



Pictured (L-R) are local resident Sonya Williams, Sr Maribeth Berongan MLCC and Executive Manager Social Impact Belinda Clarke at a community and service delivery organisation day-long workshop addressed by international community development specialist Cormac Russell, and hosted by Centacare Evolve Housing in October, 2019.

CENTACARE EVOLVE HOUSING IS MORE THAN JUST A HOUSING PROVIDER

Centacare Evolve Housing Limited was formed in 2014 as a partnership between CatholicCare Tasmania (85%) and Evolve Housing, NSW (15%). Our purpose is to alleviate housing stress and to contribute to individual and community wellbeing.

Centacare Evolve Housing is a nationally registered Tier One Community Housing Provider that owns or manages nearly 2,000 properties throughout Tasmania. We are an active participant in the Tasmanian Government's Better Housing Futures program under which we manage over

700 social housing properties in the Brighton area. In addition, we support a number of government initiatives that prioritise housing for people experiencing particular barriers (such as family violence or recent incarceration) through Rapid Rehousing and other initiatives.

Centacare Evolve Housing's extensive building program will result in over 400 new homes for Tasmanian families in coming years, and our maintenance team are continually overseeing major upgrades and refurbishments to existing homes. By increasing both the quality and supply of

available housing options, our property development work is having a positive impact on the lives of many Tasmanians.

As well as providing a comprehensive and responsive tenancy management service, Centacare Evolve Housing has a strong commitment to enhancing the wellbeing of its tenants and the communities in which we work. Underpinned by a social impact approach, we engage tenants and the community to build positive partnerships and support capacity building initiatives.

WORKING WITH THE COMMUNITIES WE SERVE

—Ray Brown, Centacare Evolve Housing Board Chair

The aim and mission of Centacare Evolve Housing, which was formed in 2014, is not only to create secure, affordable and properly managed housing, but also to work with and for everyone in those communities in which we build and manage homes to improve services and infrastructure and to support and encourage community programs and activities.

We have undertaken, and will continue to do so, an extensive refurbishment program of those houses, the management of which

has been transferred to us by Housing Tasmania. In addition to refurbishment, which includes kitchen and bathroom upgrades and improved heating, we have a team focused on repairs and general maintenance. Our aim is to ensure that the families that we serve, have a home that is as comfortable as we can make it.

In addition to supporting community programs and activities, we have created and will continue to do so, employment, training opportunities and pathways, for young people.

Centacare Evolve Housing will continue to build houses to alleviate the shortage of homes available to, and affordable for those in need of secure housing. We will continue to refurbish and maintain the homes and are committed to responding to our tenants needs.

We are privileged and committed to work with and for the communities we serve.

ALL IN ALL, QUITE A YEAR!

—James Norman, Centacare Evolve Housing General Manager Housing Operations

By any measure, 2019-20 was an exciting and eventful year for Centacare Evolve Housing. It was a year of growth, change and opportunity—but it was also a year of disruption.

We constructed 159 new dwellings across the State during the year and have many more underway. We also successfully responded to several opportunities that will allow us to keep building much needed housing into the future. Besides demonstrating our ability to deliver against multiple commitments, this activity resulted in more quality homes becoming available for the people who need them. Our team heard numerous stories from families who moved into new properties that far exceeded expectations and provided life changing possibilities. As well as building dwellings, we continued to improve existing ones with 140 upgrades completed and over 4,500 maintenance call-outs actioned.

In total, over 500 new tenancy agreements were signed for new or existing properties throughout the year. Some of these resulted from our continued support of the State Government's Rapid Rehousing initiatives—we now manage around 90% of properties available for people affected by family violence and 100% of those available for people exiting the prison system. We also became the sole provider of the Private Renal Incentive program after being awarded a tender to deliver it statewide.

And then there was COVID-19! While this was clearly a challenge, it was also an opportunity to demonstrate the capacity of our organisation and our team. With the required protocols in place we maintained continual operation and our Bridgewater office remained open to tenants and the community throughout. Restructured work practices allowed us to maintain activity despite over half the team

working from home. In fact, during the months of April and May at the height of disruption, we completed 110 tenancy sign-ups across all program areas and our average vacate times fell.

Throughout it all, 2019-20 was a year when our community wellbeing activities continued to expand. An Asset Based Community Development workshop was a highlight which led to several new community driven initiatives. We formalised a full-time client support role to work with our most at risk tenancies and we are already seeing some heartening results. Build Up Tassie matured into a program capable of maximising new opportunities with St Joseph Affordable Homes and other construction organisations to deliver yet more employment outcomes for young people.

All in all, quite a year!

In 2019-20, we built new homes across Tasmania to high standards of design and quality to address the needs of our tenants.



159

New homes completed and keys handed to tenants



\$3,500

Average spent on landscaping per dwelling



\$2M +

Spent creating street appeal & amenity



157

New homes completed in the Brighton LGA



153

New houses are two bedroom homes



34

New houses are two storey dwellings



12

Tasmanian firms designed and built for us in 2019-20



100%

New builds exceeded 7-star energy rating

We build attractive and quality homes, each with interesting and individual street fronts and a range of modern features to provide residents with convenient living. Each dwelling has well-designed living spaces and functional outdoor areas that require little maintenance. Consideration for residents of all ages and requirements is given where possible, providing accessible floor plans and level access. Typically, we build to Livable Housing Australia's Silver level of housing design.

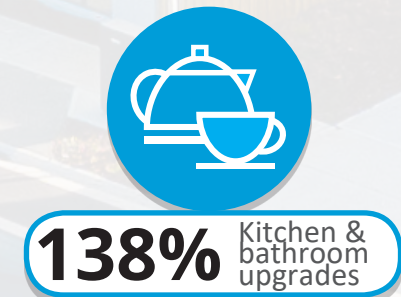
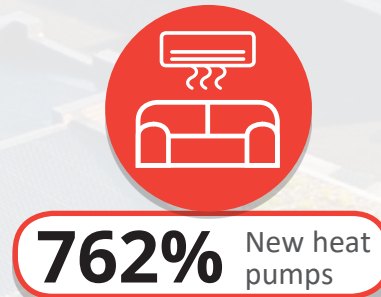
—Ben Wilson, CEO Centacare Evolve Housing

In 2019-20, we measured Social Return on Investment on our Better Housing Futures (BHF) properties.

The Centacare Evolve Housing UTAS Social Return on Investment analysis measured the value of the social, environmental and economic impacts created in the suburbs of Bridgewater, Gagebrook and Herdsman's Cove by Centacare Evolve Housing's implementation of the Tasmanian Government's BHF reform.

Every \$1 spent returned up to \$4.30...

...and social return % was measured for each activity.

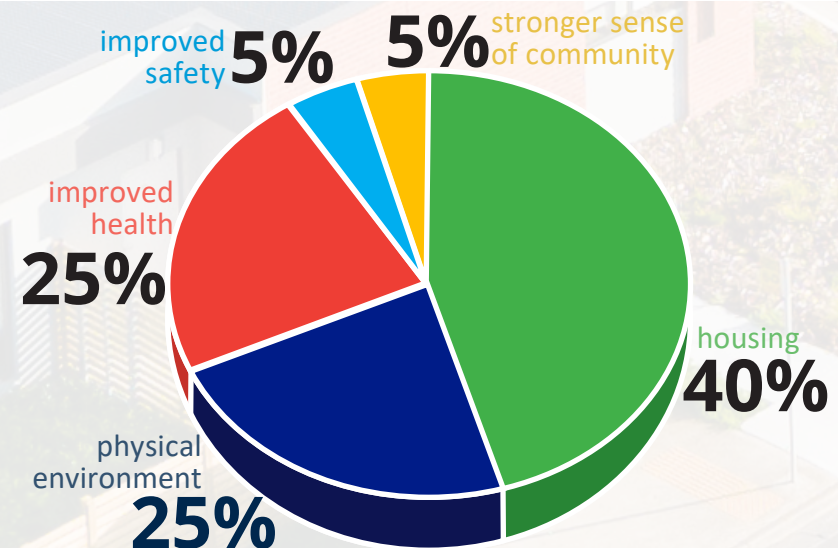


Measured benefits from our BHF housing investment

-  1. Whole of community renewal strategies are critical to the social value of investing in social housing.
-  2. Reducing disadvantage through affordable housing delivers social value for the whole community.
-  3. Energy efficiency measures deliver remarkably high return-on-investment.
-  4. Investing in community initiatives creates benefits for the whole community.

Total Social Value of our improved BHF housing

The flow-on effects of our investment in improved housing included these measures of community wellbeing.



Repairs and renovations of our properties in 2019-20



4,534 Work orders for property maintenance completed



\$3,226,422 Spent on property maintenance



141 Upgrades of kitchens or bathrooms



181 Repairs and refurbishments between tenants



34 New heat pump systems installed

In 2019-20, we housed hundreds of Tasmanians and managed their tenancies.



1,011 New tenants were housed in 2019-20



482 People on the Housing Connect wait list were housed in 2019-20



4,167 People are living in dwellings we manage (on June 30, 2020)



173 Adults and children in need of rapid rehousing accommodated in 2019-20

In 2019-20 our rent arrears % went down in all our housing programs

July 2019

1.7%
0.9%
8.4%



July 2020

0.4% Affordable Housing program
0.4% Social Housing program
3.8% Grants & Growth program



Building Houses
Creating Homes
Growing Communities

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(next to Centrelink)

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