

2024 - 2025

Impact Report

*Supporting our residents
and communities to thrive*



Message from our CEO

I am pleased to share this year's Impact Report - a reflection of the lives we have touched, the partnerships we have built, and the progress we have made together.

This year, the BHC Impact Fund reached a powerful milestone: 589 people, nearly one in every three residents in our BHC housing portfolio, received some form of support or assistance.

That's not just a number. It's a reflection of the deep care and commitment that drives our work. From furnishing homes and funding education, to supporting wellbeing and community connection, the Impact Fund is helping people feel safe, supported, and seen.

The Fund was launched initially with funding from Elevate Residential, our profit-for-purpose real estate agency, with a commitment to donate an annual minimum of \$150,000. This laid the foundation for a program that has grown into a vital source of support for our residents. Today, we are joined by a growing community of generous supporters who believe in the power of housing to change lives, and we could not be more grateful.

This work directly supports one of BHC's strategic objectives in supporting our residents and communities to thrive. As we approach the conclusion of our Strategic Plan 2021–2025, we are incredibly proud of the work that has been done by BHC, Elevate Residential, and our valued supporters in helping us deliver on that goal. Together, we have created more than housing, we have created opportunities, stability, and a sense of belonging.

The Impact Fund is more than financial assistance. It's a reminder that behind every door is a story, and behind every story is a person who matters.

Thank you to everyone who has helped make this possible.

Warm regards,



Rebecca Oelkers, Chief Executive Officer



*BHC's Rebecca Oelkers with Elevate Residential's
Chris Meadmore and Paige Browning*

"At Elevate Residential, we're proud to be a profit-for-purpose agency that supports BHC residents to thrive. This year, we reached a major milestone - \$1 million contributed to BHC over our seven years of operation. Every dollar of our profit goes directly toward helping individuals and families access the support they need to feel safe, connected, and empowered in their homes. It's incredibly rewarding to see the tangible difference this makes in people's lives."

- Chris Meadmore, Principal Licensee, Elevate Residential

Goal 1

Growing the supply of affordable housing



2,103

BHC owned and managed properties



\$7.98m

Annualised rent concessions for residents



286

New tenancies in 2024-25



90%

Residents satisfied with the quality of their home



34

New homes delivered



\$560m

Assets owned



625

New homes under construction



90%

Of residents have enough money for essentials after paying rent

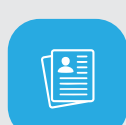
Goal 2

Supporting residents and communities to thrive



\$215,000

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



129

Residents supported with grants to support employment, education and extracurricular activities



589

Residents supported by BHC's Impact Fund



170

New patients provided at Home and Health via 121 clinics held at BHC properties



160

Residents connected to support with Employment, Participation and Volunteering assistance



38

Set up for Success packs to help residents transitioning from unstable housing to set up their homes



589

residents supported
this financial year

2024 - 2025

BHC Impact Fund Summary

Supporting residents to live their lives with dignity and hope

4 Key Areas of Support



Sustaining tenancies



Enhancing resident wellbeing



Employment, skills and participation



Creating cohesive communities

Programs



Program one

Assisting residents through targeted grants

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



Program two

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 three

Resident participation and employment support

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

Program one

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.



Bright Futures Responsive Fund

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



Residents
27



Grant funding
\$20,000

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

"I am so amazed with the absolute generosity, and consistent support you have given me. Thank you."

- Parent of BHC Bright Futures recipient

“

Thank you again. This has helped me and my family so much during a difficult time. I really appreciate it.”

- BHC Kickstart recipient

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

“

The Kickstart Grant allowed me to get through a really financially difficult period while looking for employment without having to worry about losing access to my car and potentially then losing access to job opportunities.”

- BHC Kickstart recipient

Kickstart Grant

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



Residents
85



Grant funding
\$30,000

Furniture including white goods, wellbeing costs including medical expenses, education and training expenses, technology needs and general cost of living support including cleaning products and food vouchers and support for dependents including car seats and camp costs.

“Thanks for the grant to get my bike. Because of you guys I was able to raise \$550 to ride for cancer for kids. ”

- BHC Kickstart recipient

62% 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

Education Essentials Grant

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



Residents
17



Grant funding
\$10,000

Digital education related expenses including support with laptops, iPads and tablets.

“The Educational Essentials Grant has provided my child with the technology to be able to improve their access and ability for learning and study helping them achieving their educational goals.”

- BHC Education Essentials recipient



Education Essentials Grant recipient

Bright Futures Recipient

Funding futures, one note at a time

For Gavan and his family, BHC's Bright Futures Grant was more than financial support – it was a spark that reignited a love of music and opened doors to new possibilities.

Eight-year-old Ethon, Gavan's eldest son, had always been drawn to music. Inspired by his dad's love for AC/DC, Ethon started learning to play a junior electric guitar. When the family received the Bright Futures Grant, they were able to upgrade to a better instrument and continue lessons that had been previously been out of reach.

"Ethon has always been into music - he loves AC/DC, like me," Gavan shares.

"When we found out we had been successful for the grant he said, 'I can play more AC/DC songs Dad!' He was ecstatic."

The impact was immediate. Ethon's confidence soared. He recently brought his electric guitar to school and performed for his class, transforming from a quiet student to someone his classmates admired.

"He has changed big time. He's become an extrovert, more confident in school. He's never been the popular kid, but now kids are looking up to him."

When the next round of grants opened, Gavan didn't hesitate to apply for his younger son, Eulan (7), who had shown interest in learning the keyboard.

"Receiving the grant for Eulan's keyboard lessons helped us a lot. We saved up and bought him a decent keyboard for his birthday."

The boys now practice three times a week and are currently working together to learn "Don't Stop Believing" and hope to perform a mini concert for BHC staff. Ethon reads sheet music while Eulan learns by numbers, each developing their own style of learning. Their younger sister Emmelia, who loves to sing, is eager to join in – forming what Gavan proudly calls the "family band".

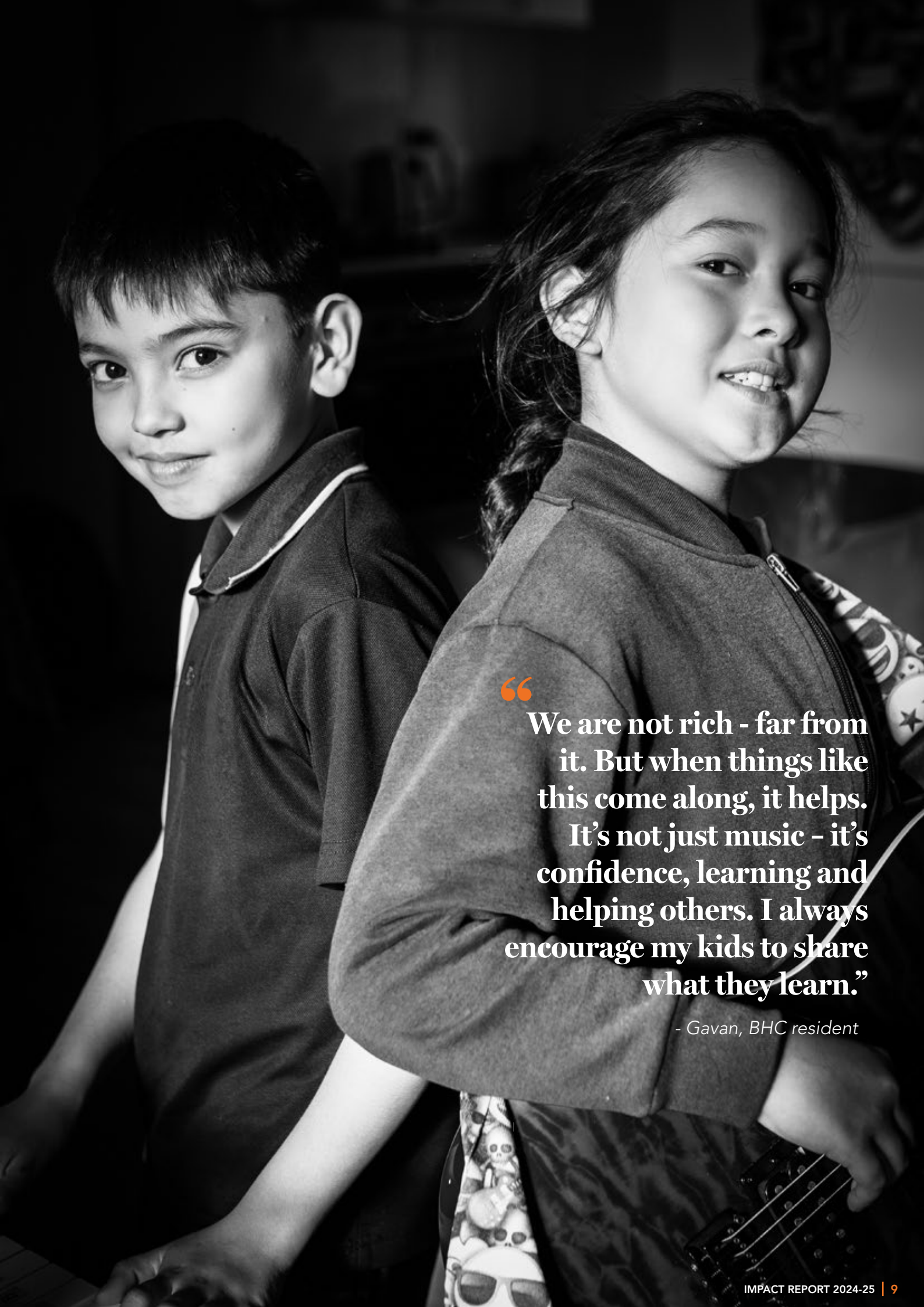
Gavan reflects on how the grants have changed their lives, not just financially, but emotionally and educationally.

"We are not rich - far from it. But when things like this come along, it helps. It's not just music – it's confidence, learning and helping others. I always encourage my kids to share what they learn."

As their home fills with the sounds of guitar riffs, keyboard melodies, and Emmelia's singing, the family's journey stands as a testament to what's possible when children are given the chance to thrive, one note at a time.



Gavan and his family



“

We are not rich - far from it. But when things like this come along, it helps. It's not just music - it's confidence, learning and helping others. I always encourage my kids to share what they learn.”

- Gavan, BHC resident



“The need for informal, trauma-informed mental health support continues. Many residents respond best to familiar, low-barrier access (e.g. phone or casual drop-ins). Crisis escalation is often reduced when support is consistent. The biggest barrier is still navigating mainstream mental health systems, especially for residents with multiple vulnerabilities or distrust of services.”

- External Counsellor

Program two

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 a private counselling service

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, and mitigates social isolation, mental health decline and antisocial behaviour.



Residents supported

35

Over the year, 35 residents have been provided free, professional counselling support. In addition to this, referrals have been made to other local services including GP care, mental health therapy and city detox services.

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.



Residents supported

3

Program three

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



16

Residents supported through volunteer and participation opportunities

Substation 33 Warehouse, Northey Street City Farm, volunteering opportunities at the Royal Queensland Show (Ekka), connection to Men's Sheds.



20

Facilitated paid employment opportunities

Woolworths, retail and hospitality positions, community care and aged care, childcare and commercial cleaning, paid work for the Federal Election on voting day.

"Hey Anthony, this is (name of resident) - not sure if you remember me but you helped me to get a job at Woolworths late 2023. I started in the online department but I collect trolleys for them now. Best job I've ever had so just wanted to send my thanks and let you know it's going well."

- Message left by BHC resident



21

Residents assisted with education and training opportunities

First Aid Certificate, Responsible Service Alcohol Certification, Certificate III in Childcare, registration renewals (e.g. white card, forklift, car licences), 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 Substation33, Breakthru Employment, Optus, Yeronga Community Centre (Community Plus), Orange Sky, Drug Arm, Mission Australia (Inala), Goods360, TAFE Qld and attended and supported job-networking opportunities.

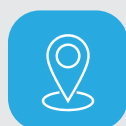
“

Anthony was friendly, understanding and professional. He helped take care of the hardest parts of finding volunteer positions and sent me links to ones tailored to what we had spoken about. He was very helpful and many people would benefit from his aid.”

- BHC resident



BHC's Resident Participation and Employment Coordinator, Anthony, with a representative of Drug Arm.



60+

place-based engagements to support residents to access employment, training and volunteering supports



82%

of survey respondents felt better prepared for participation or employment opportunities following their engagement with the RPEC



6

partnerships developed and nurtured with Substation 33, Drug Arm, Orange Sky, Good360, Optus and TAFE Queensland



100%

of survey respondents said the RPEC provided them with information and support with resume writing and job searching



4

Skilling Queenslanders for Work Programs delivered in partnership with Substation 33, Brisbane City Council and BHC



94%

of respondents said they would recommend the RPEC services to a neighbour

Mary's story

From Wordle to lifelong learning

After recently being diagnosed with White Matter Disease, which can lead to cognitive and physical impairments, BHC resident Mary was determined to think positively and not to just sit idle.

"I don't want to have the attitude of just living day to day. I want to better things as much as I can," Mary describes.

Following her doctor's advice, Mary looked for ways to improve her physical health and cognitive function. Each morning, she begins her day by walking her Staffy cross Jack Russell, Molly, around her neighbourhood, followed by completing the New York Times Wordle game.

"Each morning, I compete with my daughter to see who can get it correct in the least number of guesses. I've played for a few years now and I'm not too bad," says Mary.

Motivated to do more, Mary contacted BHC's Resident Participation and Employment Coordinator, Anthony, requesting education assistance as a mature age student.

"Mary's main goal was to undertake a Tafe course to stimulate her memory function and meet new people. However, her current computer literacy is basic and needed improvement before further study," Anthony details.

Through BHC's Kickstart Grant, Anthony was able to secure a refurbished laptop from Substation33,

a social enterprise based in the Logan region that focuses on the reuse and recycling of electronic waste. This laptop would suit Mary's current use for study and education.

Understanding Mary's need to improve her computer literacy, Anthony found an inexpensive course through Aspley Classes for Seniors, which offers a range of courses, including a computer course for beginners.

"I'm nervous, excited and anxious. But I'm pushing myself to have a crack at it. It's just the basics, but it's a start and it will get me interacting socially while getting my brain moving," says Mary.

Following the completion of the 7-week course, Mary and Anthony will continue to work together to achieve her goal of completing a TAFE course.

"I'm so grateful for the support I've received. I don't talk to a lot of people, but I felt comfortable around him [Anthony]. He is actually trying to help. No one has ever helped me like this. I'm not going to disappoint," Mary expresses.

Mary's journey is a testament to the Impact Fund's commitment to supporting residents and communities to thrive.

Care where it counts

Home and Health Program

In 2023, BHC received a three-year, \$157,184 grant from Brisbane City Council's Pathways out of Homelessness program to deliver the Home and Health Program, supporting the health and wellbeing of residents in BHC and Bric Housing properties. The program is co-funded by BHC's Impact Fund (\$25K annually) and supported by a \$10K donation (this financial year) from the Queensland Presentation Sisters.

Delivered in partnership with OneBridge, the program brings place-based healthcare directly to residents, providing wound care, health education, specialist referrals, and support for mental health and substance use.



The Home and Health team at one of BHC's properties

In the past financial year, there were:

- 171 clinics held (121 at BHC, 50 at Bric)
- 267 medication conversations
- 145 drug and alcohol support engagements
- 336 general health conversations
- 18 suicide prevention interventions
- 88% of residents accessing the service sustained their tenancies
- 170 new patients were engaged, helping reduce emergency department visits

The program has been pivotal in early detection of skin cancers, diabetes management, and improving health literacy, especially in wound care, dental hygiene, and medication use.

Key program partners include BHC, Bric Housing, OneBridge, and a network of collaborators such as Substation33, Drug Arm, Moonyah and TAFE Queensland, Optus and Good 360.

This year also saw the completion of a Dental Pilot with OneBridge, identifying critical needs across the portfolio. Based on its success, the pilot will expand into a full dental and hygiene support program, funded by the Impact Fund in the coming year.

“

BHC is redefining what's possible when housing and health come together with purpose. Their visionary leadership and partnership with OneBridge demonstrate that community housing can be a launchpad for equity, dignity, and wellbeing. Together, we're not just meeting needs, we're reimagining systems, uplifting lives, and proving that bold collaboration can build a healthier, fairer future for all.”

- Sonia Martin, Founder and Director, OneBridge

Project 55

Property Management with Impact

In response to the growing number of older women facing housing insecurity, Elevate Residential and BHC launched Project 55 in May 2023, a targeted initiative to provide safe, affordable housing for women aged 55 and over at risk of homelessness.

Through Project 55, property owners partner with Elevate Residential to manage their investments, with 100% of profits directed to supporting housing at a BHC inner-city property. The innovative model now provides stable homes for 11 women, including those previously living in cars, facing unaffordable rent hikes, or relying on temporary accommodation.

Residents have shared their appreciation for the property's comfort, location, and sense of community.

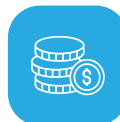
To further enhance the living environment, BHC secured funding from the Queensland Government's Gambling Community Benefit Fund, enabling upgrades and landscaping improvements.

Originally planned as a one-year pilot, Project 55 will continue, thanks to its success and the ongoing commitment of Elevate Residential and participating property owners. It stands as a powerful example of how ethical property management can directly improve lives.



Property owners

26



Funds accumulated since project launch

\$20,600



Average support per resident

\$931



Households receiving rental subsidy

100%



Women supported

11



The Elevate Residential team

“

**I was over the moon.
For the first time
I was doing my
own thing”**

- Rosita, BHC resident



Rosita's Story

A journey to independence

After 20 years of living with her adult children, Rosita, at the age of 70 decided it was time to embrace her independence.

“I wanted to do things on my own. As much as I love my children and grandchildren, I wanted to retire,” Rosita shares.

Rosita reached out to the Fortitude Valley Housing Service Centre and was referred to Communiify. With their help, she connected with BHC's Housing Manager, Annie, who invited Rosita to view one of BHC's properties supporting women aged over 55. Rosita liked it immediately and moved in with her family's support.

“I was over the moon. For the first time I was doing my own thing,” Rosita said.

Since moving in, Rosita has flourished in her independence. She takes the bus early every Monday, Wednesday and Friday morning to visit

her gym in Chermside. She also visits the New Farm Neighbourhood Centre each week, where she enjoys a tea and chat and picks up a free fruit and vegetable parcel, often using them to make soup or other meals at home.

“I'm starting to know everyone there and I feel very comfortable at the community centre.”

While living independently in an apartment for the first time, Rosita remains closely connected with her family, visiting her children and grandchildren every weekend.

“Living on my own, wouldn't have been possible if I didn't find something affordable for me. This space is perfect for me, and I feel truly happy here,” Rosita explains.

2024 - 2025

Our impact in action





Thank you

Together, we make a difference

BHC would like to sincerely acknowledge all the partners and agencies highlighted for their incredible collaboration and commitment to assisting Queenslanders over the past year. While this list highlights just some of our valued partners, we also extend our heartfelt thanks to the many other organisations across the broader community services sector whose contributions are vital to delivering programs and services to our residents. Your continued support makes a meaningful difference in the lives of those who call a BHC property home, thank you for the outstanding work you do.

Government Partners



Impact Fund Partner



Program Partners



Support Partners



IMPACT REPORT 2024-25

Brisbane Housing Company Limited

Trading as BHC Creating Liveable Communities

ACN: 101263834

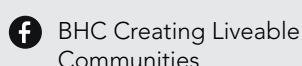
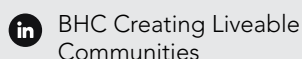
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With sincere thanks to BHC residents for sharing their stories, images and experiences to help us measure and improve our services, and communicate our impact.

