



2020 Social Impact Report



Centacare Evolve Housing

Centacare Evolve Housing (CEH) is the housing arm of Catholic social services in Tasmania and is a Tier 1 Community Housing Provider. Centacare Evolve Housing provides state-wide services in tenancy, maintenance and community wellbeing. Centacare Evolve Housing also manages CatholicCare Tasmania's housing services including affordable housing and rapid rehousing. As well as tenancy and community support, Centacare Evolve Housing has a significant new build and construction program with over 400 new social and affordable homes in the pipeline for construction.

In the last financial year, Centacare Evolve Housing supported over 4200 tenants. In a recent Social Return on Investment study, the University of Tasmania identified that every \$1 invested in Centacare Evolve Housing's social housing gave a \$4.30 return in social value. Centacare Evolve Housing is committed to creating long term social impact through building houses, creating homes and growing communities.



2020 was an extraordinary year. The impacts of COVID-19 on all communities was substantial. Centacare Evolve Housing as a Catholic not-for-profit community housing provider was able to rapidly respond and adapt to the needs of Tasmanians in an unparalleled way.

Complementing our significant build and tenancy program we further enhanced the social impact of our work through our approach to community wellbeing, including intensive tenancy support and a range of community wellbeing programs such as our Neighbourhood Leadership Program.

Through our engagement processes we have heard clearly from our tenants that they are very satisfied with our service. Of particular note is tenant satisfaction with our ongoing commitment to maintenance and housing improvements. In 2020 we saw our maintenance spend reach close to \$22 Million since our organisation began, with close to \$3 Million spent in 2020.

A highlight for 2020 was Centacare Evolve Housing's involvement in the start-up of the building and construction social enterprise, St Joseph Affordable Homes established to provide trade apprenticeships in a range of construction areas. This work enhances the outcomes of Centacare Evolve Housing's Build Up Tassie youth employment program. In our first six months of operation, St Joseph Affordable Homes commenced construction on 63 new homes for Catholic community housing and was able to employ 6 young apprentices.


Centacare Evolve Housing's purpose - to build houses, create homes, grow communities - has never been more important.

The CEH 2020 Social Impact Report includes many examples and data of how we continue to advance and bring our purpose to life. It is a snapshot of the work that we do supporting Tasmanians in need and creating long term social impact.

A handwritten signature in blue ink, appearing to read 'Ben Wilson'.

Ben Wilson
CEO Centacare Evolve Housing

Centacare Evolve Housing (CEH)



CEH is about much more than managing and building properties. CEH is committed to creating positive social impact in the areas we work. As well as providing a comprehensive tenancy management service, CEH enhances the lives of tenants and the community through a diverse range of community wellbeing services and programs.

Centacare Evolve Housing Tenancies

2020 CEH Tenancies Dashboard

4296 Tenancies provided to Tasmanians	2006 Available dwellings	247 Families taken off the Housing Tasmania’s waitlist and moved into secure housing
224 New build dwellings commenced by tenants	607 New tenancies commenced (From tenant transfers, Housing Tasmania’s waitlist and the affordable housing waitlist)	42 Families in need provided with safe and secure housing through the rapid re-housing program
1048 Direct housing applications received for properties on the affordable housing waitlist via CEH website	67% Adults in tenancies 33% Children in tenancies	34 years Average age of tenants

Table 1.1 Family demographics of tenancies

Single, with children	<div></div> 30%
Single, no children	<div></div> 52%
Couple, with children	<div></div> 7%
Couple, no children	<div></div> 7%
Shared	<div></div> 4%

3 Top Suburbs of Tenancies

- Bridgewater (659)
- Gagebrook (363)
- Herdsmen Cove (208)





Centacare Evolve Housing Tenant Satisfaction

CEH Tenant Satisfaction Dashboard		
87% Tenants very or fairly satisfied with services provided by CEH	87% Tenants very or fairly satisfied with standards of property provided by CEH	83% Tenants very or fairly satisfied with the condition of the property provided by CEH
76% Tenants agree that they have regular contact with friends, neighbours and or others in their local community and feel they have people they can ask for help.	73% Tenants were very or fairly satisfied with the quality of maintenance works provided	77% Tenants feel safe in their suburb

(CEH Tenant Satisfaction Survey, 40% response rate, December 2020)

Centacare Evolve Housing Maintenance

CEH Housing Maintenance Dashboard		
\$2,884,973	4,714	\$612
Total spend on maintenance and improvements in 2020	Work orders completed in 2020	Average spend on maintenance per work order in 2020
\$21,802,476	28,962	\$753
Total spent on maintenance and improvements since 2014	Work orders completed since 2014	Average spend on maintenance per work order since 2014
135	39	15
Heat pumps installed in 2020	Kitchen upgrades completed in 2020	Bathroom upgrades completed in 2020
975	633	217
Heat pumps installed since 2014	Kitchen upgrades completed since 2014	Bathroom upgrades completed since 2014

Centacare Evolve Housing Construction

CEH Construction Dashboard		
224	\$1,008,000	180
New homes completed and keys handed to tenants	Spend on landscaping to all new builds (\$4,500 each x 224)	New builds that have exceeded the 6 star energy ratings
150	104	\$1,646,400
Tasmanian Firms engaged in the development and construction of new homes	New homes completed in Brighton LGA	Additional value added to all new builds (\$7,350 per dwelling x 224)



Dwelling sales for private local ownership

Table 1.2 Types and ownership of new builds in 2020

	CEH	CCT	Sub totals
Single bedroom dwellings	3	11	14
2 bedroom dwellings	123	78	201
3 + bedroom dwellings	9	0	9
Total	135	89	224

Centacare Evolve Housing Community Wellbeing Initiative

Build Up Tassie



Build Up Tassie creates pathways to employment, including apprenticeships, through linkages to industry and with significant training partners such as Southern Central Trade Training Centre, TasBGAS and Tasmanian Building and Construction Training Board. Build Up Tassie leverages Centacare Evolve Housing and CatholicCare Tasmania's significant construction programs and in 2020 was in its third year of operation.

Table 1.3 Build Up Tassie Program Statistics

2020 Build Up Tassie Dashboard		
66	29	2
Formal expressions of Interest in program	Progressed from intake to participating in the program	School aged participants
3	14	6
Participants with dependants	Employment outcomes	Apprenticeships appointed
13	99	96%
Work placements	Industry connections	Attendance (July – December)



This report is produced by The Social Impact Unit, which is a dedicated team with specialist skills in evaluation and impact measurement, systems analysis and research, social entrepreneurship, strategic and philanthropic partnerships, advocacy and communications.

The Social Impact Unit is tasked to support CatholicCare and associated Catholic entities to understand the individual and combined outcomes and impact of our services, in a rapidly changing and diverse community.

The Unit is founded on our in-house Social Impact Approach which is based on leveraging partnerships to enable and create change. This approach allows us to deliver the best return on the funds available through linking resources internally as well as in the broader community, and designing innovative and collaborative solutions to complex problems.

The Social Impact Approach aims to improve outcomes across seven wellbeing domains. CCT's Social Impact Approach, recently researched through The University of Tasmania is inspired by Catholic Social Teaching and is aligned to the Tasmanian Government's Child and Youth Wellbeing Framework.

The Social Impact Unit supports the organisation to measure, understand and translate the impact of our mission to serve Tasmanians in need.



COMPASSION.
CARE.
TOGETHER.



'Building Houses, Creating Homes, Growing Communities'



For further information

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