bhc
creating liveable communities

2021-2022
Impact Fund Report
Supporting tenants and
their communities to thrive

elevate
RESIDENTIAL

Proudly supported by our social purpose real estate agency, Elevate Residential

MESSAGE
from the BHC CEO

It is with great pride that I present BHC's inaugural Impact Fund Report 2021-2022. This report highlights the results from the first year of BHC's Impact Fund investment- an annual commitment of a minimum of $150,000 to directly invest in programs and supports to assist BHC residents to achieve their life goals.

Providing safe and affordable housing continues to be BHC's number one priority, however, we acknowledge that for many of our residents, accessing housing is just the beginning of their journey. To empower people and help them to transform their lives, some residents may also need support and opportunities to participate in employment, training, social and community activities.

This is the purpose of the Impact Fund- it is BHC's commitment to actively assist residents to reach towards their goals and to live their lives with dignity and hope. The Impact Fund addresses unmet support needs and provides BHC residents with important access to programs and services across four priority areas: tenancy sustainment, employment skills and participation, enhanced resident wellbeing and the creation of cohesive communities.

The Impact Fund would not be possible without the financial support of our social purpose real estate agency, Elevate Residential, which directs 100% of its profits to the Fund. As you will see in this Report, the charitable partnership between Elevate Residential and BHC directly is helping to create positive outcomes for BHC residents and we thank the BHC residents featured in this report for sharing their stories with us.

Finally, on behalf of the whole BHC team, we extend our thanks to all the Elevate clients and partners over the past year. It is because of your support that the Impact Fund exists and is now making a real difference to Queenslanders in need.

Rebecca Oelkers
Chief Executive Officer

THANK YOU FROM
Elevate Residential

All profits generated by our 'profit for purpose' real estate agency Elevate Residential, are directed to the BHC Impact Fund. Last year, Elevate launched its Impact Commitment, providing clarity and confidence to Elevate clients and supporters that their choice to use Elevate for their property needs directly contributes to real change for Queenslanders in need.

Elevate Residential is incredibly proud to have contributed to the creation of BHC's Impact Fund. We are thrilled to launch this inaugural Impact Report to highlight the outcomes that have been delivered through the Fund so far.

Our ability to contribute to better outcomes for the community is a direct result of the support from our wonderful clients and partners. Thank you for choosing Elevate Residential for your real estate needs and as a corporate partner. Your choice is genuinely making a difference and helping to provide hope to those in housing need right across Brisbane.

Chris Meadmore
Principal Licensee

elevate
RESIDENTIAL

OUR COMMITMENT TO
Environmental, Social and Governance outcomes

BHC is driven by its mission to create sustainable, affordable homes and communities for Queenslanders in housing need. We are committed to doing all we can to contribute positively to the communities in which we operate, and to create real pathways that assist our residents to thrive. The BHC Impact Fund is one way that we are making this commitment a reality.

The focus areas of our Impact Fund align with the UN Sustainable Development Goals below:

In addition to our strong focus on social outcomes, we also recognise the critical importance of reducing our environmental impact, and providing confidence to our partners and the community that we are sustainable, accountable, inclusive and effective in all that we do.

These Environmental, Social and Governance (ESG) objectives underpin our strategic approach and we will continue to refine and enhance our responses across these important areas.

2021 - 2022

BHC Impact Fund Summary

Supporting residents to live their lives with dignity and hope

$150,000
BHC Impact Fund

315 Residents
supported annually

4 key areas of support

- Sustaining tenancies
- Employment, skills and participation
- Enhancing resident wellbeing
- Creating cohesive communities

2021/22 Programs include

PROGRAM 1
Assisting vulnerable households through a comprehensive grants program - supporting digital technologies and education / participation opportunities.

PROGRAM 2
Addressing social isolation and connecting residents through programs including art therapy.

PROGRAM 3
Supporting residents with vital connections for employment, participation and volunteering opportunities.

Visit bhcl.com.au/impact to see some of the Impact Fund highlights, including testimonials from BHC residents.

PROGRAM 1

Supporting residents through targeted grants

A targeted individual grants program to assist with financial barriers to inclusion, participation and wellbeing. This year, grants included bursaries for school children from very low-income families, assistance with course fees, training opportunities for our adult residents, equipment to address digital exclusion and health equipment.

KICKSTART GRANTS

Offering equipment and support that assist residents with day-to-day living and tenancy sustainment.

24 RESIDENTS | $10,000*

Small appliances, mobility and safety equipment, driving lessons, bicycle, internet and data, bill payments, white goods, work wear and medical equipment.

Having this equipment will improve my chances of securing work in my desired industry.

- Chad

BRIGHT FUTURES RESPONSIVE FUND

Supporting the educational and extracurricular needs of children who live in BHC properties.

7 YOUNG RESIDENTS | $6,000

Excursion and school fees, sport and music lesson costs, and digital technologies.

We are so grateful to BHC for their support in helping our family, in particular my teenage son, with his learning. The BHC Grant has generously provided him with the technology he needs to not only read more and learn new skills, but to thrive and discover career options that he didn't have before.

- Polly

CONNECT GRANT

Supporting residents in engaging with digital access, literacy and empowerment in response to increased social isolation.

19 RESIDENTS | $15,000*

Computers, tablets, technology related accessories and internet/data packages.

Pre grant 70% of recipients believe that this grant will assist them to achieve their education and participation goals

Post grant 100% of respondents said they had learned new skills and achieved their goals

With the help of this Grant, I am the proud recipient of a new laptop which will assist me to move forward in achieving my education goals. I plan to complete studies in aged care and hospitality and look forward then to new employment opportunities.

- Belinda

EDUCATE & PARTICIPATE GRANT

Supporting residents to achieve their employment, education and participation goals.

20 RESIDENTS | $15,000*

Extracurricular lessons, course fees and costs associated with study.

78% increase in digital technology confidence

94% increase in their ability to learn new skills as result of the grant

Although my career as a nurse has come to an end, I still want to be able to help others in need. This grant has allowed me to do that, by keeping my first aid knowledge and skills up to date.

- Janet

*Current as of 31 June 2022

> This group has been so good for me. Covid was really isolating but coming to the group has eased that.
>
> - Art Therapy participant

PROGRAM 2

Addressing social isolation

Therapeutic and wellness programs to assist residents who are experiencing social isolation and mental health challenges to enhance social connection and inclusion.

Inclusive Art Therapy Program

BHC Partnership with Communify

Involving residents in an inclusive art therapy program and connecting residents at the New Farm Neighbourhood Centre with vital supports alongside the art therapy, including My Aged Care, NDIS support and further social engagement such as weaving and yoga.

Outcomes achieved from the Art Therapy Program

ATTENDEES REPORTED:

15%
increase in confidence in connecting with other people

20%
increase in improved mental health

Mobile Coffee Cart - Skills Building and Community Engagement

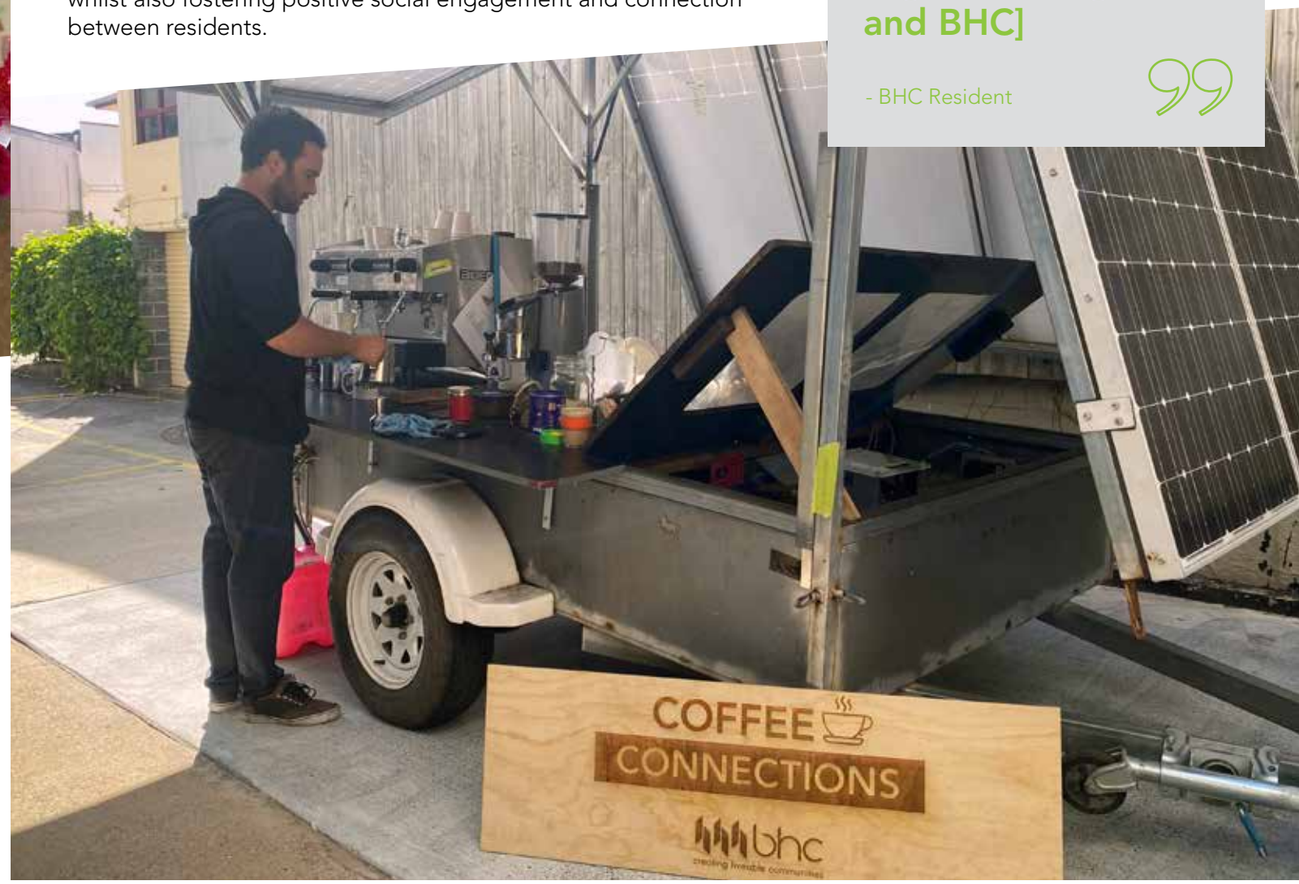
BHC partnership with YFS Social Enterprise

BHC partnered with Substation33 through YFS Social Enterprise to utilise their solar powered coffee cart to provide onsite barista skills training at some of BHC's properties.

This initiative has provided residents the opportunity to participate in hospitality-related, place-based work experience-whilst also fostering positive social engagement and connection between residents.

125
coffees made by attendees

> It's something to do together [neighbours and BHC]
>
> - BHC Resident



PROGRAM 3

Resident Participation & Employment Support

The Resident Participation and Employment Coordinator provides personalised support to BHC residents with job seeking, linkages to services, interview preparation support, placement support and education and employment and participation sustainment.

78
residents directly assisted with participation, employment and work readiness skills

80%
of residents surveyed said that they would recommend BHC's RPEC support to their neighbours

> **Absolutely…I believe that it is important that we have someone to provide the services that Anthony does for our physical, mental and social well-being along with the economic benefits that go with working.**
>
> - BHC Resident

Outcomes achieved

Facilitated 15 paid employment opportunities for BHC residents*
Warehousing, factory outlet, dry cleaner, delivery driver, supermarket, hospitality, disability, aged care support and administration.

Supported 11 volunteer and participation opportunities*
Community care, mud army, aged care support, thrift store, community garden, charities, hospitality, local gym.

Assisted 11 residents around education, training and job-ready courses
Courses including TAFE studies, first aid, security training, landscaping, hospitality high school bridging, PREPL, English and TSOL courses.

Supported 44 residents with confidence building, job seeking, resume building and service navigation support.

Ongoing delivery of targeted sessions for BHC residents in job readiness, disability support pension and employment, skills building & confidence training, and support navigating Job Actives.

Facilitated partnerships with Substation 33 (Coffee Connections), Volunteering Qld Information Sessions, JobActive and DSP information sessions and attended local and city-wide job-networking opportunities.

*October 2021 – June 2022

Meet BHC Resident Jordan

With the support of a Connect Grant, Jordan received a laptop which enabled him to complete a Certificate III in Individual Support. Following his studies, Jordan undertook a placement at an aged care facility and is now ready for part time employment. BHC's Resident Participation and Employment Coordinator is assisting Jordan with his resume and his broader work readiness skills.

> **Being able to complete my training modules and watch online educational videos in my own space, in my own time has been so valuable and allowed me to finalise my studies within seven months. I've now finished my placement and am looking to start part-time work.**
>
> - Jordan

Jordan and Anthony, BHC's Resident Participation and Employment Coordinator

Join us in changing Brisbane real estate for good

We'd love your support to take Elevate to new heights! Just by sharing the Elevate story amongst your networks or choosing Elevate as your real estate agency you will be contributing to great social outcomes. Contact the Elevate team to discuss how we can help you meet your real estate goals, or your organisation's community partnership aims.

> **"As an Elevate client, you can be assured of exceptional service and market-focused results. However, as well as this, you can have the knowledge that every single dollar of profit that Elevate generates helps to make Brisbane a better place for people in need. Our partnership with BHC is about far more than just roofs over heads- it is our joint commitment to help people and communities reach their full potential."**
>
> - Chris Meadmore, Principal Licensee

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IMPACT FUND REPORT 2021/22
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