



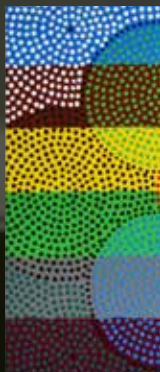
Proudly supported by our *profit-for-purpose* real estate agency



2023-24 Impact Report

Supporting our residents and communities to thrive





Acknowledgment of Country

BHC respectfully acknowledges the Traditional Owners and Custodians of the land on which we live, work, and provide homes for people. We pay our respects to Elders past and present.



Message from our CEO

I am thrilled to present to you BHC's Impact Report for 2023/24.

Amidst the ongoing challenges posed by the nation's housing affordability crisis, BHC is steadfastly driving forward the largest pipeline of social and affordable housing delivery in our organisation's history.

Yet, amidst these significant developments, our core focus remains unwaveringly centred on the people who will call our properties home. For BHC, the provision of secure housing extends far beyond shelter. It embodies our dedication to fostering vibrant communities where residents have a profound sense of belonging, take pride in their homes, and embrace opportunities to shape brighter futures for themselves and their loved ones.

Together, these two goals - growing the supply of affordable housing and supporting our residents and communities to thrive - form the key objectives of our Strategic Plan 2021-2025.

BHC's Impact Fund is integral to providing our residents with the additional assistance they may need to participate to their fullest potential in employment, education and participation opportunities, as well as in community activities for their social and wellbeing needs. This year, through the Impact Fund - with an annual minimum commitment of \$150,000, made possible by the financial contribution of our 'profit for purpose' real estate agency, Elevate Residential - we have assisted 421 BHC households.

This year's report builds upon the foundation laid by our previous endeavours - continuing to expand our focus to encompass a broader spectrum of activities and collaborations. This includes the formation of new, key partnerships both within and beyond the community sector and with government, to extend the possibilities we can create for our residents. We have also dedicated efforts to enhancing processes with a particular focus on the 'E' in ESG, underscoring BHC's commitment to environmental sustainability (see more on page 5).

We remain steadfast in our commitment to measuring the efficacy of our services and programs. Through rigorous evaluation practices, we strive to ensure that our interventions are tailored to resident needs, grounded in evidence, and transparent in their outcomes. This commitment underscores our dedication to delivering tangible, measurable impacts for the benefit of our stakeholders.

I extend my deepest gratitude to all our valued partners who have played an instrumental role in supporting BHC's residents and communities to thrive. As we continue on this journey, I am confident that with your continued support and collaboration, we will achieve remarkable outcomes and create lasting positive change in our residents' lives and in our communities.

Warm regards,

Rebecca Oelkers, Chief Executive Officer

GOAL 1

Growing the supply of affordable housing



2016

BHC owned and managed properties



\$8.02m

Annualised rent concessions for residents



312

New tenancies in 2023-24



86%

Residents satisfied with the quality of their home



32

New homes delivered



\$460m

Assets owned



288

New homes under construction



78%

Residents feel safe in their homes

GOAL 2

Supporting residents and communities to thrive



\$160,000

Impact Fund to fund programs and services to support residents to thrive



93%

Residents have money left for essentials after paying their rent



116

Residents supported with grants, contributing to their health and emotional wellbeing



421

Residents supported by BHC's Impact Fund



166

Residents supported with place-based health care

Our progress on ESG initiatives

As a social and affordable housing provider, focusing on Environmental, Social, and Governance (ESG) factors is imperative to BHC's core mission. By committing to ESG outcomes, we ensure that our projects are environmentally sustainable and contribute positively to the wellbeing of the communities we serve. This includes energy-efficient design, utilising sustainable materials, maintaining effective governance, and fostering social cohesion through community engagement initiatives.

Our commitment to ESG aligns with the United Nations Sustainable Development Goals (SDGs), of no poverty (SDG 1), good health and wellbeing (SDG 3), reduced inequalities (SDG 10) and sustainable cities and communities (SDG 11).

This year, BHC worked on further formalising our ESG framework, with the establishment of an ESG Steering Committee, and sharpened our focus on the "E" aspect of ESG - environmental sustainability. BHC participated as an 'early adopter' in the Community Housing Industry Association's (CHIA) new ESG reporting standards for the Australian community housing sector. BHC submitted data against all of the Core criteria and many of the Enhanced criteria to assist CHIA in the development of a baseline in this first year of reporting.

Commitment to using social enterprises

BHC actively supports fellow charitable organisations, with a steadfast commitment to amplifying our social impact wherever possible. We harness the potential of social enterprises to not only empower communities but also to ignite innovation and promote social inclusion. Our engagement with social enterprises includes corporate gifts and catering services.

On a larger scale, our Design Guidelines incorporate products like MailSafe letterboxes from the Brisbane-based organisation "Help". This social enterprise champions the independence of individuals living with disabilities by providing meaningful employment, learning opportunities and other supports.



Rooftop solar panels to lower residents' energy bills

As part of BHC's dedication to sustainability and cost-efficiency, we are piloting rooftop solar panels at our Wardle St, Mount Gravatt East building to lower residents' energy bills. With the aid of a Queensland Government grant, we have implemented the innovative Solshare technology. This system allows for equitable distribution of solar-generated electricity to each apartment, a solution previously unattainable for multi-tenant complexes. Solshare monitors each unit's solar energy usage over the month, ensuring equal access to solar benefits for all residents.

While still in the early stages of evaluation, we are anticipating a cost reduction of up to 40% per resident on their electricity bill. For a resident whose energy bill might be around \$250 per quarter, this equates to a cost saving of \$100 per quarter - which for a low income household makes a significant positive impact to their household budget.



A THANK YOU FROM Elevate Residential

For the team at Elevate Residential, our partnership with BHC is a source of immense pride. We feel profoundly privileged to be able to do what we love – providing exceptional real estate services to our valued clients – while contributing to enhanced social outcomes for those in need.

It does not escape us that our ability to do this is only made possible by the unwavering support from our clients and partners. By choosing to use Elevate Residential as your real estate agency, or supporting us to spread the word about what we do, you are directly impacting residents' lives and offering hope to those grappling with housing insecurity across Queensland.

Our 'profit for purpose' real estate agency functions with a unique ethos where all generated profits are channelled directly into BHC's philanthropic Impact Fund. This year, witnessing the tangible impact of Elevate's contribution to supporting vulnerable households has been truly remarkable. We are grateful to have continued our involvement in the delivery of these funds.

We are also proud to support Project 55, an initiative designed to support women aged over 55 in housing need. We are excited that the success of this

program has led to the decision to continue Project 55 beyond its initial one-year commitment and look forward to seeing how far we can extend the impact of this project. Through Project 55 so far, we have been able to support 11 women into affordable, long-term housing, which is an incredible motivator for our team.

Of course, heartfelt gratitude is extended once again to every member of the Elevate Residential team for their tireless dedication to our vision of excelling in the delivery of real estate services to our clients, while catalysing positive social change. I am genuinely excited about our collective potential to continue achieving remarkable milestones together.

Chris Meadmore
Principal Licensee,
Elevate Residential

2023 - 24

BHC Impact Fund Summary

Supporting residents to live
their lives with dignity and hope

421

residents supported
this financial year

4 Key Areas of Support



Sustaining
tenancies



Employment, skills
and participation



Enhancing
resident wellbeing



Creating cohesive
communities

2023 - 24 Programs



PROGRAM 1

Assisting residents through targeted grants

Providing digital technologies, education / participation opportunities and a range of life supports.



PROGRAM 2

Assisting residents to increase social inclusion, wellbeing and health

Providing residents with access to targeted, bespoke programs that support improved outcomes across mental health and wellness and wellbeing.



PROGRAM 3

Resident Participation and Employment Support

Supporting residents with vital connections for employment, participation and volunteering opportunities.

PROGRAM 1

Assisting residents through targeted grants

A targeted grants program to assist households experiencing financial barriers to inclusion, participation and wellbeing. Grants awarded included assistance with employment and training fees, technologies to support digital inclusion, extracurricular activities for young people and cost of living support for vulnerable residents.

“

My daughter has dyslexia and struggles with maths and English. She was falling behind in maths, and my goal was to get her back up to the Year 5 level. As a single mum, it was a big expense, and at the time, I had fractured my ankle and was unable to work. The Bright Futures Grant allowed me to cover a large portion of the tutoring expenses with specialised tutors who know how to teach children with dyslexia.

The grant has made an incredible difference in our lives. Over the past two terms, I've seen a massive improvement in my daughter's confidence and skills. She can now do her 2x and 9x times tables and is much more confident in her abilities. This progress has taken a huge stress off my shoulders, and I am so grateful and thankful for the grant.”

Mother of Bright Futures Responsive Fund recipient.



KICKSTART GRANT

Providing equipment and relief to assist residents with day-to-day living costs and to support tenancy sustainment.

96

residents

\$30,000

in grant funding

White goods, furniture, wellbeing costs including medical expenses, education and training expenses, technology needs and general cost of living support including cleaning products and food vouchers.

87%

of residents believe that this grant helped them move towards achieving their goals

100%

of residents said the grant has made a positive contribution to their overall wellbeing

“The driving lessons from BHC have helped with my confidence and mood so much. My goal is to pass my driving test and buy an affordable car within the coming months. Learning to drive is also helping me towards my goal of gaining employment and my own small studio. Driving has made me happy and is a big deal to me.”

- BHC Kickstart Recipient

“I was able to use this grant to pay towards my hospital excess fee. This enabled me to continue attending group classes held at hospital and provided access to key medical specialists that have supported me in maintaining and improving my overall health.”

- BHC Kickstart Recipient

BRIGHT FUTURES RESPONSIVE FUND



Supporting the educational, wellbeing and extracurricular needs of young people.

8

residents

\$10,000

in grant funding

School fees and project expenses, extracurricular costs including sport and music expenses and digital technologies such as computers / laptops.

100%

of bright futures recipients (who responded to the impact survey) believe the grant helped them move towards their goals

100%

of those surveyed stated the grant has made a positive contribution to their overall wellbeing

"[Dependent] will now start the course next term and is looking forward to it. Means she can pursue her dream... thank you for the support."

- Parent of BHC Bright Futures Recipient

"Thank you so much for this grant! It has helped us immensely. [My daughter's] Rugby program has had such a positive knock-on effect to all aspects of her life, including improved academic grades. Thank you."

- Parent of BHC Bright Futures Recipient

NB: The Bright Futures Responsive Fund was made possible by a generous donation from the Queensland Presentation Sisters.

LEARNING, EDUCATION AND PARTICIPATION GRANT



Supporting residents to access opportunities relating to their education, employment and social participation goals.

10

residents

\$5,000

in grant funding

Education related expenses, extracurricular costs such as swimming lessons, work clothes and digital technologies.

70%

of LEAP recipients (who responded to the impact survey) believe the grant helped them move towards their goals

100%

of residents said the grant has made a positive contribution to their overall wellbeing

"I think the LEAP grant is a fantastic idea that allows any BHC resident to further their learning or studies to gain a better chance of employment or to improve their studies in the future."

- BHC LEAP Recipient

"I am extremely grateful to have received the grant. I would not have felt connected without it."

- BHC LEAP Recipient

LEAP GRANT RECIPIENT

Ray's Story

Ray's journey to BHC was unique, rooted in years of community service. Ray had dedicated himself to helping others in the community, a passion that naturally aligned with BHC's mission. When it came time for him to find a home in 2021, he knew BHC was the right place.

15 years ago, Ray ran a sports memorabilia business in both Melbourne and Darwin but had to put it on pause due to medical reasons, which had a huge impact on his life. With support from friends and receiving the timely information about the BHC's Learning, Education and Participation (LEAP) Grant, Ray felt it was the perfect moment to revive his business.

"People encouraged me to start it up again. A few months before I heard about the grant, it became clear that it was the right time," Ray explains.

When Ray learned that his grant application was successful, he was thrilled. He received an Officeworks gift card to purchase a printer and software essential for his business.

"The old printer I had was average," Ray notes.

"The new printer and software allowed me to create professional promotional materials like flyers." This new equipment was a game-changer, enabling Ray to market his business effectively and maintain a professional appearance.

Reflecting on the outcomes of receiving the grant, a few months later, Ray shared: "It's given me more confidence. I can now handle many aspects of my business on my own, without outsourcing. It's made everything more real and achievable." The grant allowed Ray to invest in his business without financial strain, giving him immediate access to necessary resources.

Ray encourages fellow residents thinking of applying for a LEAP Grant to consider their goals carefully when applying.

"Have a clear goal and the reasons for your application. Whether it's starting a business, going back to study, or another project, the support and encouragement are there," he advises.

"Make sure you have all the proper paperwork and seek advice from Anthony (BHC's Resident Participation and Employment Coordinator) and the team if needed."

Ray's story is a testament to the power of support and opportunity. "Receiving the grant has kept me motivated and focused on promoting my business," he concludes. His experience highlights the significant impact of the LEAP Grant in empowering individuals to pursue their goals and transform their lives.





“ Have a clear goal and the reasons for your application. Whether it’s starting a business, going back to study, or another project, the support and encouragement are there.”

- Ray, BHC resident

PROGRAM 2

Assisting residents to increase social inclusion, wellbeing and health

With the increasing challenges of social isolation, mental health and overall wellbeing, we have collaborated with community partners to deliver programs that support overall mental health and wellbeing.

The Counselling Project

BHC partnership with Brisbane North Psychology

Providing immediate therapeutic counselling for BHC residents facing mental health challenges, alongside continuous support to navigate the mental health system. This initiative fosters improved individual wellbeing, strengthens community ties, mitigates social isolation, mental health decline, and antisocial behaviour.



10

residents supported

"Through this program, we are able to offer direct connections to psychological support for residents experiencing mental health challenges, substance abuse, and situations involving domestic and family violence (DFV). This enables us to provide crucial support precisely when residents need it most. We find this program invaluable, witnessing residents' positive trust and engagement with the program – really underscores its impact."

- BHC Senior Community Development Manager

Rent and Recover Program

BHC partnership with rehabilitation providers

BHC developed a program to allow residents impacted by drug and alcohol usage to be supported to attend a rehabilitation clinic. This program empowers residents to seek proactive assistance while effectively managing their financial commitments, therefore enabling them to sustain their tenancy long term and take significant steps towards recovery.



3

residents supported



100%

of residents supported to sustain their tenancy

"[BHC Resident] was proactive about joining the Rent and Recover Program, expressing a desire to go to rehab while maintaining her property. The link between us and the rehab centre worked really well, and her stay was extended due to her progress."

- BHC Housing Manager



PROGRAM 3

Resident Participation and Employment Support

BHC's Resident Participation and Employment Coordinator (RPEC) provides personalised support to BHC residents to assist with their education, employment and participation goals.

RPEC areas of focus include assisting with job seeking; interview preparation and skills building; facilitating and supporting volunteering, education and employment placements; and linking residents into relevant external services.

Outcomes Achieved

Supported 8 volunteer and participation opportunities

Substation 33 Warehouse, Northey Street City Farm, Broken to Brilliant (DFV support service), catalogue letterbox dropping, thrift shops.

Facilitated 13 paid employment opportunities

NDIS and healthcare support workers, forklift operator and warehousing roles, cleaning positions, kitchenhand, retail positions, call centre operator, traffic controller, food processor role.

Assisted 16 residents with education and training opportunities

First Aid Certificate, Responsible Service Alcohol Certification, Diploma of Childcare, registration renewals (e.g. white card, forklift, car licences), accounting qualification renewal, enrolment in TAFE courses.

Participation support for residents including interview coaching, advocacy support and referrals, Disability Employment Services connections, digital literacy education and training, mental health and Alcohol and Other Drug Treatment support.

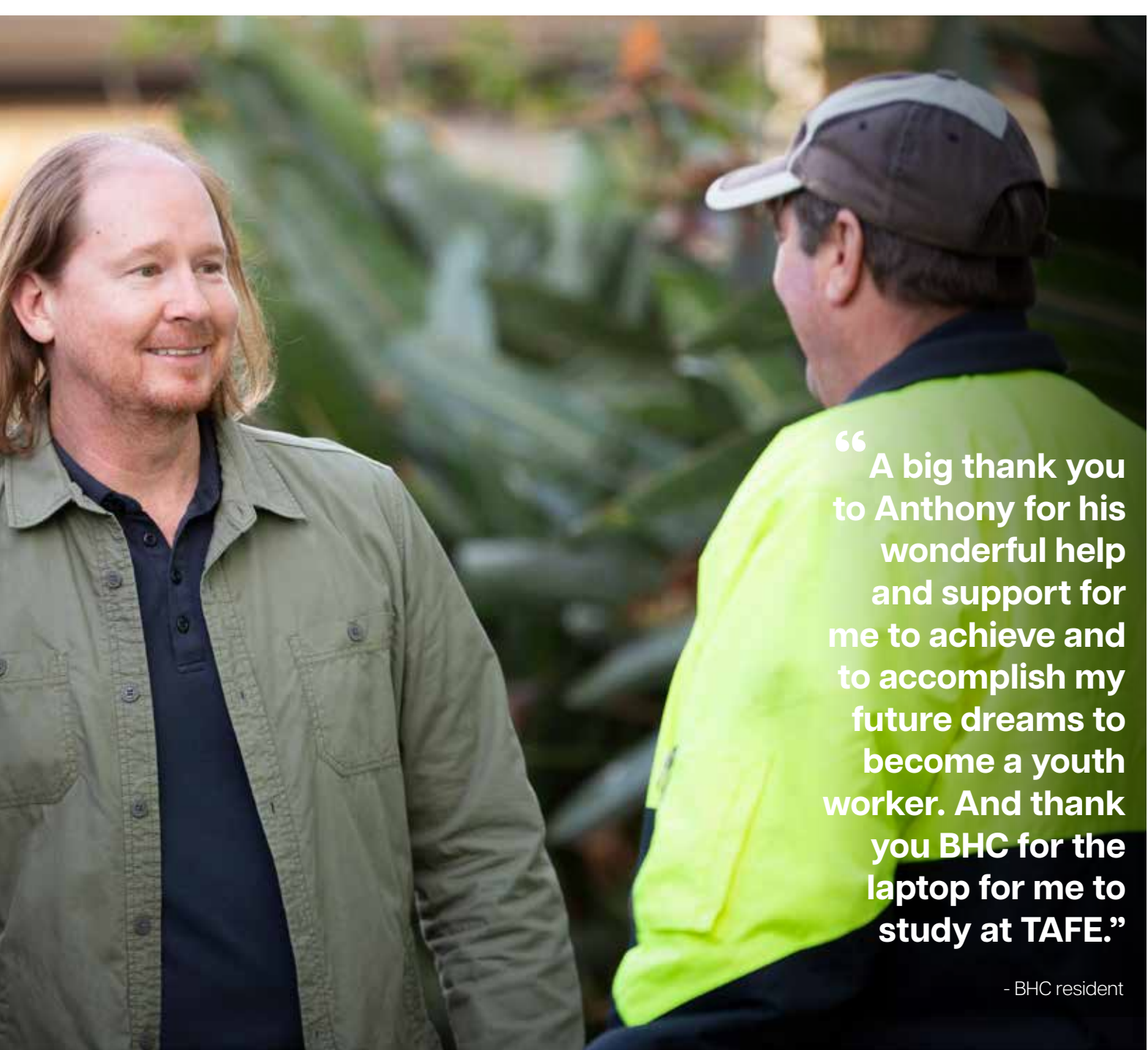
Facilitated partnerships with Volunteering Qld, Queensland Disability Network Digital Empowerment Workshops, Substation33, Breakthru Employment, TAFE Qld and attended and supported job -networking opportunities.



BHC's Resident Participation and Employment Coordinator, Anthony

“As the Resident Participation and Employment Coordinator, I've witnessed firsthand the transformative impact of our support programs. By encouraging active participation among our residents, we foster a strong sense of stability and identity. It's always incredible to see the confidence that residents gain from re-entering the workforce, pursuing study, or volunteering in their community.”

- Anthony, Resident Participation and Employment Coordinator



“A big thank you to Anthony for his wonderful help and support for me to achieve and to accomplish my future dreams to become a youth worker. And thank you BHC for the laptop for me to study at TAFE.”

- BHC resident



91

residents directly assisted with ongoing participation, employment and job readiness skills



85%

of employment placements assisted by RPEC in 22/23 have been sustained into 23/24



90%

of survey respondents stated they would recommend the RPEC service to their BHC neighbour.



37

residents placed into volunteering, employment and education and training opportunities



73%

of survey responders stated they feel better prepared for participation or employment opportunities after engagement with the RPEC



6

individuals connected with the RPEC achieved positive housing results by either securing employment, exploring affordability, or discussing transfer options with RPEC.



Home and Health Program

BHC was thrilled to receive a grant from Brisbane City Council's Pathways out of Homelessness Grant Program, aimed at enhancing the health and wellbeing of our community housing residents.

With the \$157,184 grant spanning three years, BHC rolled out the Home and Health program in September 2023. Partnering with Bric Housing, residents at both housing providers' properties had the pleasure of meeting the dedicated nurses from OneBridge. These nurses provide medical and healthcare services, from wound care to specialist referrals, and supportive health education conversations, ensuring residents felt cared for.

Part of our mission at BHC is supporting residents to thrive, and being able to provide vital medical and associated care support direct to our residents' doorsteps is incredibly helpful in addressing health disparities and providing pathways to health and wellbeing services that may otherwise be out of reach.

Since the program's launch in September 2023, the response has been overwhelmingly positive, with OneBridge conducting 59 BHC clinics and 29 Bric clinics, providing health and wellbeing supports for 230+ individuals presenting with unique health needs.

The program has provided 200+ external referrals to varying specialists to ensure ongoing health management.

98.98% of residents accessing the service have successfully sustained their tenancies under the Home and Health project support team's care.

The Home and Health program has led to some remarkable outcomes, including: the early detection of potentially fatal skin cancer cases, support of residents with suicide prevention wellbeing services and assistance with blood pressure management and health support. Additionally, the Home and Health program has significantly improved health literacy among residents, emphasising the importance of wound care, dental hygiene, and how to manage diabetes and general health challenges effectively.

66

The provision of health and wellness supports right where people live has a direct impact on sustaining the tenancies of our residents, particularly some of our more vulnerable households. It's BHC's goal to help our residents remain in safe housing and the provision of accessible healthcare and support is making a big difference to the quality of life for many of our residents."

- BHC CEO, Rebecca Oelkers



Bridging the Healthcare Gap: The Impact of the Home and Health Program

Sonia Martin, OneBridge Founder

The Home and Health Program has significantly helped residents by addressing the major inequities many face in healthcare access. Residents, a lot of whom had not engaged with healthcare for years, are now less nervous about asking about their own care and more likely to seek healthcare. This program has alleviated anxieties, making health a priority for residents and ensuring they feel seen, heard, and valued.

Through the program, delivered by OneBridge, three fatal cancers were identified and treated, and suicide postvention care was provided. Residents received immediate care for infections, tetanus shots, and drug and alcohol support, along with wound care supplies. Mental health support, combating loneliness, and encouraging community engagement have been pivotal. On-site nurses have made healthcare accessible and approachable, promoting preventive care and chronic disease management. This has led to increased confidence and autonomy among residents, fostering healthier tenancies.

OneBridge is a beacon of outreach, preventing further exacerbation or the commencement of chronic and acute disease and illness in social housing in Brisbane.

Far left: OneBridge Nurse with BHC resident

Top right: Home and Health clinic at a BHC property

Bottom right: OneBridge's Sonia Martin at BHC's first Home and Health clinic in one of our inner-city properties

Project 55

Property Management with Impact

In May 2023, Elevate Residential and BHC joined forces to launch Project 55, an initiative aimed at directly supporting older women aged over 55 who are at risk of homelessness. This demographic continues to be the fastest-growing cohort of homeless individuals in Australia, with a distressing number living in extreme poverty.

Project 55 encouraged property owners to make a positive impact by enlisting Elevate Residential to manage their investment properties. In doing so, 100% of the profits from commissions generated by their properties were channeled toward sponsoring safe and affordable housing for women at BHC's New Farm property.

In the past year, eleven women over 55, who were experiencing homelessness or housing instability, have been housed within Project 55. This included one woman who was previously homeless and living in her car, two elderly pensioners that were facing unaffordable rent increases in private rentals, and five who were struggling with short-term accommodation or long-term couch surfing.

The residents have expressed widespread appreciation for the property during both formal and informal meetings, with praise for its favourable location, accessibility, and bright, airy atmosphere. One resident expressed enthusiasm for gardening at the property, while another praised the convenience of her room and the property's proximity to various places around New Farm.

BHC was able to further enhance the amenity of the property and the women's community experience, by successfully securing grant funding from the Queensland Government's Gambling Community Benefit Fund, which was subsequently used to facilitate upgrades and landscaping improvements.

While the project was initially slated to run for a year, Elevate Residential and BHC are thrilled that its success has meant that Project 55 will continue to run, providing much needed support for older women at risk of homelessness.



23
Property owners



\$8,500
Funds accumulated



\$770
Average support per resident



100%
Rental subsidy



11
Women supported



Living at Alford Residences

Before finding BHC, the resident at Alford Street had experienced a range of housing options. These included over 55s villages, independent private rental, and shared housing with other mature age women interstate. Over the past year, she has shared with friends and family, flat shared, and house-sat in northern NSW and South East Queensland.

With the constant moving and living out of a suitcase, she was ready to find a more stable base. However, after the first few weeks of searching, the resident found most options were unaffordable or did not provide the security she needed.

"It was impossible to find something affordable that was in reasonable condition as a private rental. When I found the BHC listing, I made it a priority to look at the unit, traveling from Tweed Heads to see it," she explained.

"Once I saw the unit, I didn't look at anything else and accepted it right away. It was in an ideal location, had been freshly refurbished, and provided a peaceful environment."

Living at Alford Residences has provided not only a safe and secure home, but also allowed her to find a new community and supportive connections.

"I have deep gratitude for what this place has provided me and appreciate how understanding and collaborative the BHC staff have been with what we'd like to see develop here. Many thanks."

Now, instead of thinking about her next move, the resident volunteers her time with two inspiring local charitable organisations, and enjoys the convenience of living in New Farm, close to the library, neighbourhood centre, shops, buses and the river.

Please note: The resident's name has been omitted for reasons of privacy

Collaborating for Impact

At BHC, our partnerships and collaborations play a pivotal role in empowering our residents, supporting them in their tenancies, and in fostering thriving communities. Aligned with our strategic objectives, we are dedicated to assisting our tenants in maintaining their tenancies, and deeply value the crucial alliances forged with community organisations. These organisations actively support our residents in pursuing their individual aspirations and creating meaningful lives within their community.

GRANT FUNDING AND PRACTICAL ASSISTANCE

Brisbane City Council

Pathways Out of Homelessness (Home and Health with OneBridge)

The Home and Health program, delivered by OneBridge, supports BHC and Bric Housing residents to access healthcare in a holistic, place-based way. The program provides dignity and autonomy for residents to have access to healthcare in their home.

230 
residents supported

"I just would like to say a Huge "Thank you" for the OneBridge Nurse. Never in my 58 years, did I think that I would access such a service but today I did. Not only was Sonia [nurse] really kind but also really helpful and understanding of my situation and proactive of finding ways to help me."

- BHC Resident

Housing Support Program (Skills 4 Work)

The Skills 4 Work program empowers residents by enhancing soft skills in hospitality and customer service.

20+ 
residents participated

"Really great training from Brad focusing on practical, hands-on skills."

- BHC Resident

Lord Mayor's Charitable Trust

Resident End of Year Event

Supporting BHC's annual resident end of year event which provides residents with an inclusive, end of year celebration which connects people and offers a delicious meal with live entertainment.

82 
residents engaged

"BHC's annual Resident End of Year Event is a real highlight! Its a great opportunity for staff, Directors and residents to connect and enjoy a meal, entertainment and fun together."

- BHC CEO, Rebecca Oelkers

Sisters of Perpetual Adoration

Supporting Residents

The Sister of Perpetual Adoration have provided a donation to BHC's Impact Fund. This grant was allocated to two programs - assisting residents with re-entry to the workforce and participation opportunities; and to support digital connectivity, essential for accessing vital services, fostering social connections and empowering residents with educational and economic opportunities.

2 
programs supported



2023 Resident End of Year Celebration



CREATING HOUSING PATHWAYS AND SUSTAINING TENANCIES

Community | Bric Housing | Brisbane City Council

Sustaining Tenancies

Sustaining appropriate long-term housing for people who have had a history of homelessness and failed tenancies and delivering the associated practical support necessary to sustain the tenancy.

14 

BHC residents were assisted in accessing and maintaining safe, secure, and affordable housing through Community's Sustaining Tenancies program

*"I talked to *John today and he told me how the crew came in to clean up his room and he is absolutely thrilled with it and tells me he's going to work super hard to keep it clean. He even managed to clean some of his dishes. He's so thankful for all the support with his room especially in the midst of his current grief. I'm also so thankful to you all for being so quick to action this. He had his inspection today and has passed with flying colours."*

- BHC Community Liaison Officer

**Name changed for confidentiality*

Brisbane Youth Service

Cornwall Street Youth Partnership

Increasing social housing allocations to young people and providing personalised supports to assist them to build skills and move towards independent living.

5 

homes available to young residents

10 

young people were supported across the portfolio to sustain their tenancies through the BYS Sustaining Tenancies program

"The BYS team has worked with BHC, offering financial counseling, exploring employment opportunities, and providing mental health and life skills support for young residents. As these young people transition out of BYS support, BHC sees them on a positive path to independently sustaining their tenancy thanks to the integrated supports between BYS and BHC."

- BHC Housing Manager



Cornwall Street, Woolloongabba

Thank you to all of the wonderful service providers and collaborators who supported our residents this year

BHC residents benefit from an incredible range of support from community organisations throughout the year. We would like to acknowledge this support and highlight some of these valuable services.

Queensland Police Service *Cuppa with a Cop*

Hosting community events with local police helps residents build positive relationships and connect with the QPS Vulnerable Persons Unit for support with issues like domestic violence and child protection. These events create a safe environment, enhance wellbeing, and support positive tenancies.

Queensland Fire and Emergency Services

QFES and BHC have collaborated on educational campaigns for boarding room residents about lithium-ion battery care and proper charging. QFES emphasised fire and charging safety, while BHC launched a cord swap-out program.

Substation33 *Coffee Cart*

BHC has partnered with Substation33 to host a place-based coffee cart and volunteering opportunities for BHC residents.

These engagements have significantly helped BHC reduce social isolation and increase soft-skills.

Orange Sky Laundry *Mobile Laundry Service*

Collaborating with Orange Sky to provide laundry services to some of our boarding room residents has been a privilege. We eagerly look forward to continuing and expanding our partnership to support and improve wellbeing through the simple yet essential value of clean clothes.







Liesl and Noah



Noah at the Grand Final

GRANT RECIPIENT 2021

Noah's Story

Three years ago, BHC resident Liesl received a grant for her son, Noah, to cover his soccer club registration fees. Noah's passion for soccer has been evident from an early age, and this support has helped nurture his talent.

"Receiving the grant from BHC's Bright Futures Fund made a world of difference for us. For me it was being able to say 'yes' to helping my son keep doing something he loves," said Liesl.

"For my son it was the opportunity to continue to pursue his dream of becoming a professional soccer player. I'm grateful for the Bright Future's Fund every time I watch my son play soccer. I'm so proud of how far he's come in working to achieve his goals."

Last year, Noah's team clinched the Under 16 Division 1 Grand Final in a nail-biting game, a victory he remembers with pride:

"I will never forget about winning the Grand Final. It's every athlete's dream growing up. The nerves and adrenaline overcame me as I heard the first whistle.

"I will never forget about winning the Grand Final. It's every athlete's dream growing up."

- Noah

One minute in, the other team had already scored. I thought it was all over right there. The final whistle went off; we had won - score 3-2, I dropped to my knees. So many emotions rushing through my body. The anxious feeling, the stress and nerves immediately replaced with happiness and pride. I was and still am so proud of myself and my team."

Noah will be finishing year 12 later this year, with plans to chase his dreams and attend a soccer academy in New Zealand to continue working towards his goal of becoming a professional soccer player.

Noah's journey is a testament to the BHC Impact Fund's importance in supporting residents to thrive, providing opportunities that help shape brighter futures.

Watch Liesl and Noah's story on our website.

bhcl.com.au/our-stories

IMPACT REPORT 2023/24 Brisbane Housing Company Limited

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With sincere thanks to BHC residents for sharing their stories, images and experiences to help us measure and improve our services, and communicate our impact.

