rudnick Sales Manager NSW/ACT – HIA Apprentices

Carolyn Sheean

Manager – Vocational Projects

Victoria Springett Customer Service

Coordinator – HIA Training

Lesley Steel

Office Administration & Facilities Manager

Richard Stoker

Branch Manager – Coffs Harbour

Shannon Summers Receptionist

Michelle Todd Business Development Representative – Illawarra

Cathy Towers Assistant Director – Planning

Nicole Wilson

Administration/Customer Service Officer

Caroline Woolger Workplace Adviser

National roles based in NSW

Belinda Bouverie

Manager – National Rententions

Benjamin Brooker

General Manager – Digital

Jennifer Brooks

Online Awards Program Coordinator

Anne-Maree Brown

Manager – HIA Publications

Jessica Cawsey Digital Marketing Specialist

Lyndall Cheshire Web Content Writer

Shireen Da Costa

National Conference Manager

Angela Esen Graphic Designer

Fristine Flores Coordinator – HIA Digital

Andrew Harrington

Junior Graphic Designer

Donna Heryawan

General Manager – National Membership

Catherine Lynch Chief Executive – Marketing & Digital Transformation

Ryan May

Marketing Communications Manager

Leslyn Parker Senior Graphic Designer

Bella Shen

Marketing Communications Specialist

Lucy Vicars

Manager – National Partnerships Strategies

Dora Vo Website Content Administrator

Kerrie Wilson Manager – Member Business Support – Coffs Harbour

Northern Territory

Archie Wright

Executive Director – Northern Territory

Gregory Adams

Trainer/Assessor – HIA Training

Naomi Eggmolesse

Customer Service Coordinator

Kerri Tanner Administrative Assistant

North Queensland

Peter Fry

Executive Director – North Queensland

Naree Griffey Member Services Representative

Colin Hancox

Office & Event Administrator – Cairns

Russell Parnicott

Branch Manager – Cairns

Kim Torrisi Customer Service Coordinator – HIA Training

Queensland

Michael Roberts

Executive Director – Queensland

Angela Olsen

Deputy Executive Director – Queensland

Debbie Badinski Customer Service
Coordinator – HIA Training

Aimee Barratt
Compliance Adviser – HIA TRADEPASS

Kim Coles Events & Partnership Manager

Kelvin Cuskelly
Assistant Director – Building Services

Kurt Ebert
Business Safety Manager – HIA Safety

Katrina Edwards Executive Assistant

Phillipa Evans
Processing Officer – HIA TRADEPASS

Catherine Hall
Receptionist/Administrative Officer

Vince Hammond
Business Safety Manager – HIA Safety

Lynette Hawthorn
RTO Administrator – HIA Training

Patrick Hill Manager – Workplace Services

Brian Johnson Manager – HIA Apprentices

Kerry McLachlan
Event Coordinator/Training Assistant

Stuart McMillan
Manager – HIA TRADEPASS

Josie Norman
Administrative Officer – Sunshine Coast

Phil Read
Business Development Representative/Field
Officer – HIA Apprentices

Jasmine Sharie Workplace Adviser

Jill Sharp Receptionist

Ken Smith
Branch Manager – Sunshine Coast

Doreen Terry
Membership Services Representative

Tony Trost Receptionist

Pallavi Udaya Kumar
Building Services Adviser

Mark Van Der Merwe
Business Development Representative –
Sunshine Coast

National roles based in Queensland

Aimee Beldan
Information Officer – HIA InfoCentre

Alexander Campion
Information Officer – HIA InfoCentre

Sarah Debb
Information Officer – HIA InfoCentre

Susan Devlin National Audit & Compliance
Manager – HIA Training

Mark Elgood
Chief Executive – Sales

Dylan Gray
Information Officer – HIA InfoCentre

Angie Leben Advertising Account Manager

Jasmine Mi
Information Officer – HIA InfoCentre

Didi Mulligan
Information Officer – HIA InfoCentre

Shiralee Rudolph
Information Officer – HIA InfoCentre

Madison Waldbly
Information Officer – HIA InfoCentre

South Australia

Stephen Knight
Executive Director – South Australia

Denise Agnew Senior Customer Service
Coordinator – HIA Training

Emma Allen
RTO Administrator – HIA Training

Clive Broughton
Business Development Representative/Field
Officer – HIA Apprentices

Stephanie Cardillo
Event & Administration Coordinator

Huan Do
Assistant Director – Workplace Services

Roger Kuhlmann Sales Manager

Richard Little
Senior Safety Adviser/National Safety
Product & Process Manager – HIA Safety

Jenny Mackenzie Customer Service
Coordinator – HIA Training

Lisa Madrussani
Event and Partnership Manager

Olivia Meadows
Enrolment Coordinator – HIA Training

Joanne Murray Manager – HIA Training

Jacquelyn Nikolic
Membership/Stationery Sales Coordinator

Thomas Noble
Trainer/Assessor – HIA Training

Marie Rinaldi
Event and Administration Coordinator

Grant Robinson
Manager, South Australia & National
Compliance Manager – HIA Apprentices

Amanda Scutter Executive Assistant

Kendall Simon-Bailey Receptionist

Carly Sisto Customer Service Coordinator
– HIA Training

Sophie Turtle
RTO Administrator – HIA Training

Christopher Wiltshire Assistant Director –
Planning, Building and Environment

National roles based in South Australia

Lachlan Everitt
Learning & Pathways Adviser

Brenton Gardner
Chief Executive – Business

Kaitlen Hier Recruitment Consultant/
Administration Assistant – HIA Apprentices

Russell Holtham General Manager,
Operations – HIA Apprentices

Amy Kozilek
Administrative Assistant – HIA Apprentices

Laura Tascione Accounts Receivable
Officer – HIA Apprentices

Wendy Ventura Senior Administration
Officer – HIA Apprentices

Tasmania

Stuart Collins
Executive Director – Tasmania

Kelly Allan Executive Assistant

Danita Bond Events & Partnership Manager

Maree Johnstone
Receptionist & Stationery Sales Coordinator

Laura Kennelly Administrator – HIA Training

Marina Tyrrell Customer Service
Coordinator – HIA Training

Jacob Sertori
Branch Manager – Launceston

National roles based Tasmania

Corrinna Downham Administration/
Operations Coordinator – HIA Training

Rachael Oakley National Operations
Manager – HIA Training

Victoria

Fiona Nield Executive Director – Victoria

Keith Ryan
Deputy Executive Director – Victoria

Linda Bajjali Workplace Adviser

Racheal Beggs Office Administrator

Damien Billman Business Development Representative – Geelong

Marvin Bude Building Services Adviser

Cobi Davies Office Administrator

Meg Diola
Bookshop & Facilities Coordinator

Abhinav Dua Customer Service Coordinator – HIA Training

Kate Fitzpatrick Office Coordinator

Garry Fitzsimons
Field Officer – HIA Apprentices

Janece Grant
Office Administrator – Albury/Wodonga

Danielle Grech
Receptionist & Bookshop Assistant

Stephen Greenwood Building Support Services – Technical Advisor – Bendigo

Rebecca Hall
Business Development Representative

Rafal Hassan Receptionist

Emilie Jean-Pierre
Enrolment Coordinator – HIA Training

Kim Johnstone Membership Coordinator

Jason Keller Business Development Representative – Albury/Wodonga

Irene Melnik
Office Administrator – Geelong

Moses Mkusa Workplace Adviser

Majenta Ritchie
Events & Partnership Administrator

Donna Rowe
Office Administrator – Bendigo

Bronwyn Scott Manager – HIA Training

Natalia Smith
Manager – Workplace Services

Shaun Stone Business Development Representative – Bendigo

Stuart West Events Manager

Peter Zagorski Director – Building Services

National roles based in Victoria

Jennifer Branningan
Learning & Pathways Adviser

Thomas Devitt Economist

Lisa Ebert
Finance Manager – HIA Apprentices

Sam Ffrench National Business Development Manager – HIA Training

Chris Fortune National Business Development Manager – HIA Apprentices

Nadine Goldsmith Chief Executive – Infrastructure & Culture

Michelle Harrex
National Product Manager – HIA Training

Michael Hermon
Executive Director – Planning & Development

Tony Lopez Assistant Director – OH&S

Jennifer Sempf Web Content Administrator

Rasika Senadheera
Product Administrator – HIA Training

Western Australia

Cath Hart
Executive Director – Western Australia

Michael McGowan
Deputy Executive Director

Vincenza Cattaruzza
Administrative Assistant

Rachael Fox Administrative Assistant

Rebecca Lau Event Coordinator

Marilyn McPaul Senior Customer Service Coordinator – HIA Training

Madeleine Palm
Communications & Media Coordinator

Elizabeth Pracilio
Assistant Director – Workplace Services

Janeen Robertson Executive Assistant

Aaron Sice
Assistant Director – Planning & Building

James Skouros Manager – HIA Apprentices

Sharon Smith
Membership Stationery Sales Coordinator

Pina Versace Branch Manager – Bunbury

Oriana Voss
Member Engagement Coordinator

Sharmen Wilson Event Manager

National roles based in Western Australia

Diane Blom
IT System Administrator/Project Lead

Lisa Grigsby
Administrator – HIA Charitable Foundation

2020

financial report

Housing Industry Association Limited and Controlled Entities ACN: 004 631 752
Concise Financial Report for the year ended 31 December 2020

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Directors' Report

The directors present their report on the consolidated entity (referred to hereafter as the Group) consisting of Housing Industry Association Limited (HIA) and its controlled entities for the financial year ended 31 December 2020.

Directors

The following persons held office as directors of HIA during the financial year:

Simon Gordon Collolo Norris

Alwyn Gerard Even

David Charles Linaker

Graham Erle Wolfe

Gregory John Elsworthy

Yitzhak Arie Hazan

Catherine Mary Inglis

Debra Megan Johnson

Andrew Bruce Robb

Pino Anthony Monaco

Shane Paul Goodwin

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal activities

The Group's principal continuing activity during the year consisted of:

- the promotion of industrial resources in Australia's building industry through associating the members of the residential building, renovation and development industry for purposes of mutual advantage and co-operation; and
- the development, maintenance and high appreciation of the objectives and responsibilities of builders, renovators and developers within the building industry in providing the highest standards of professional and commercial conduct.

No significant changes in the nature of these activities occurred during the year.

Objectives, strategies and key performance measures

HIA's purpose is to promote the development of the industrial resources of Australia in the building industry. In pursuit of its purpose, HIA has regard to objectives that promote:

- the association of members of the residential building industry;
- the highest standards of professional and commercial conduct;
- continual improvement of industry techniques and practices;
- excellence in construction;

Important information about this concise financial report

The concise financial report is an extract from the full financial report of Housing Industry Association Limited and controlled entities. The financial statements, specific disclosures and other information included in the concise financial report are derived from, and are consistent with, the full financial report. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of Housing Industry Association Limited and controlled entities as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request by calling 02 6245 1300.

Housing Industry Association Limited is a company limited by guarantee incorporated and domiciled in Australia. Its registered office and principal place of business is: Housing Industry Association Limited, Housing Industry House, 79 Constitution Avenue, Campbell, ACT 2612.

The financial statements were authorised for issue by the directors on 21 April 2021. The directors have the power to amend and reissue the financial statements.

- an adequate supply of industry skills and the availability of appropriate and sufficient industrial resources to the residential building industry for the provision of appropriate housing to all people in Australia;
- efficient and equitable employment and contracting arrangements; and
- the use of building products, systems and methods that efficiently utilise or ensure the long term viability and sustainability of Australia's industrial resources.

Focused on being "a building practitioner's indispensable business partner", the Board's strategy is directly aligned to HIA's mission to: "promote policies and provide services which enhance members' business practices, products and profitability, consistent with the highest standards of professional and commercial conduct".

In pursuing its organisational strategy, specific strategic initiatives and plans have been devised to:

- grow membership;
- improve and effectively market HIA's member proposition, business offering and dealings; and
- address the political, regulatory and structural capacity of the building industry.

Performance measures are aligned with both HIA's strategic objectives and financial targets. The HIA Board ensures the appropriate governance arrangements, risk management processes, systems and controls are in place to ensure the integrity of reporting arrangements needed to monitor performance of the entity.

Dividends

The Constitution of HIA does not permit the distribution of dividends to members.

Review of operations

The profit of the Group for the year ended 31 December 2020 amounted to \$733,357 (2019 profit: \$41,781).

Significant changes in the state of affairs

There have been no significant changes in the state of affairs of the Group during the year.

Matters subsequent to the end of the financial year

Since December 2019 the outbreak of Coronavirus (COVID-19) has caused great uncertainty for the global economy and continues to create risks and challenges for all businesses. At the date of this report there is still significant uncertainty as to the extent that COVID-19 will impact the Group and its financial performance and financial position in future years.

No other matter or circumstance has arisen since 31 December 2020 that has significantly affected, or may significantly affect:

- the Group's operations in future financial years, or
- the results of those operations in future financial years, or
- the Group's state of affairs in future financial years.

Likely developments and expected results of operations

Information on likely developments in the operations of the Group and the expected results of operations have not been included in this financial report because the directors believe it would be likely to result in unreasonable prejudice to the Group.

Environmental regulation

The Group is not affected by any significant environmental regulation in respect of its operations.

Information on directors

NAME	TITLE
Simon Gordon Collolo Norris Experience: Company Director	National President
Alwyn Gerard Even Experience: Director, ABN Group	National Vice-President
David Charles Linaker Experience: Company Director	National Treasurer
Graham Erle Wolfe Experience: Managing Director, Housing Industry Association Limited	Managing Director
Gregory John Elsworthy Experience: Director, Elsworthy Solicitors	National Director
Yitzhak Arie Hazan Experience: Managing Director, i2 Homes Pty Ltd	National Director
Catherine Mary Inglis Experience: General Manager Technical and Innovation, Brickworks Building Products Pty Ltd	National Director
Debra Megan Johnson Experience: Company Director and Partner, Building Suncoast Green	National Director
Andrew Bruce Robb Experience: Managing Director, Alpha Edge Pty Ltd	National Director
Pino Anthony Monaco Experience: Managing Director, GV Lawyers Pty Ltd	Immediate Past National President

Company secretary

The company secretary is Annette Jayne Christou. Annette holds a Bachelor of Arts degree and is a member of the Australian Institute of Company Directors. Annette was appointed to the position of company secretary in 2004.

Company limited by guarantee

HIA is incorporated under the *Corporations Act 2001* as a company limited by guarantee. If HIA is wound up, the constitution states that each member and each former member, who was a member during the year ending on the day of the commencement of the winding up, undertake to contribute to the property of HIA for:

- payment of debts and liabilities of HIA;
- payment of the costs, charges and expenses of winding up; and
- any adjustment of the rights of the contributories among members.

The total amount that each member or past member is liable to contribute is \$20.

Meetings of directors

During the financial year, nine meetings of directors were held. The number of meetings each director was eligible to attend and attendance by each director during the year were as follows:

	FULL MEETINGS OF DIRECTORS	
	A	B
Simon Gordon Collolo Norris	9	9
Alwyn Gerard Even	9	8
David Charles Linaker	9	9
Graham Erle Wolfe	9	9
Gregory John Elsworthy	9	9
Yitzhak Arie Hazan	9	9
Catherine Mary Inglis	9	9
Debra Megan Johnson	9	9
Andrew Bruce Robb	9	9
Pino Anthony Monaco	9	9
Shane Paul Goodwin	9	9

A = Number of meetings held during the time the director held office during the year

B = Number of meetings attended

Insurance of officers

During the financial year, Housing Industry Association Limited paid a premium of \$49,939 (2019: \$45,898) to insure the directors and officers of HIA and its controlled entities.

The liabilities insured are legal costs that may be incurred in defending civil or criminal proceedings that may be brought against the officers in their capacity as officers of entities in the Group, and any other payments arising from liabilities incurred by the officers in connection with such proceedings. This does not include such liabilities that arise from conduct involving a wilful breach of duty by the officers or the improper use by the officers of their position or of information to gain advantage for themselves or someone else or to cause detriment to HIA. It is not possible to apportion the premium between amounts relating to the insurance against legal costs and those relating to other liabilities.

Proceedings on behalf of the company

No person has applied to the Court under Section 237 of the *Corporations Act 2001* for leave to bring proceedings on behalf of HIA, or to intervene in any proceedings to which HIA is a party, for the purpose of taking responsibility on behalf of HIA for all or part of those proceedings.

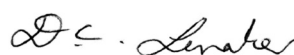
Auditor's Independence Declaration

A copy of the auditor's independence declaration as required under Section 307C of the *Corporations Act 2001* is set out on page 40.

Signed in accordance with a resolution of the Board of Directors:



Simon Norris
Director



David Charles Linaker
Director

21 April 2021

Auditor's Independence Declaration to the Directors of Housing Industry Association Limited



Auditor's Independence Declaration Under Section 307C of the Corporations Act 2001 to the Directors of Housing Industry Association Limited

I declare that, to the best of my knowledge and belief, during the year ended 31 December 2020 there have been:

- i. no contraventions of the independence requirements of the Corporations Act 2001 in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

A handwritten signature in dark ink, appearing to read 'Nexia Duesburys (Audit)'.

Nexia Duesburys (Audit)
Canberra, 21 April 2021

A handwritten signature in dark ink, appearing to read 'G J Murphy'.

G J Murphy
Partner

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Discussion and Analysis

The HIA Limited group of companies reported a consolidated surplus of \$0.73 million for the year ended 31 December 2020. This compares with a \$0.04 million surplus for the 2019 year.

Statement of profit or loss and other comprehensive income

COVID-19 presented various challenges to HIA and its members. HIA's success with lobbying efforts to keep the home building industry open during government imposed lockdown periods ensured HIA members could continue working safely during the pandemic. The Association qualified for various Government stimulus funding packages including *JobKeeper*, *Supporting Apprentices and Training (SAT)* and *Boosting Apprenticeship Commencements (BAC)*. HIA passed on 100 per cent of the subsidies received under these programs to eligible apprentices and hosts. The subsidies greatly assisted with the continuance of the employment of our apprentices and provided much needed financial relief to the hosts and encouraged them to maintain their apprentices' employment. HIA retained its staff during the year as COVID-19 related demand for our services and support increased exponentially.

Home building activity improved in the second half of 2020, with much of the growth in detached house commencements. However, multi-unit starts were on a decline year on year.

HIA achieved varied results across the key commercial business units. A brief summary of the financial highlights includes:

- An increase in group turnover of 1.4 per cent, from \$73.4 million in 2019 to \$74.5 million in 2020.
- Revenue improvements were achieved in the business units of Stationery, Insurance and Training Delivery. However, there were declines in Events, Home Inspirations Centre, HIA Apprentices, Publications and Safety Services revenues.
- HIA quickly adjusted to COVID-19 restrictions and invested in online platforms to deliver member communications and training and events' programs. These were all well received by the participants along with the sponsors and partners. However, the Events business saw a large decline in revenue due to COVID-19 cancellations of many face-to-face events including the National Conference.
- HIA Group Apprenticeship Scheme continued to assist in HIA's endeavours to address skill shortages in the building trade. Funding support provided by both Federal and State Government measures greatly assisted in keeping apprentices employed.
- HIA invested \$1.5 million in building a new website with the aim to provide members and customers with a more capable digital platform where they can transact and engage with HIA with ease.
- HIA also undertook the process of rolling out the upgraded version of the Customer Relationship Management (CRM) system. With this rollout, it was prudent to write-off obsolete components of the older version of CRM.
- Responding to COVID-19 restrictions, the Home Inspirations Centres in Canberra and Hunter were closed for a few months during the year. HIA provided rental relief to all exhibitors from April to June. This had a negative impact to the revenue and the profitability of this business. The Board also considered that the Canberra Centre had served its purpose and proceeded to close the operation as at the end of the year.

Statement of financial position

The Group's financial position improved in 2020, with net assets increasing by the net operating surplus of \$0.7 million, finishing the year at 80.5 million.

HIA continues to maintain a very strong balance sheet with five dollars of assets for every dollar of liabilities.

Cash flow

HIA concluded the year with a \$6.9 million cash balance, an increase of \$4.6 million from 2019 and had a nil loan balance at the end of 2020.

Net cash inflows from operating activities in 2020 were \$5.7 million, an increase on the net outflows in 2019 of \$0.7 million.

Net cash flows from investing activities saw an outflow of \$0.7 million in 2020, which was lower than the outflow of \$1.3 million in 2019.

Net cash flows from financing activities in 2020 was an outflow of \$0.4 million, compared with a similar amount in 2019.

Consolidated Statement of Profit or Loss and Other Comprehensive Income

FOR HOUSING INDUSTRY ASSOCIATION LIMITED ACN 004 631 752

FOR THE YEAR ENDED 31 DECEMBER 2020

	2020 \$	2019 \$
Revenue		
Business services income	45,897,948	56,733,236
Sale of goods	7,343,869	5,478,010
Operating grants	6,229,418	9,368,467
Rental income	1,394,439	1,854,351
Government assistance	13,620,600	–
	74,486,274	73,434,064
Cost of sales	(30,226,917)	(33,536,997)
Gross profit	44,259,357	39,897,067
Finance income	14,230	23,364
Finance costs	(696)	(2,971)
Lease interest expense	(67,644)	(82,148)
Gain/(loss) on disposal of property, plant and equipment	(36,386)	37,836
Write-off of assets	(4,042,979)	–
Depreciation and amortisation expenses	(1,848,938)	(1,968,403)
Amortisation of right-of-use assets	(363,419)	(386,070)
Administrative expenses including employee benefits	(37,180,168)	(37,476,894)
Profit for the year	733,357	41,781
Other comprehensive income		
<i>Items that will not be reclassified to profit or loss</i>		
Gain on revaluation of land and buildings	–	–
Other comprehensive income for the year	–	–
Total comprehensive income for the year	733,357	41,781

Consolidated Statement of Financial Position

FOR HOUSING INDUSTRY ASSOCIATION LIMITED ACN 004 631 752

AS AT 31 DECEMBER 2020

	2020 \$	2019 \$
ASSETS		
Current Assets		
Cash and cash equivalents	6,866,179	2,260,550
Trade and other receivables	5,969,890	3,406,770
Inventories	433,758	373,886
Other assets	2,533,641	2,176,931
Total Current Assets	15,803,468	8,218,137
Non Current Assets		
Trade and other receivables	8,776	8,776
Property, plant and equipment	80,386,076	81,778,591
Intangible assets	452,681	4,281,597
Right-of-use assets	1,180,841	1,299,362
Total Non Current Assets	82,028,374	87,368,326
TOTAL ASSETS	97,831,842	95,586,463
LIABILITIES		
Current Liabilities		
Trade and other payables	3,371,326	2,832,980
Lease liabilities	316,351	340,939
Income in advance	6,989,780	6,392,932
Provisions	5,327,148	4,802,818
Total Current Liabilities	16,004,605	14,369,669
Non Current Liabilities		
Lease liabilities	890,055	988,164
Provisions	454,618	479,423
Total Non Current Liabilities	1,344,673	1,467,587
TOTAL LIABILITIES	17,349,278	15,837,256
NET ASSETS	80,482,564	79,749,207
EQUITY		
Asset revaluation reserve	31,946,707	31,946,707
Retained earnings	48,535,857	47,802,500
TOTAL EQUITY	80,482,564	79,749,207

Consolidated Statement of Changes in Equity

FOR HOUSING INDUSTRY ASSOCIATION LIMITED ACN 004 631 752

FOR THE YEAR ENDED 31 DECEMBER 2020

	Retained Earnings \$	Asset Revaluation Reserve \$	Total Equity \$
Balance at 1 January 2020	47,802,500	31,946,707	79,749,207
Profit for the year	733,357	–	733,357
Balance at 31 December 2020	48,535,857	31,946,707	80,482,564
Balance at 1 January 2019	47,760,719	31,946,707	79,707,426
Profit for the year	41,781	–	41,781
Balance at 31 December 2019	47,802,500	31,946,707	79,749,207

Consolidated Statement of Cash Flows

FOR HOUSING INDUSTRY ASSOCIATION LIMITED ACN 004 631 752

FOR THE YEAR ENDED 31 DECEMBER 2020

	2020 \$	2019 \$
Cash flows from operating activities		
Receipts from members, customers and others	77,455,822	78,096,311
Payments to suppliers, employees and others	(71,704,799)	(78,781,864)
Interest received	10,942	23,686
Interest paid	(696)	(2,971)
Lease interest paid	(67,644)	(82,148)
Net cash provided by/(used in) operating activities	5,693,625	(746,986)
Cash flows from investing activities		
Purchase of property, plant and equipment	(145,689)	(484,529)
Purchase of intangibles	(710,041)	(932,752)
Proceeds from sale of property, plant and equipment	148,858	121,523
Net cash provided by/(used in) investing activities	(706,872)	(1,295,758)
Cash flows from financing activities		
Principal payments of lease liabilities	(381,124)	(356,329)
Net cash provided by/(used in) financing activities	(381,124)	(356,329)
Net increase/(decrease) in cash and cash equivalents held	4,605,629	(2,399,073)
Cash and cash equivalents at beginning of year	2,260,550	4,659,623
Cash and cash equivalents at end of financial year	6,866,179	2,260,550

Notes to the Consolidated Financial Statements

FOR HOUSING INDUSTRY ASSOCIATION LIMITED
ACN 004 631 752

FOR THE YEAR ENDED
31 DECEMBER 2020

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The concise financial report relates to Housing Industry Association Limited and the entities it controlled during and at the end of the year ended 31 December 2020.

The concise financial report has been prepared in accordance with *Accounting Standard AASB 1039: Concise Financial Reports and Corporations Act 2001*.

The financial statements are presented in Australian currency and are rounded to the nearest dollar.

EVENTS AFTER THE END OF THE REPORTING PERIOD

The financial statements were authorised for issue by the directors on the date of signing the attached Directors' Declaration. The directors have the power to amend and reissue the financial statements after they are issued.

There are no events after the reporting period which require amendment of, or further disclosures in, the concise financial report.

Directors' Declaration

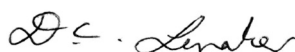
The directors of the Company declare that:

- 1) The consolidated financial statements and notes, as set out on pages 42 to 45, are in accordance with the *Corporations Act 2001* and:
 - a) comply with Accounting Standards – Reduced Disclosure Requirements; and
 - b) give a true and fair view of the financial position as at 31 December 2020 and of the performance for the year ended on that date of the consolidated group.
- 2) In the directors' opinion, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Simon Norris
Director



David Charles Linaker
Director

2 April 2021

Independent Auditor's Report to the Members of Housing Industry Association Limited



Independent Auditor's Report To the Members of Housing Industry Association Limited

Report on the Concise Financial Report

Opinion

We have audited the concise financial report of Housing Industry Association Limited (the Company and its controlled entities (the Group)) which comprises the consolidated statement of financial position as at 31 December 2020, the consolidated statement of profit or loss and other comprehensive income, the consolidated statement of changes in equity and the consolidated statement of cash flows for the year then ended, and related notes, derived from the audited financial statements of the Group for the year ended 31 December 2020.

In our opinion, the concise financial report, including the discussion and analysis, of the Group complies with Australian Accounting Standard AASB 1039: Concise Financial Reports.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibility section of our report. We are independent of the Group in accordance with the auditor independence requirements of the Corporations Act 2001 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards) (the Code) that are relevant to our audit of the concise financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Concise Financial Report

The concise financial report does not contain all the disclosures required by the Australian Accounting Standards. Reading the concise financial report and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 21 April 2021.

Directors' Responsibility for the Concise Financial Report

The directors are responsible for the preparation of the concise financial report in accordance with Australian Accounting Standard AASB 1039: Concise Financial Reports, and the Corporations Act 2001, and for such internal controls as the directors determine are necessary to enable the preparation of the concise financial report.

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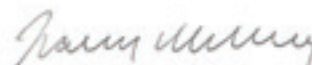
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Auditor's Responsibility

Our responsibility is to express an opinion on whether the concise financial report, complies in all material respects, with AASB 1039: Concise Financial Reports based on our procedures, which were conducted in accordance with Auditing Standard ASA 810: Engagements to Report on Summary Financial Statements.



Nexia Duesburys (Audit)
Canberra, 21 April 2021



G J Murphy
Partner



you're in good hands