

BHC COMMUNITY DEVELOPMENT FRAMEWORK

At BHC we know an individual's health, wellbeing and sense of social connectedness must be well-developed to maintain positive tenancy and, where possible, move along the housing continuum. We support people of all backgrounds to access safe, affordable, suitable and quality housing; providing stability to build a life and community. In response, the BHC Community Development Framework focuses on six key areas to ensure that our residents and the community surrounding our buildings thrive.



The underpinning pillars informing this framework include: **building strong and resilient communities, respect for persons and place, evidence-informed** approaches to community development and housing, **safety-centred** practice, **strengths based partnerships** with residents and community and **social justice**.

BHC COMMUNITY DEVELOPMENT FRAMEWORK OVERVIEW

Community Engagement & Social Connectedness

BHC strives to create thriving, healthy communities by facilitating connections between residents and their local neighbourhoods. Our processes prioritises **resident voice**, and we have established resident champions to assist us with all aspects of development. Additionally, we believe in **investing in our residents** and have set up a number of financial opportunities that they can take advantage of, enhancing their capability to participate in their community and improve their life skills. BHC also promotes a **resident news letter** and facilitates **resident events**, workshops, and community initiatives that **celebrates people, place and community**.

Health & Wellness Promotion

Our residents are supported by many support programs, but we know for a community to thrive, it's sometimes crucial to have **internal advocates**. Therefore, BHC provides **light-touch referral** support, case coordination, and **case conferencing** with internal and external stakeholders. **Dual services** and **coordinated support** are needed to ensure our residents thrive, and sometimes a connector is needed to ensure these services are communicating. Through **collaborations and networking**, we actively promote this community connection with residents and their support services

Economic Participation

Economic participation leads to improved wellbeing and stable housing. BHC has invested significantly in ensuring residents have access to employment services, in addition to offering bespoke employment, education, and training support. We have a dedicated **BHC Resident Participation and Employment Coordinator** who works with residents to identify their **employment, training, education, and volunteer goals**. We do this through a variety of aspiration assessments, goal-setting, confidence building, **employment and participation placements**, and ongoing development and mentorship.

Liveability

Living in a **sustainable** way is important not only to BHC and its residents but also to the wider community. Hence, this framework promotes key partnerships with local services to ensure residents' **safety, security, and full-service support**. Our environment is also integral to our health and wellbeing. By promoting **socially connected spaces**, sustainable living, and **environmental awareness**, BHC promotes **creative** discourse within community spaces.

Community Education & Advocacy

As Australia's housing narrative changes, community housing is essential to reducing homelessness. BHC is passionate about influencing community and **societal discourse around homelessness** and community housing through highlighting **positive stories**, publishing evidence-based resources and information, and advocating systemically for social, affordable, and community housing. As **advocates**, we work to ensure stereotypes and stigmas are addressed and reframed. As a result, we have continued to be innovative and maintain a strong understanding of state, national, and international housing discourse, providing insight for **evidence-based** responses to shifting societal narratives.

Reflection & Performance

The best way to ensure that our residents and community thrive is by continually improving our internal systems. In recognition of this, BHC is committed to ongoing **critical reflection** by deepening our understanding of the cohorts we support by **surveying** and responding to residents, **analyzing demographics** and collecting **data**. By continuing to reflect on our business, we can ensure our work is positively **impacting** our communities and residents, creating **positive outcomes** for the community housing sector at large.

LET'S TAKE A CLOSER LOOK AT OUR INITIATIVES

Community Engagement & Social Connectedness

- Engaged communities
- Resident Voice (e.g. Resident Community Development Team)
- Accountability to community and residents throughout all stages of development
- Place-based resident champions
- Resident-led activities
- Responsive information sessions and workshops
- Tri-yearly BHC resident newsletter
- Intentional celebration of people, place and culture (events)
- Impact Grants – promoting and supporting resident led initiatives
- Volunteering

Liveability

- Asset Based Community Audits upon development and build
- Community Partnerships e.g. local support providers, council, neighbourhood watch, Services Australia, QHEALTH and QPS
- Information sharing and local communities of practice
- Community Networking
- Environmental and waste reduction initiatives
- Promoting creative discourse in community housing developments e.g. community gardens, BBQ, recycling support, social and community spaces at site

Health & Wellness Promotion

- Light-touch referral support
- Community Connections
- ADOT and MH systems advocacy
- Facilitated and resident-led Group Work
- Case conferencing and coordination
- Collaboration and dual-servicing
- COVID response and resident support
- Essentials navigation
- Sustaining tenancies support

Community Education & Advocacy

- Targeted Research
- Evidence-based community development approaches
- Targeted state and federal submissions
- Community and systemic advocacy
- Highlighting stories of impact
- Promoting community housing in public discourse
- Building strong state, federal and corporate partnerships to promote system efficiencies
- State and national community housing CoPs and forums
- Grant submissions and tendering with a focus on ongoing community housing promotion and reducing homelessness
- Informing and improving the sector through information, data and research provision

Economic Participation

- Resident Participation and Employment Coordinator (RPEC) Support
- Aspirations Assessments
- Goal Setting
- Confidence Building
- Work Experience Placements
- Professional Mentoring
- Dual Servicing (JobActive, Disability Employment Services, TAFE Qld & Apprenticeships Australia, RTAs)
- Employment and Training placements
- Ongoing bespoke employment support

Reflection & Performance

- Community Development Innovation (e.g. *impact funds, social enterprise, digital literacy workshops, creative partnerships, place-based initiatives*)
- Internal assessment and referral systems at intake and sign-up (including *demographic data capture, identified support services, early consent and referral*)
- Annual professional development for resident-facing staff (including *community housing approaches to working with vulnerable people such as LGBTQIA+, young people and aged residents, D&FV prevention, disability, mental health first aid, CALD and ATSI Communities*)
- Engaged and functioning organisational RAP and diversity targets
- Data capture and analyses e.g. satisfaction survey, resident feedback initiatives, demographic capture
- Impact and Outcomes Methodology