



Hand Up: financial inclusion for social housing tenants

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Who we are

3,500 properties

90 staff

4200+ residents

63% tenants are single person

60% head tenants are women

9% Aboriginal tenants

20 Local Government Areas – traditional inner city base – focus on homelessness

\$40m million bank debt facility through NHFC

65% increase in property portfolio as a result of the Social Housing Management Transfer (1,200 new properties in Sydney's Northern Beaches added to portfolio)

83% Tenants who say life has improved since becoming a Bridge Housing tenant

84% Tenants who say they are satisfied with Bridge Housing services

House and Home

Our performance against the top 3 reported tenant priorities

- 87%** Tenant satisfaction with their neighbourhood as a place to live
- 86%** Tenant satisfaction with the condition of their home
- 77%** Tenant satisfaction with repairs



Service experience
Our applicants and tenants experience good quality customer service

90%
Tenant satisfaction with responsive repairs*



Tenancy success
Our tenants can sustain tenancies and get support

88%
Tenants sustaining tenancies for 12 months+*



Housing experience
Our tenants experience good quality, appropriate housing

1.3%
Arrears as a total of rent*

96%
Homes at or above LAHC property condition standard*

bridge housing
linking people to a better future

Social and Community

1,260
Attendances at Building Bridges events*



Voluntary/Leisure
Our tenants can engage in meaningful activity

15
Tenant led initiatives*



Empowerment
Our tenants can take action to improve their lives and participate in decision making

78%
Tenants who feel connected to their family, friends & community



Community connections
Our tenants feel socially connected with their friends, family and communities

25%
Households where at least 1 person volunteers*

141
Bridge Housing Tenant Advisory Group members*

THE DIFFERENCE WE MAKE

Health and Safety

88%
Tenants who feel safe in their homes

88%
Tenants who feel safe in their neighbourhood

Safety
Our tenants feel safe in their homes and neighbourhoods and feel culturally safe



243
Tenants attended good neighbour events*



Health
Our tenants can better manage their health outcomes

87%
Tenants who say living in their home helps their health and well-being

454
Tenants working with support agencies*

Work, Learning and Financial Wellbeing

80%
Tenants who say living in their home helps them manage money



Workforce participation
Our tenants can engage in the labour market

27%
Tenants who report improvements in employment, study or training since becoming a Bridge tenant



Learning
Our tenants can access education and learning

96
Positive exits from Bridge social housing**



Financial wellbeing
Our tenants can access financial resources when they need them

19
Tenants directly employed through Bridge Housing initiatives*

Our tenants

- Low income households
 - 88% Centrelink
 - 12% wages
- Low eviction rate
- Low arrears
- Most tenants have no arrears
 - Tenants generally good money managers
 - Proactive housing management for those in need

Hand Up – arrears management

- Who?
 - Significant arrears and at risk of losing their tenancy
 - Experiencing acute economic hardship and other risk factors
- What?
 - Tenants work off debt through activities that address underlying issues
- How?
 - All participants undertake financial counselling and enter debt repayment plan
 - A support partner works with participants to prepare a schedule of activities based on their needs
 - Arrears written off as activities are completed

43 referrals
since 2016

5 current
participants

\$1128 av debt
written off p/p

Hand Up – real stories

“The most significant impact of the Hand Up Agreement has been being able to get debt cleared and do it through doing something useful for me – financially, emotionally, and in terms of education.”

“I know now how to be happy and do good things for myself”

“I’ve established a record of meeting obligations.”

“Knowing that Bridge Housing thinks I’m worth investing in – worth working on... it made me think I’m worth working on myself. So I am, for the first time in I don’t know how long.”

Bridge to Work – employment

- Who?
 - Working age tenants who are not working, or not in secure work
- What?
 - Tenants receive one-on-one support to find a job or training/education opportunities that support employment
- How?
 - Bridge Housing has partnered with CoAct to deliver the program

111 referrals
75 ongoing participants

33 placements
18 placements 13+ weeks

Bridge to Work – case studies

“There was a lot of understanding. I felt reassured and I was being helped. With other organisations, like Centrelink, it comes across as a punitive system. They want you to get out of there. You have to get a job doing anything even though you are not interested in it.”

“Just having someone there to support you. [My job search agency] doesn’t do a lot to help me. Gavin covers a lot. It’s more personal, one-on-one. That makes me feel more than just a number, like he really wants to help me get a job that I want.”

Start Work Incentive

- Who?
 - Tenants who have recently started working after being out of work for at least 12 months
- What?
 - Rent freeze of up to 26 weeks, before rent is re-calculated to include income from wages
- How?
 - Tenants contact Bridge within 21 days of starting work

23 households involved