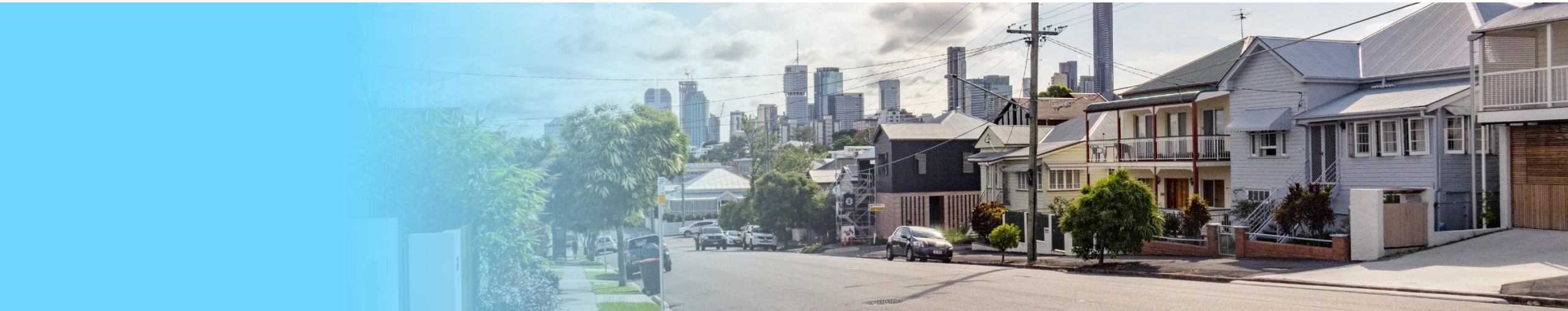


Concurrent 16: Improving tenant outcomes in social housing

Elizabeth Kelso



Improving tenant outcomes in social housing

BHC - Our impact journey so far

Elizabeth Kelso
National Housing Conference 2023
October 2023



BHC Strategic Plan 2021 - 2025



Our impact journey so far

2018



Elevate Residential launches

2020



New BHC Strategic Plan developed

2021



BHC Impact Fund established

2022



Measuring and communicating our impact

2023



Broadening our Impact measurement and reporting framework

Impact Fund Summary

Supporting residents to live their lives with dignity and hope

\$150K

BHC Impact Fund

513

residents supported this financial year

4 key areas of support



Sustaining tenancies



Enhancing resident wellbeing



Employment, skills and participation



Creating cohesive communities



Measuring and communicating our impact





What we have learnt

1. Change management
2. Starting small
3. OK to fail
4. Short term v long term impacts
5. Continuing to learn

Thank you

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