



Building Houses, Creating Homes, Growing Communities

# **2020/21 ANNUAL REPORT**

JULY 2020 - JUNE 2021



# CENTACARE EVOLVE HOUSING

## *Building Houses, Creating Homes, Growing Communities*

Centacare Evolve Housing is a Tier 1 Community Housing Provider, operating statewide and delivering services in tenancy, maintenance and community wellbeing. The company also manages CatholicCare Tasmania's housing services including affordable housing and rapid rehousing.

In addition to providing tenancy and community support, Centacare Evolve Housing has a significant new build and construction program, with over 600 new social and affordable homes in the pipeline for construction.



## EXECUTIVE MESSAGE

This year's Annual Report demonstrates our unwavering commitment to advance the mission of the Church, through building houses, creating homes and growing communities. The stories and statistics show the significant contribution we have made alleviating housing stress and homelessness and improving the wellbeing of individuals, families and communities across Tasmania. I am incredibly proud to lead a team supporting over 4400 Tasmanians through tenancy management and wellbeing services. In a year like no other we have increased our build program, completing close to 200 homes with over 600 in the pipeline till June 2023. We are committed to growing affordable housing supply, as well as delivering long term social impact through the provision of sustainable economic growth and employment. This year

is the first time we demonstrate the benefit of our programs through social impact valuations, which allows us to share the positive outcomes of our work and make informed decisions about investment.

Our continued success is made possible through the combined efforts of many individuals including the fantastic team at Centacare Evolve Housing and the broader Catholic Church, as well as our critical partners across government and industry. I am extremely grateful to everyone involved and look forward to the year ahead working together to make a difference.

**Ben Wilson**

Chief Executive Officer, Centacare Evolve Housing



# CHAIR'S REPORT

Centacare Evolve Housing, which was formed by the Archdiocese of Hobart in 2014 in conjunction with Evolve Housing, has reached a significant stage of maturity in all respects including tenant and community engagement, building programs and governance structure, to become a substantial Tier 1 accredited Community Housing Provider. As retiring chair and this being my last report, it seems appropriate to reflect on our beginnings and aims.

The genesis of Centacare Evolve Housing was to support and drive one of the integral parts of the mission of the Archdiocese of Hobart which is to ensure that secure housing and support services are provided and that the wellbeing of the communities we serve is assisted and enhanced.

Prior to the formation of Centacare Evolve Housing, CatholicCare Tasmania was and continues to be involved in the provision of affordable housing and working together, Centacare Evolve Housing and CatholicCare Tasmania are a substantial provider of social and affordable housing and support services throughout Tasmania. St Joseph Affordable Homes was recently formed by the Archdiocese to support our building programs and importantly to provide apprenticeship and skill pathways, where otherwise those opportunities would not exist, and this initiative is working with a significant number of young and mature age apprentices now permanently employed and provided with ongoing support and mentoring to ensure that they become fully accredited.

Centacare Evolve Housing has, in collaboration with CatholicCare Tasmania and with the provision of Government grant funds, and utilising land provided by the Archdiocese, Councils and others, embarked on an ambitious and achievable program of building homes to reduce a growing housing wait list and lack of affordable rentals. Our combined work in this space addresses a crisis which shows little signs of abating, in terms of housing and rental affordability.

Our mission is more than just words, it is to, "Build Houses" which we do, and over the next two years Centacare Evolve Housing will deliver over 600 new homes, and we say "Creating Homes", because we want the houses we provide to become and be the security of home and we say "Growing Communities" because we strive to engage with and support the communities we serve.

There is a team of people at Centacare Evolve Housing in administration, tenancy support, community wellbeing, maintenance and building that are dedicated to and work towards achieving our objectives and fulfilling our mission and they have our thanks. Chief Executive Officer Ben Wilson who has been the initiator and driver of many of our programs and who lives our mission has my thanks.

I thank the Archdiocese for both the privilege and opportunity to have been able to participate in and play some small part in assisting the communities we serve.

**Ray Brown**

Chair, Centacare Evolve Housing





**Centacare Evolve Housing  
provides social and  
affordable housing to  
support people to thrive**



# RELIEVING HOUSING STRESS



by providing tenancy management services in



**“We will always seek firstly to serve the poor and the needy”**

**Archbishop Julian Porteous**

*Archbishop’s Charter for CatholicCare Tasmania*

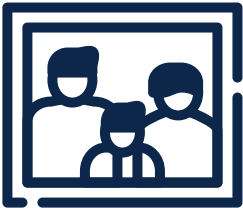



**408**

new leases signed in 2020-21

(including transitional tenancies, individuals and their families on Tasmania’s Housing Register, and those on our affordable housing waitlist)

**349**

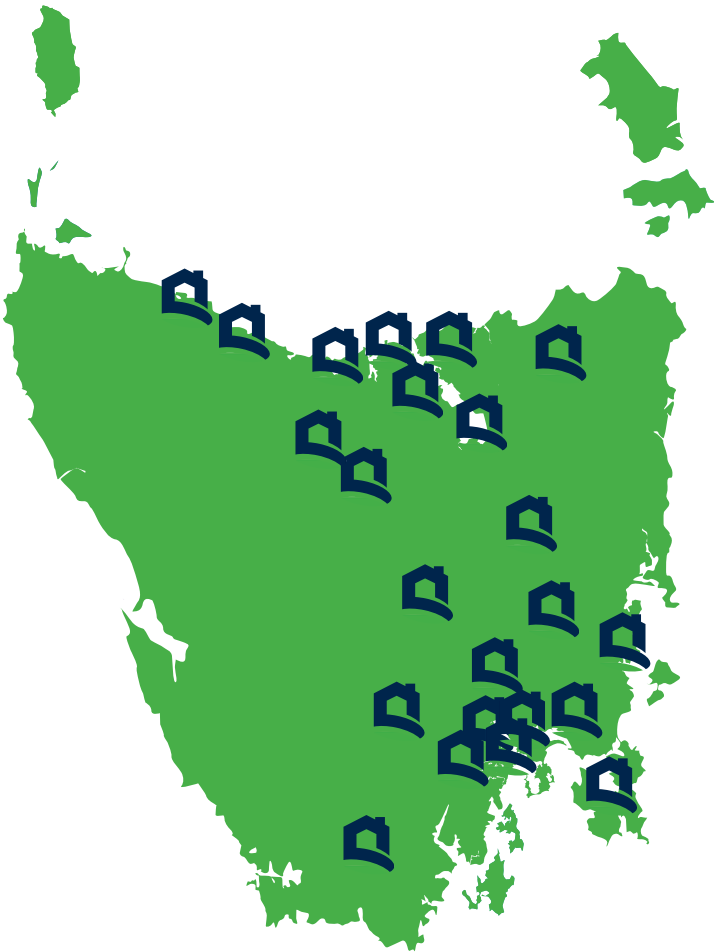


individuals and their families who were on Tasmania’s Housing Register are now in permanent secure housing

## STATEWIDE PRESENCE

### LOCAL GOVERNMENT AREAS

- BRIGHTON
- GLENORCHY
- DERWENT VALLEY
- KINGBOROUGH
- CLARENCE
- DEVONPORT
- LAUNCESTON
- HOBART
- WARATAH-WYNYARD
- WEST TAMAR
- BURNIE
- CENTRAL COAST
- SOUTHERN MIDLANDS
- DORSET
- MEANDER VALLEY
- KENTISH
- GEORGE TOWN
- SORELL
- NORTHERN MIDLANDS
- HUON VALLEY
- GLAMORGAN-SPRING BAY
- CENTRAL HIGHLANDS
- TASMAN





# CASE STUDY

Mrs Bennet and her family of five children have always lived in private rentals and moved around often due to not having long-term leases. Their last move was sudden. After living in a private rental for three years, the property owners decided to sell unexpectedly. This left Mrs Bennet and her children in a tough situation with no quick affordable rental options available.

The family had to couch-surf between friends' places and with family. It was very difficult on the Bennet family and at one stage they were all sleeping in a 2-bedroom property. After being on the Tasmanian Housing Register for six months they were offered a property by Centacare Evolve Housing.

Mrs Bennet said that she started to work night shifts but did not realise the negative impact it would have on her life. Over time the house and her family became less of a priority and concerns started to creep into her life, including family violence. The children stopped going to school.

During this time a Centacare Evolve Housing tenancy officer was able to engage with Mrs Bennet and refer her onto our internal Client Support Coordinator. The support coordinator works with tenants to address significant issues and to improve the wellbeing of tenants and their families. After 18 months of being a tenant with our organisation, Mrs Bennet no longer requires one-on-one assistance. She has a new kitchen being installed soon and her property has never looked this great. Mrs Bennet said she felt that the constant support had helped her make the change. She has also learned new skills along the way, including painting and plastering and is now very happy in her personal life.

**Centacare Evolve Housing is improving, supporting and strengthening individuals' wellbeing and increasing social capital**

## COMMUNITY WELLBEING

### Key initiatives to support thriving tenancies

- Assisting unit complexes to create shared connection spaces, including: common rooms, BBQ areas, communal gardens, bench seating, and activating neighbourhood connection groups in Westbury, Wynyard, Burnie, Richmond, New Norfolk and Claremont.
- Empowering tenants' expression and voice through Tenant Engagement Groups, including 116 participants across 15 sessions, in Brighton and Glenorchy.
- Promoting inclusivity by welcoming tenants with gift packs with their new home, plus gifting over 900 'hearts of kindness' across the state as part of 1,000 Hearts of Kindness Project.

### One-on-one support provided to 32 tenants

- Ensuring at risk tenancies are stabilised.

### Tenant satisfaction

- 87% tenant satisfaction met or exceeded, for services provided by Centacare Evolve Housing.
- 83% tenant satisfaction met or exceeded, for the condition of their property.

### 14 events and activities held to enhance the wellbeing of tenants

- 200+ attendees at Youth Week Brighton.
- Volunteer Week event reaching 1,200 followers.

**87%** of tenants are satisfied with Centacare Evolve Housing



**50 plus partnerships with community organisations formed** to collaborate on shared visions and goals and to facilitate active participation in community building.

Significant engagements in

- Brighton
- Glenorchy
- Hobart
- Central Highlands and Southern Midlands
- Derwent Valley
- North-West
- Huon Valley
- Kingborough
- Northern Midlands

Equipping our tenant community, staff and key stakeholders to understand us, by providing communications and key messages, newsletters, tenant handbooks, online resources via the website, fact and information sheets and merchandise.

We engaged with nine campaigns to focus on areas to advocate for change, including Homelessness Week, Volunteer Week and NAIDOC Week.

#### **The Neighbourhood Leadership Program**

saw participants build capacity and develop communication skills needed to develop successful community projects and events.

#### **Strategic partnerships with four peak bodies**

ensured Centacare Evolve Housing continued to work within best practice frameworks, promoting brand recognition and opportunities for partnership and collaboration. Shelter Tas (state), Community Housing Industry Association (national), PowerHousing (national) and Housing Industry Association (state and national).

#### **Informed six research projects and**

**government submissions** to advocate for social and affordable housing and individual and community wellbeing.

*"The home saved me, after sleeping in my car for 3 years I couldn't believe it"*


Tenant quote



66

individuals and their families experiencing family violence provided with safe and affordable housing through Centacare Evolve Housing's Rapid Rehousing Program.

#### SOCIAL IMPACT VALUATION STATEMENT

 \$1 = \$3.97 

Net Benefits of Rapid Rehousing  
**\$928K**

Benefit Cost Ratio  
**\$3.97**

Net Benefit per participant  
**\$14K**

Centacare Evolve Housing supported 66 tenants in 2020/21 who were involved in the Rapid Rehousing program. These tenants represented 1.5% of all tenants who were housed with Centacare Evolve Housing.



The total social benefit of the program is the outcomes achieved by 'improving a feeling of safety'. According to the Australian Social Value Bank, for every dollar spent on the program there is \$3.97 social benefit over a 12 month period.

The values used in these calculations, provided by the Australian Social Value Bank, are owned by Alliance Social Enterprises (www.asvb.com.au). They have been produced by Simetrica, using best practice methodology for policy evaluation. These values are used under licence # [3Y0xMY]

32  

individuals and their families at risk of losing their tenancies provided with additional support to prevent them from becoming homeless.

#### SOCIAL IMPACT VALUATION STATEMENT

 \$1 = \$4.28 

Net benefits of At Risk Tenancies  
**\$696K**

Benefit Cost Ratio  
**\$4.28**

Net Benefit per participant  
**\$22K**

Centacare Evolve Housing supported 32 tenants in 2020/21 who were at high risk of losing their tenancies with out additional support. These tenants represented .72% of all tenants who were in social housing with Centacare Evolve Housing.

The total social benefit of the program is the outcomes achieved preventing people from being made homeless (homelessness to social housing). According to the Australian Social Value Bank, for every dollar spent to house someone there is a \$4.28 benefit over a 12 month period.





# Centacare Evolve Housing promoting inclusive and sustainable economic growth, employment and decent work

## BUILD UP TASSIE

Build Up Tassie is Centacare Evolve Housing’s voluntary work-readiness program proudly supported by St Joseph Affordable Homes. This unique initiative is the seeding ground for participants to gain employment in building and construction, including apprenticeships with St Joseph Affordable Homes.

Build Up Tassie had 22 participants in 2020/21. The total social benefit of the program is the outcomes measured by:

- a) gaining full time employment
- b) casual employment or part time hours
- c) job readiness

According to the Australian Social Value Bank, for every dollar invested into the program, a \$4.49 social benefit is achieved.

Following the work-readiness program, crew members are invited to apply to become a St Joseph Affordable Homes apprentice.

**SOCIAL IMPACT VALUATION STATEMENT**



Benefit Cost Ratio

**\$1 = \$4.49**



Net Benefits of Build Up Tassie

**\$659K over 12 months**

Net Benefit per participant

**\$30K over 12 months**

The values used in these calculations, provided by the Australian Social Value Bank, are owned by Alliance Social Enterprises (www.asvb.com.au). They have been produced by Simetrica, using best practice methodology for policy evaluation. These values are used under licence # [3Y0xMY]

2020-21 BUILD UP TASSIE DASHBOARD	
90	Formal expressions of interest in the program
22	Progressed from intake to participating in the program
91%	Attendance rate
Work placements	19
16	Employment outcomes
Apprenticeships	11
51	Industry connections

### BUILD UP TASSIE PARTICIPANTS HAD:

43%	43%	43%	29%
improvement in skill levels	improvement in money management	improvement in healthy lifestyles	improvement in confidence & aspiration

Measured using Outcome Star

## MEET LUKAS

Lukas joined the Build Up Tassie program just after the COVID-19 lock down in July 2020. Prior to this he worked at McDonald's. At the time Lukas felt he had hit a bit of a roadblock and had no idea how to access other opportunities, particularly in the Building and Construction Industry.

According to Lukas the Build Up Tassie program provided him with opportunities to try different trade environments. A key moment in the program was when Lukas realised he had a chance at obtaining a qualification, which could set him up for the future. He decided he was ready.

"I have become more confident in how to speak up and towards any issue I have, which helps me to go about my life without much worry".

After Lukas finished Build Up Tassie he gained an apprenticeship as a carpenter with St Joseph Affordable Homes and is now enjoying his days on site, upskilling and building social and affordable homes.



*"Human work is regarded as a means of human fulfillment"*

Archbishop Julian Porteous, Archbishop's Charter for CatholicCare Tasmania





## Delivering long-term social impact by making communities inclusive, safe, resilient and sustainable through the construction of social and affordable housing

### CENTACARE EVOLVE HOUSING-CONSTRUCTION DASHBOARD



# 192

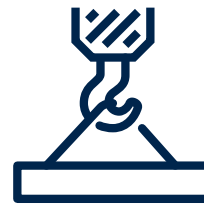
New homes completed and keys handed to tenants

# 237

Total number of houses completed or commenced construction in 2020/21



All homes built in areas of high demand



# 633

new homes in the pipeline to be completed by June 2023

*"When I got a transfer and it was a brand new property I couldn't believe it"*

Tenant Quote





## Investing in environmental sustainability in all new builds



FEATURES		BENEFITS
7 star energy rating (including double-glazed windows and under-slab/timber insulation, R2.0 insulation to walls and R4.1 insulation to ceilings)		Thermal performances exceeding minimum standards based on Tasmania Climate Zone 7
Heat pump hot water cylinders		Reducing the energy consumption of conventional electric hot water systems by 67%
Aluminium front and rear doors		Standardising thermal performance to improve energy efficiency
Window furnishings (roller blinds)		Improving thermal performance by decreasing energy-loss by introducing window coverings
6 kw heat pumps		On-demand heating and cooling introduced to reduce energy loss
Downlights in living areas		Light installation using 85% less energy compared to halogen or traditional bulbs
Landscaping - 30 plants & trees plus 6m3 stones per dwelling		Reducing carbon footprint, reducing outdoor temperatures with shade and reducing the displacement of earth and erosion

**“We promote stewardship  
of the environment”**

Archbishop Julian Porteous

*Archbishop's Charter for CatholicCare Tasmania*





**Delivering long term social impact through increased commitment to maintenance of safe and affordable homes**

*"I am truly grateful for Centacare Evolve Housing, we were in need of desperate help and Centacare Evolve Housing gave us a house which was clean, suitable to our medical needs plus the tenant lady was very professional"*  
Tenant Quote

CENTACARE EVOLVE HOUSING-  
MAINTENANCE DASHBOARD

30,913

Work orders completed  
since 2014

5,534

Work orders completed in 2020-21

12

905

Heat pumps installed  
since 2014



621

Kitchen upgrades  
completed since 2014

217

Bathroom upgrades  
completed since 2014





Media events

Advocating for and promoting sustainable growth **in the housing sector through media events.**



Key communications

Leading and connecting to drive change **through stakeholder engagement, enduring and open dialogue with government, peak bodies and key suppliers.**



Tasmanian Suppliers & Contractors

Tasmanian businesses are engaged **in the development and construction of new homes.**





## THE FUTURE

Centacare Evolve Housing has successfully tendered for the State Government's Community Housing Growth Program. Two key components from this tender will provide for the construction of new social and affordable homes, and the management transfer of just over 400 Housing Tasmania properties to the organisation.

While additional management transfers and new construction commitments are key components of the organisation's ongoing growth, they also provide an opportunity to expand the reach and profile of its community wellbeing activities. Tenant engagement opportunities and activities are being planned in areas with a new or additional presence – meaning the future is bright for the communities we continue to serve.

With added housing stock comes increased maintenance and upgrade commitments. An updated Asset Management Plan will be actioned to address revised contractual maintenance requirements across all managed properties.





**CENTACARE**  
**evolve**  
HOUSING

Building Houses  
Creating Homes  
Growing Communities

For further information  
[centacareevolve.com.au](http://centacareevolve.com.au)

