



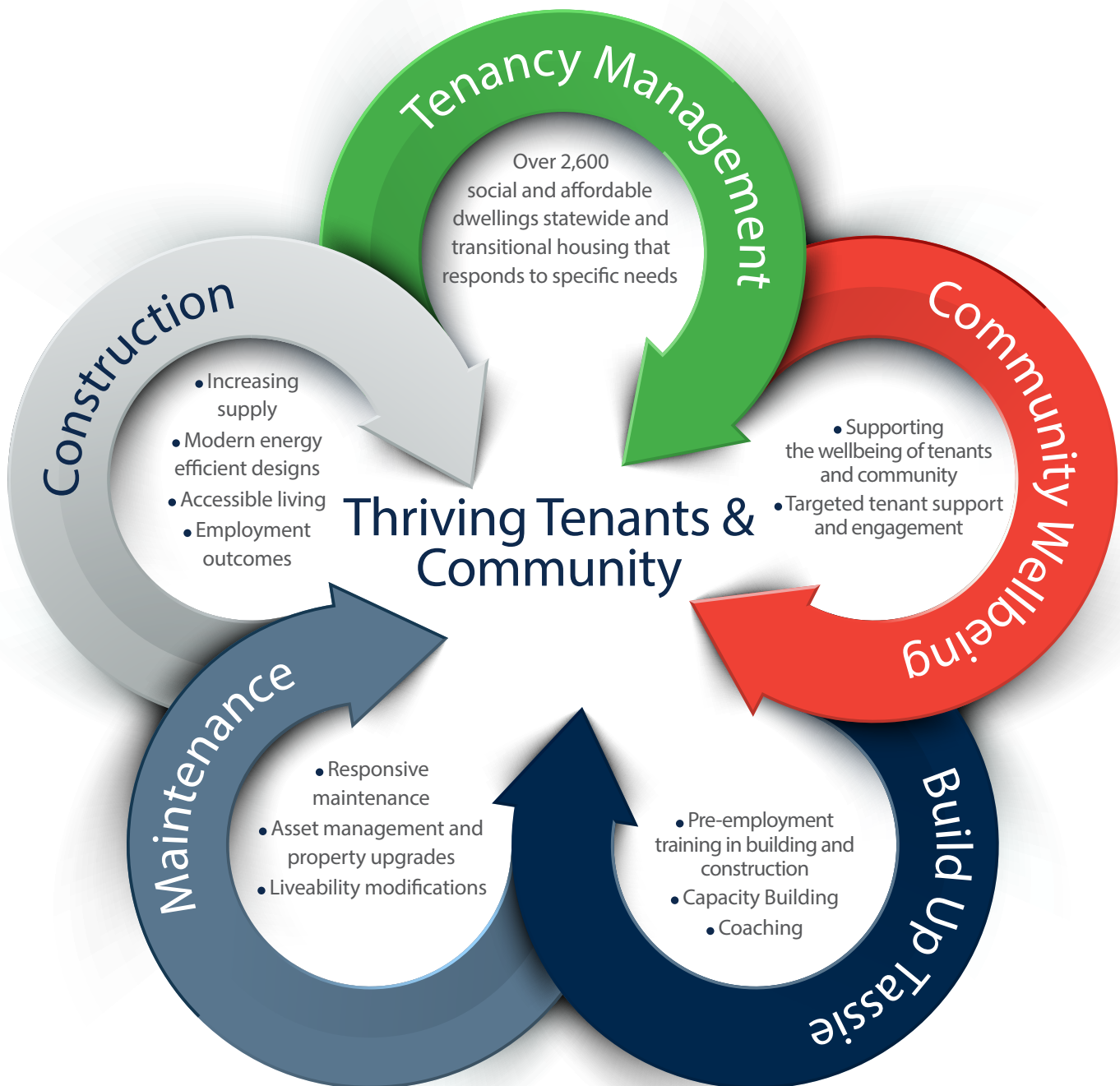
**CENTACARE**  
**evolve**  
HOUSING

Building Houses. Creating Homes. Growing Communities.

# **2021/22 ANNUAL REPORT**

JULY 2021 - JUNE 2022





### Acknowledgement of Country

*In the spirit of dignity and respect for all, Centacare Evolve Housing acknowledges the palawa people across lutruwita (Tasmania) land, sea and waterways. We pay our respects to all Elders past, present, and emerging. We stand for a future that profoundly respects and acknowledges Aboriginal perspectives, culture, language and history.*



# Centacare Evolve Housing

Centacare Evolve Housing is the largest provider of Community Housing in Tasmania. Established in 2014, we now have 2661 homes across the state and support over 5500 people in sustainable tenancies. Alongside tenancy support, an integrated maintenance department, community wellbeing team and Build Up Tassie, Centacare Evolve Housing has a massive build program with 400 new homes in the pipeline to be constructed by December 2023. Centacare Evolve Housing manages CatholicCare Tasmania's housing portfolio including affordable housing and rapid rehousing.



## Chair's Report - Peter Cusick

Centacare Evolve Housing's commitment to alleviate housing stress and homelessness has inspired the organisation to continue to deliver significant positive outcomes across the state. Now in 25 local government areas, our footprint, reach and impact has gone from strength to strength in 2022.

In my inaugural year as Chair, Centacare Evolve Housing has been responsible for enabling substantial positive change which sees us lead the way as a Community Housing Provider. To reinforce the important work we do, Prime Minister Anthony Albanese, along with Tasmanian member and Federal Minister for Housing Julie Collins and other dignitaries visited us at our housing development site in Bridgewater. The Prime Minister highly commended the Catholic Church and Centacare Evolve Housing for the work we are doing addressing the housing crisis and supporting employment outcomes. A very proud and memorable moment.

Our Annual Report is a showcase of the substantial and extensive work of the team. We have included data and information from the 5 key operational areas: Tenancy Management, Community Wellbeing, Build Up Tassie, Maintenance and Construction. We have also included a range of stories from people whose lives we have impacted, to help communicate the effect of our work.

I would like to take the opportunity to thank my fellow Board members, Ben Wilson and the leadership team, and all the staff at Centacare Evolve Housing for the fantastic work they do.



# Chief Executive Officer Message - Ben Wilson

I have deep pride reflecting on what our team has achieved in the past year, in particular how we have supported thousands of Tasmanians into safe and stable homes. With 2661 homes, and over 5500 tenants across the state, the work our team does is substantial and diverse. We are driven to look at innovative ways to provide more homes for people in need, support sustainable tenancies and improve individual, family and community wellbeing.

The focus for everything we do is improving the lives of people in need. This year we launched a Community Wellbeing Strategy which has enabled us to pay specific attention to how we support our tenants and communities. Included in the strategy are initiatives to strengthen and increase our client support program, scale up our tenant engagement model, grow our Build Up Tassie pre-employment program, and collaborate with organisations including other Catholic agencies, schools, environmental and indigenous groups and councils. The work and extensive outcomes we deliver in this space set us apart as a housing provider.

Centacare Evolve Housing would not be able to get the outcomes we are delivering without partnerships. This year we have advanced development partnerships with a range of Catholic parishes, religious orders, Anglican parishes, not-for-profits and many local councils. The strong relationships we have with our building and construction partners, who we

collaborate with daily, enable us to deliver on our massive build program. We could not do it without them. I would also like to acknowledge the supportive partnerships we have with grant funders including Communities Tasmania, Keystone and Department of Premier and Cabinet.

Critical to our achievements are the positive relationships we have with all levels of government. Looking ahead Centacare Evolve Housing has a strategy to build thousands of new homes. We can only achieve these commitments and overcome homelessness with ongoing support and partnerships with state and federal government.

Finally, I would like to thank all our staff. We have a wonderful culture and a team of committed and passionate people. The staff and volunteers at Centacare Evolve Housing are outstanding and their collective efforts delivering our mission are the reason why we are able to make such a difference, thank you.







Tasmanian Housing minister Guy Barnett with Centacare Evolve Housing tenants Diesel, Laura and their two children.

**“Centacare Evolve Housing supports over 5500 tenants across the state. We are driven to provide more homes for people in need, support sustainable tenancies and improve individual, family and community wellbeing.”**

Ben Wilson, Chief Executive Officer

## SNAPSHOT



**5501**  
Tenants

**2661** Homes



Local  
Government Areas

**25**

**40**  
employees



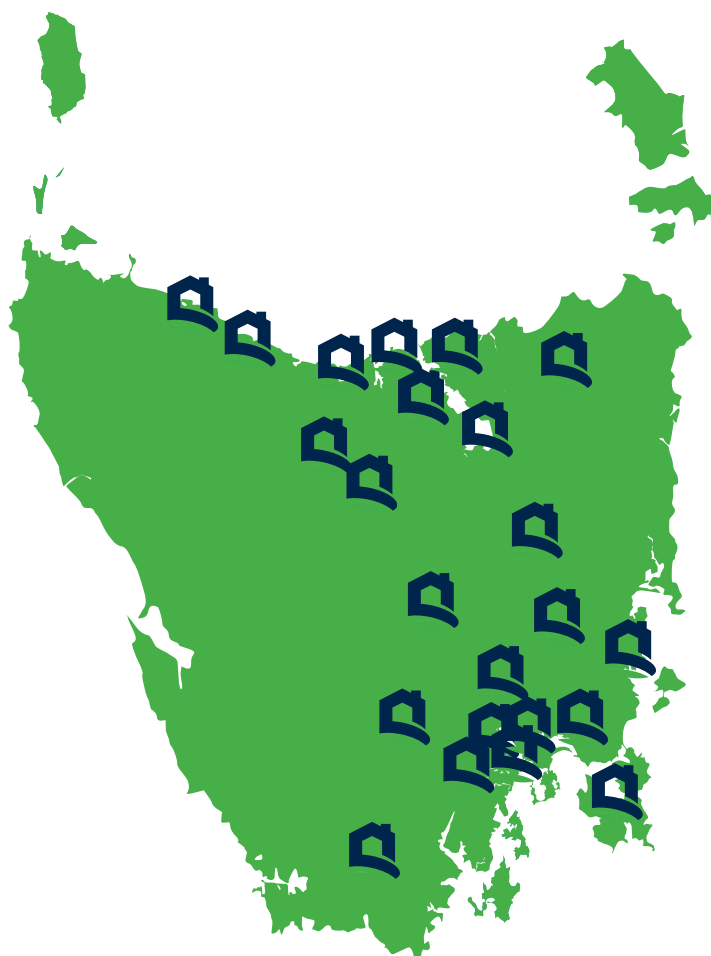
**441**

Homes completed  
and/or commenced  
construction

## 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



## Expanding our services and meeting needs

We have opened a new office in New Norfolk to service the growth of over 300 properties in the Derwent Valley through the transfer process with Housing Tasmania as part of the Community Housing Growth Program. Over the last 12 months our administration team have serviced over 25,000 calls.

# Housing Programs

## Three of our key programs

### Rapid Rehousing

Rapid Rehousing provides transitional accommodation for people impacted by family violence or people exiting the prison system.

### Private Rental Incentive Program

The Private Rental Incentive program hit its target of 200 houses leased from the private market and sub-let to eligible tenants from the Housing Register. Discussions were held about the potential expansion of the program and we are hopeful it will grow significantly next year.

### Community Housing Growth Program

In September 2021, the management of over 400 properties was transferred to Centacare Evolve Housing under the State Government's Community Housing Growth Program. With the majority located in the Derwent Valley we opened an office in New Norfolk to provide better tenant access and service. We attended several community events and visited all new tenants to introduce ourselves.

## Meet David & his family

David\* and his three adult sibling all resided in a 3-bedroom property. All siblings were National Disability Insurance Scheme (NDIS) participants, with one having mobility issues.

The property was not fit for purpose and did not possess the required disability modifications. Initially the family were reluctant to consider alternative housing options, preferring to remain at the unsuitable property. Prue, one of Centacare Evolve Housing's Client Support Coordinators, collaborated with the family, their NDIS Coordinator and Centacare Evolve Housing's Tenancy Management team to find a solution.

The family moved into two side-by-side 2-bedroom units with disability access and have settled in well with the new properties, increasing the wellbeing of the whole family. All family members are now able to access additional living spaces and appropriate facilities. David's brother will no longer require daily bed baths and has been able to have his first independent shower in 4 years.

We are glad that we could work collaboratively to ensure the wellbeing of David and his family.

*\*Names changed for the protection of individuals*





## Community Wellbeing

**“Our business is about much more than managing and building properties. We have a strong social commitment to enhancing the wellbeing of tenants and people in the communities in which we work.”**

James Norman, General Manager of Housing Operations

## Our Community Wellbeing Strategy

At the heart of the strategy is our goal to create thriving communities that are informed, connected and engaged to enhance wellbeing. Our strategy will keep our tenants and key partners at the centre of decision making.

### Community Wellbeing Strategy 2021-2023

We play a pivotal role in the continued growth of vibrant, sustainable communities.  
We support thriving tenant communities that are informed, connected and engaged.

#### 1. Thriving Tenancies

- Provide access to Client Support Coordinators for all tenants, including early intervention assessment and support
- Deliver a regional program which all tenants can access
- Complete 8 unit complex consultations and implementation strategies annually
- Deliver programs to provide youth living skills in targeted areas

#### 2. Partnerships & Events

- Identify and participate in key networking and partnership meetings and forums
- Identify and participate in key networking and partnership events that are aligned to our purpose and vision
- Lead 5 annual community events which advance our purpose and vision

#### 3. Community Projects

- Deliver 2 Inspiring Future Leaders Programs annually
- Scale Build Up Tassie to other areas and industries
- Strengthen the relationship with local police and crime stoppers to improve community safety
- Improve tenant engagement

# Key Program – Inspiring Future Leaders

Inspiring Future Leaders is a capacity building leadership program run by Centacare Evolve Housing in the Brighton and Derwent Valley municipalities. The program supports and empowers local community members to gain confidence and skills in planning and delivering projects in community.

“We believe that supporting community leaders through this program will enhance their potential to transform their communities.”

Christina Augustine, Community Wellbeing Manager

## Inspiring Future Leaders – Social Impact 2021/22



## Participants feedback

- 100% improvement in confidence levels
- 100% improvement in increased knowledge with how to find funding and apply for grants
- 75% improvement in community involvement levels
- 75% improvement in resilience levels

**“I entered the program because I’ve always had a keen interest in community and had always wanted to do a course or something that wasn’t available...the Inspiring Future Leaders program came at the right time and I grabbed the opportunity!”**

Barb, Inspiring Future Leaders





# Meet Andie

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Before Andie participated in the Inspiring Future Leaders (IFL) program she was working in retail, as she had been since the age of 16. Now 22, she was in search of more stable and meaningful employment.

After Andie's first day at IFL she was excited and confident that this program would be the stepping stone she needed. While she had to juggle the program with work and personal challenges, she always prioritised her learning and the chance to upskill.

It became clear to IFL Coach, Elise, that Andie had the skills to move into a traineeship. Elise contacted a trade partner of Centacare Evolve Housing, Parrs Heat Pumps, to see if they would consider taking on Andie in a reception/admin role. After just one meeting with the team at Parrs, Andie was offered a full-time position and traineeship.

When Elise called Andie to tell her that she had an opportunity to move into the admin space she was so excited stating "this will change my life".

Andie has since relocated from New Norfolk to a new home closer to her new job and is loving life. She has made friends, through both the program and her new role, and is feeling more supported than ever.



Andie, Inspiring Future Leaders Program



## Key Campaign - YIMBY

Yes in my Backyard is Centacare Evolve Housing's educational campaign to improve understanding about community housing and challenge the stigma attached to people accessing community housing.

**“YIMBY is part of our commitment to provide all Tasmanians with a safe and affordable home, prioritising the dignity of every person and the fundamental importance of family and community”**

Belinda Clarke, Executive General Manager

## Events

We held and participated in 25 events statewide. Our main events were Homelessness Week, Christmas, Youth Week, Neighbours Day and Children's and Families Week. Our largest event saw 1700 people walk through the gates of our Christmas Block Party.

All our events are delivered with our local community partners and the success of our events is a showcase of collaboration.





# Client Support Program

The Client Support Program uses a dynamic support model that works with our tenant community to ensure they can sustain their tenancies.

The Client Support Program provides supports during three distinct phases;

- On-boarding stage
- Early intervention / prevention
- Complex support needs

The program's focus is on developing better wellbeing outcomes across all of the social impact domains that contribute to individual, family and community wellbeing.

Providing support, linking in with specialised services and increasing social connection are at the heart of the Client Support Program.

## Client Support Program – Social Impact 2021/22

**122**

tenants  
engaged in  
the program  
2021/22

**94**

new referrals  
to the  
program  
2021/22

**81%**

of clients  
successfully  
completed  
support with us

**226**

external  
referrals made  
to agencies  
2021/22

## Participants feedback

Using Outcome Star, an evidence-based measurement tool, participants recorded:

- 68% improvement in their housing situation
- 62% improvement with their health and wellbeing
- 64% improvement with looking after their home
- 51% improvement with their money and rent.







## Meet John

John\* lives with his two teenage daughters and was referred to the Client Support Program in February 2022 due to not having access to an income. He lost employment at a nursery which started to affect his ability to pay for his family's needs. This in turn had an impact on the household's mental health and wellbeing. Our Client Support Coordinator worked closely with the family to build trust and develop priorities and tasks to work on. Personal counselling sessions were arranged, provided by CatholicCare Tasmania and financial counselling was provided by Anglicare to support John understand and maintain his finances and plan for future needs. We were able to support the household with emergency relief from Uniting Care and connect the household with the local neighbourhood centre, Jordan River Services, to ensure they were nourished and linked in locally. The Client Support Coordinator was able to walk alongside John to navigate the Centrelink system and was successful in attaining Jobseeker payment and put a budget in place for the family. As we continue to support John and his family, he is now linked in financially, with health services, emergency and food needs and is learning to prioritise and overcome challenges. This is an outcome that leans into the capabilities and the dynamic support that is provided.

*\*Names changed for the protection of individuals*



# Build Up Tassie

Build Up Tassie is a unique pre-employment program developed by Centacare Evolve Housing to support young job seekers to gain meaningful employment in the building industry. Upon the conclusion of this program, participants have the opportunity to progress to apprenticeships with St Joseph Affordable Homes or be supported to find other meaningful employment opportunities.

## Build Up Tassie – Social Impact 2021/22

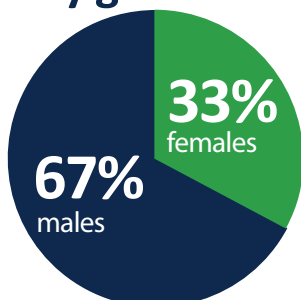


### Participants feedback

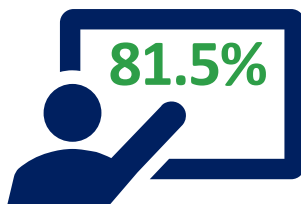
Using Outcome Star, an evidence-based measurement tool, participants recorded:

- 50% improvement in money
- 50% improvement in friends and connections
- 45% improvement in skills (social, personal, job-specific and transferable skills & qualifications)
- 45% improvement in confidence & aspirations

### Participants by gender



### Attendance rate



**12%** Aboriginal and Torres Strait Islander people

### Top 5 Trades

for work experience placements



## Meet Shanyqua

Before attending Build Up Tassie, Shanyqua had finished school and was applying for apprenticeships but was finding it difficult to get work. She started to get worried that she wouldn't be able to find the job she wanted or have the future that she had planned for herself.

After hearing about Build Up Tassie through a friend, Shanyqua went through the application process and received a place in the program. Though she enjoyed all the opportunities and experiences provided to her during orientation and work placement phases of the program, she enjoyed plumbing the most.

She was halfway through her carpentry work experience and realised that she wasn't 100% set on carpentry and wanted to try plumbing. After working in the mud, rain and cold she thought "yeah... If I can still enjoy this, then I can do it!".

Without gaining the different experiences and various supports throughout Build Up Tassie, Shanyqua thinks she would have never realised how much she enjoyed her chosen trade.

Shanyqua is very excited for her future in plumbing and said that "she would never have thought that this is what I would be doing now".

Her advice to others is "just be yourself, give 100% and find your own passion."



# Maintenance

"We have a commitment to providing and maintaining safe and affordable homes. This year we have doubled the size of our maintenance team and pride ourselves on our high standard, response times, and genuine care for people and their homes."

James Norman, General Manager of Housing Operations

Centacare Evolve Housing prides itself on knowing what services are essential to tenants, this enables us to set the background for our maintenance priorities. We develop long-term plans to ensure that the properties we manage are maintained at an appropriate standard for the duration of their lifespan.








**46,717** Total work orders  
issued since May 2014



# Environment

Centacare Evolve Housing has a strong commitment to environmental sustainability across our business and we have an Environmental Action Plan. Our plan is a response to Pope Francis' letter '*Laudato Si': Caring for our Common Home*', which was sent to the global community requesting action to improve environmental and human ecology. As a Catholic organisation and a member of *Laudato Si'* Tasmania, we have responded to the Pope. We work alongside partners such as Land Care and community groups to deliver on our plan.

## 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
LED downlights in living areas		Light installation using 85% less energy compared to halogen or traditional bulbs
Landscaping (30 plants & trees per dwelling)		Reducing carbon footprint, reducing outdoor temperatures with shade and reducing the displacement of earth and erosion



# Construction

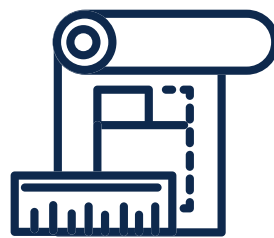
Centacare Evolve Housing has seen a year of growth in terms of the delivery of new social housing stock despite the challenging climate the construction industry has presented. Issues experienced across the industry had minimal impact and labour availability remained at a satisfactory level despite COVID-19 restrictions.

The year saw an excellent foundation towards the delivery of our most significant building program; the Community Housing Growth Program, which will see the delivery of over 400 new dwellings across 86 locations throughout Tasmania. This program has provided the opportunity for Centacare Evolve Housing to provide social housing outcomes within 25 Local Government Areas throughout Tasmania and strengthen partnerships with key stakeholders.

## Construction Dashboard:



**441** homes  
completed and/  
or commenced  
construction 21/22



**400** homes  
in the pipeline to  
be completed by  
December 2023



QMS Certification Services

## ISO

Centacare Evolve Housing is committed to implementing and maintaining an Integrated Business Management System which is based on ISO 9001. This ensures ongoing quality for Centacare Evolve Housing homes.

New social & affordable homes in Dover.



## Engagement

We held and/or participated in 14 Media events in 2021/22.



We held or participated in 25 community events statewide



## A Visit from the Prime Minister

Prime Minister Anthony Albanese was a recent visitor to a new housing development in Bridgewater being built by Centacare Evolve Housing and St Joseph Affordable Homes.

Mr Albanese was met by representatives of the Archdiocese including Archbishop Julian Porteous, Executive Director Chris Ryan, Centacare Evolve Housing and St Joseph Affordable Homes CEO Ben Wilson, and South Hobart Parish Priest and former Federal Justice Minister Fr Michael Tate AO.

The Prime Minister was joined by Federal Minister for Housing, Julie Collins, local Senators Carol Brown and Catryna Bilyk and Brighton City Council Mayor Leigh Gray on a tour of the site.



"I want to congratulate St Joseph Affordable Homes and the organisations associated with the Catholic community in bringing the housing development project to fruition. It's a vision that's not just about building construction - it's about building homes for people," Mr Albanese said.

Archbishop Julian Porteous said the work behind the housing project reflected Christ's teaching in the Gospels.

CEO of Centacare Evolve Housing and St Joseph Affordable Homes, Ben Wilson, said he was very pleased to have the Prime Minister tour one of Centacare Evolve Housing's building sites which is helping to meet demand for affordable homes in Tasmania.

"We have an enviable record of delivering social and affordable homes in partnership with all tiers of government," Mr Wilson said.

Of the 54 homes being built at Taylor Crescent in Bridgewater, 30 are jointly funded by the Tasmanian State Government through the Community Housing Growth Program in conjunction with Centacare Evolve Housing and 10 are being jointly funded by the Federal Government under the Hobart City Deal.





## Faith in action

Our work building houses, creating homes and growing communities is inspired by the life and ministry of Jesus Christ and guided by Catholic Social Teaching. Through our collective efforts we improve individual, family and community wellbeing and support people to thrive. Our service brings to life the mission of the Church.







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