The difference we make

A safe, secure, affordable home is the stable base people need to change their lives for the better.

We provide more than just a roof over someone's head. Our whatever-it-takes approach enables residents to sustain their tenancies, with or without support. We connect our residents to the services, programs and supports they need through our network of local partners and in-house initiatives.

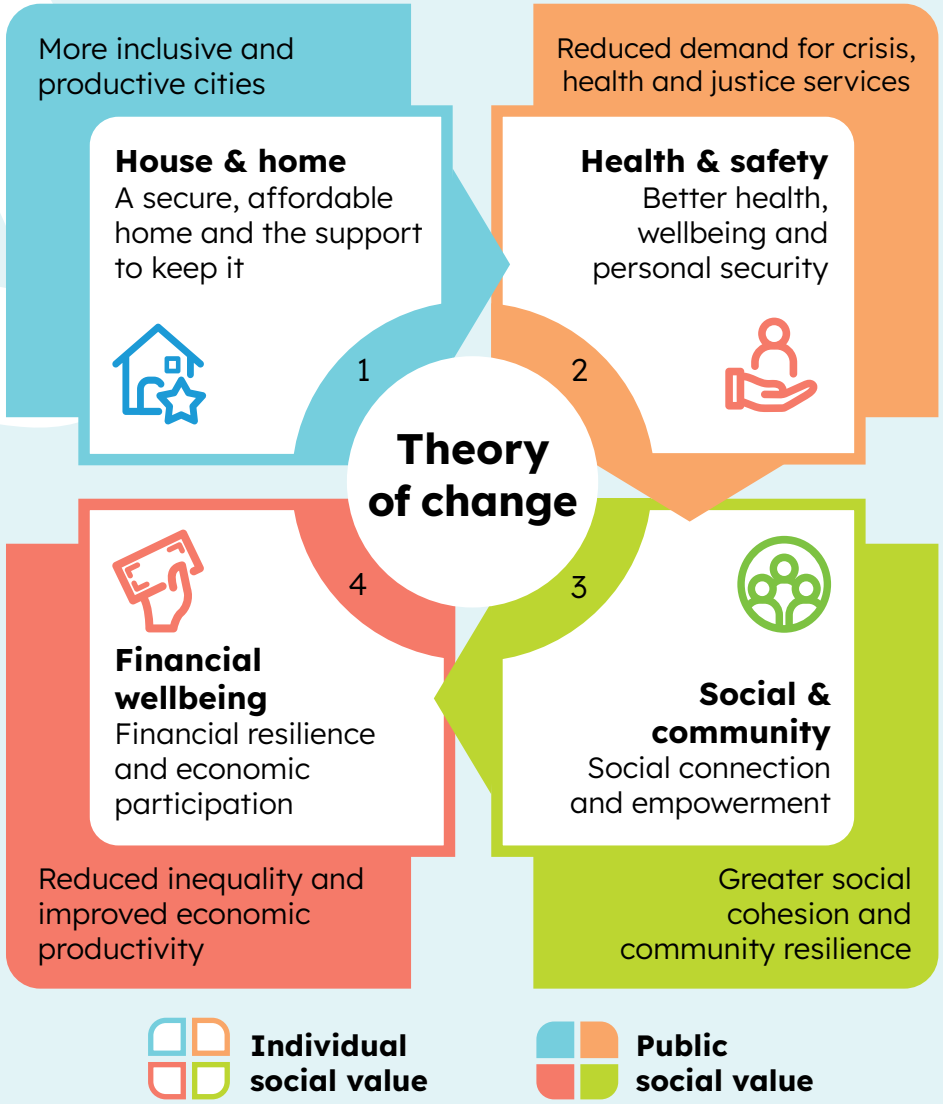
We measure the impact of our work for our residents and local community in line with our theory of change.

How we measure our impact

Our evidence-based social impact framework was co-designed with residents and staff and has been in place since 2016, with ongoing refinements in line with research, best practice and feedback. Key outcomes are summarised on the next page, and our data sources include:

- An annual impact survey sent to all tenants
- Corporate data
- Feedback from tenants
- Program level monitoring and evaluation

Our social impact framework shows the difference we make and is used internally to drive service improvement, quality assurance and investment decisions.



Broader benefits vary by individual circumstances and are strongest where secure housing is combined with appropriate support.

House & home

Affordability

99% Residents pay **less than 30%** income in rent

100% Tenancies **saved from eviction** (Hand Up)

Sustainability

97% Residents **sustaining their tenancies** for over one year

Stability

87% Residents feel **housing has provided stability**

Quality

100% Homes meet the NSW (LAHC) **condition standard**

78% Residents **satisfied with the condition** of their home

Ending homelessness

86% Housing allocations to **people experiencing** or at risk of **homelessness**

150 Residents in **Housing First Programs**

288 Housholds were provided with **temporary accommodation**

Health & safety

Health

79% Residents can better manage their **physical heath**

75% Residents can better manage their **mental health**

81% Residents have **improved wellbeing**

"I'm so relieved I got this help to have a home, a real home, and I'm happy with life."
Bridge resident

Safety

78% Residents feel **safe in their homes**

75% Residents feel **safe in their neighbourhood**



Social & community

Connected

71% Residents can build **connections** with people important to them

"Been life changing. I now have my children back home with me"
Bridge resident

64% Residents **feel connected** to their local community

1,470 Attendances at **'Building Bridges' events**

22 Resident-led initiatives and events

Empowered

78% Residents making **positive change** in their lives

68% Residents feel **we listen and act** on their views

82% Residents feel that their **lives have improved**

Accessible

89% Residents can access the **services they need**

81% Residents can access **leisure and social activities**

Financial wellbeing

Financial

1.83% Rent arrears

88% Residents can better **manage their costs**

23 Social households moved into **stable employment**



Opportunities

33 Residents **awarded scholarships**

"The Advance Scholarships have given my son the support and confidence to succeed in school and sport."
Scholarship recipient

$21,897 Awarded in scholarships