

ANNUAL REVIEW 2020

The difference we make



FRONT COVER oil painting by Wara - Bric tenant.

“Launching point, an unfolding adventure”

Artist's reflection on home

Home is a space/place of origin. It is a creative place where my fears and hopes sit in balance and harmony. It holds and maintains a grounding feeling. A place I am secure in my vulnerability.

Home is a sanctuary, playground, my fortress and restitution for my self-worth. It is a place that invites and encourages social/intimate connections, a place that enables one to let go of things freely.

To walk into a space that eases tensions or raises my spirit is liberating. My idea of home is one that is closely linked to freedom.

This has been really true for me here at Atira [accommodation at Glenn Rd, Toowong]. My room is not simply a place where I sleep. It is the place of origin for my inspiration to create. Be that art, life choices, writing, cooking or connections. I find that I have that pause, where I can respond rather than react.

I am grateful for this space in the building and the spaces outside the property.

I'm able to review conflicts, consider my options and respond to situations because of the serenity and safety my home gives.

“My home allows me to consistently and constantly affirm that ‘I am more than enough’ and the future, with all its challenges, possibilities and failures will be exciting, fulfilling and meaningful. Because I have a place to start all over again, to fall and get up again.”



Wara is pictured here with his composition “100 days” which was exhibited at the Mental Health Week Art Expo at Brisbane City Hall.

The difference we make

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Data in this Review is at 30 June 2020 unless otherwise noted.

Acknowledgement of Traditional Owners

We are committed to supporting Reconciliation between Indigenous and non-Indigenous Australian people. In keeping with the spirit of Reconciliation, we respectfully acknowledge the Traditional Owners of the lands upon which we live and work, the Toorbul and Jagera peoples.

We wish to pay respect to their Elders, past, present and future and acknowledge the important role Aboriginal and Torres Strait Islander people play within the Bric community.



Bric provides much needed affordable accommodation to people at risk of, or who are experiencing, homelessness. As well as housing, Bric works with partners to provide support and opportunities to tenants to improve their health, access their community and enhance their employability and wellbeing.

Property Numbers by Local Government Area

Moreton Bay Regional Council

86 (38%)

Brisbane City Council

140 (62%)

Number of Tenancies

Moreton Bay Regional Council

284

Brisbane City Council

572



Total Comprehensive Income for the year
\$141,359



Total Tenancies
856



Exits to Private or other Social Housing
222



Completed Maintenance Requests
347 (average) per month



New Tenancies
316



Tenant Program Participants
50 tenants



A tenant's journey - the next step for **Philippe**

Although he had once worked as a chef, two years ago Philippe found himself homeless in Brisbane for several weeks. He secured crisis accommodation with Ozcare at Peel Street, and then found a room at Boundary Street with Bric.

Philippe enrolled in a Certificate I in Construction course being run at our Boundary Street boarding accommodation, through a partnership between Bric and Reclink, and funded under Skilling Queenslanders for Work.

The traineeship was for six months and consisted of 2 days in the classroom and 3 days practical work - learning new skills such as painting, making furniture, and laying floors. There were practical construction projects at some of Bric's properties, including fencing, and constructing pergolas and seating areas.

Philippe completed the traineeship and graduated in March 2020, he was then ready to look for work.

However, just at that time, COVID hit and his plans were put on hold. Philippe by this time had moved into a Bric self-contained, furnished unit.

After a period of settling into his accommodation, and as COVID restrictions have lifted, Bric and Communify have supported Philippe through Communify's tenancy sustainment service. Employment Pathways Coordinator Wendy Noble has worked with Philippe to find employment opportunities.

Philippe is a self-starter, he has always been proactive with his job search and interviews. This has led him to a chef's dream job, working for a company that provides catering for ambulance workers and firefighters. IU provide 180 meals a day - breakfast and lunch.

“ Having a job has given me a sense of financial independence and confidence ”
says Phillippe.

The difference we make



“Thank you so much for the frozen meals you dropped off this afternoon..... there is no way I could afford meat myself.”

Tenant, Windsor



“Only just got the letter about the food. Great stuff you guys are doing.”

Tenant, New Farm



“Every time I have had an issue it has been dealt with swiftly, reliably and most of all without too many barriers... I can’t tell you how much this approach is appreciated. “

Tenant, Fortitude Valley



“Thanks to Bric I was able to give my son our first home together and now because of that opportunity.... I have gained employment and been able to move on to a new 3 bedroom townhouse.”

Tenant



Bric's response to COVID-19

COVID has brought many challenges to our tenants and staff, but also some opportunities as the year unfolded.

As the pandemic took hold in March and April 2020, there was a real concern for the health and welfare of tenants in accommodation with shared kitchens and bathrooms. For our largest boarding house in Spring Hill, we were grateful for the assistance of the Department of Housing and Public Works in providing alternative self-contained accommodation, and we are working in partnership with Mission Australia to support our tenants at the new property.

For other boarding house accommodation, we reduced the number of people sharing facilities, and ensured extra cleaning services. We also provided extra cleaning in some of our unit complexes to keep tenants safe.

Some of our services changed – for a period we reduced property inspections and staff visits to complexes – but our staff focused on tenant welfare checks, with offers of assistance with frozen meals or linking to other services if needed.

We worked closely with the Department of Housing and Public Works, as well as partner agencies, to assist with the COVID emergency response throughout the Brisbane and Moreton Bay regions, assisting vulnerable people out of homelessness during the pandemic.

We have moved to a 'split team' arrangement – with most staff working partly from a 'COVID safe' office environment and from home. This minimises the risk of infection and ensures we continue to operate our services effectively through the pandemic, no matter how the situation changes.

We continue to work closely with the Department of Housing and Public Works and support agencies to provide new accommodation for people in need, including properties headleased from the private market for families escaping domestic and family violence, single people in crisis, and also households with no income.

The difference we make

Chair and CEO Report

In extraordinary and challenging times, we are thankful for the things that make us strong. Over the last year, it has been the combined effort and focus of our staff, stakeholders, and partners that has inspired each of us to make a greater difference.

Continuing to effectively deliver our services in recent months to those most vulnerable has presented a distinct set of complex challenges. However, the innovative ways through which Bric has responded to specific tenant needs has been impressive. Our ability to quickly adapt our technology to allow for a sustained remote working environment, in addition to novel approaches to our service delivery model, has allowed Bric to continue to work with tenants to provide positive outcomes.

Thanks to this commitment, we are pleased to report an

annual operating surplus of \$141k which was delivered against a backdrop of significant uncertainty and environmental complexities. Our balance sheet remains strong providing a solid foundation for growth.

In this regard, we continue to position Bric for growth as we work towards delivering the outcomes of our Strategic Plan. Whilst COVID-19 has unavoidably delayed some initiatives, and has guided our activities since March, the 19/20 financial year also provided a number of highlights that will allow us to positively impact more communities.



These include:

- the submission of two Partnering for Growth proposals which if successful, will increase the supply of safe, appropriate and affordable housing within high-need regions;
- establishment of the Tenancy and Innovation Committee that will focus on assessing growth opportunities and tenant outcome initiatives;
- a highly innovative partnership with Communitify and Brisbane Housing Company (funded by Brisbane City Council) to sustain at risk tenancies and assist tenants into employment and training;
- implementation of a revised KPI Reporting Framework which rationalises Bric's reporting, incorporates benchmarks and provides an improved insight of the Performance at Bric; and importantly
- enhanced relations and outcomes with existing tenant support providers.

Our outlook for the 2020/21 year is positive, with a number of significant initiatives currently underway that will strengthen our position as a leading community housing provider. Indeed, we continue to work in close partnership with the Queensland Government to deliver housing solutions - including the provision of temporary emergency accommodation for those impacted by COVID-19. A key challenge for 2020/21 will be transitioning many of these people to longer term housing with appropriate support.

Renewal has been a key theme for the Bric Board - with a number of changes occurring during the 19/20 financial year. We welcomed Gillian Brown as a

Director - Gillian has a proven track record of senior leadership and board experience delivered within the private, government and not-for-profit sectors.

We also farewelled Bric's Chair - Samantha Kennerley - who returned to the United Kingdom for family reasons. Samantha provided significant input into Bric's strategic direction and worked hard to ensure that the needs of our tenants were at the centre of every decision we made. On behalf of the Bric Board, we thank Samantha for her contribution.

Subsequent to the 19/20 financial year, the Bric Board appointed Julie Saunders as the new Chair. Julie's experience includes advising across the entire lifecycle of infrastructure and development projects in the social infrastructure sector. In recognition of her skills and knowledge, Julie was recently appointed by the State Government as Chair of the Housing Supply Expert Panel and is currently the Chair of the Queensland Chapter of Learning Environments Australasia.

As always, we thank the Board and the Bric team for their passion, hard work and dedication - particularly during a difficult and uncertain year. Our ability to embrace change, innovate and maintain focus for our tenants is what makes us who we are. Together - we will continue to pursue a home, a life, and a future - for those most in need.



Julie Saunders
Chair



Craig Brennan
Chief Executive Officer

The difference we make

Executive Management Team



Craig Brennan

*B Comm, MBA
Chief Executive Officer*

Craig was appointed as the new CEO of Bric Housing in July 2019.

Prior to that, Craig was the former CEO of Pacific Link Housing – a Tier 1 registered community housing provider in NSW. Craig brings a wealth of housing sector experience and an impressive track record of success as a results-focussed and energetic leader.



Eoin Quinlivan FCCA

*General Manager,
Corporate Services and
Chief Financial Officer*

Eoin is an internationally experienced executive with a strong finance

and commercial background and extensive experience working in the private, public and not for profit sectors in Ireland, United Kingdom, United States of America and here in Australia.



Jane West

*General Manager, Housing
Services*

Jane is an experienced housing professional with policy, management and project experience

from management roles within government and housing providers in Queensland and UK.

*Our sincere thanks to
Samantha Kennerley who
stepped down from the Board
and as Chair during 2020*

Governance and Board

Bric is governed by a highly-skilled and committed Board of Directors who provide expertise drawn from the private, not for profit and public sectors. The organisation has a comprehensive system of corporate governance and probity designed to provide appropriate levels of disclosure and accountability. In this regard, Bric has a number of guiding standards and policies embedded within the following documents and systems:

- Bric Constitution
- Corporate Governance Charter
- Risk Management Plan
- Fraud Control Policy and Plan

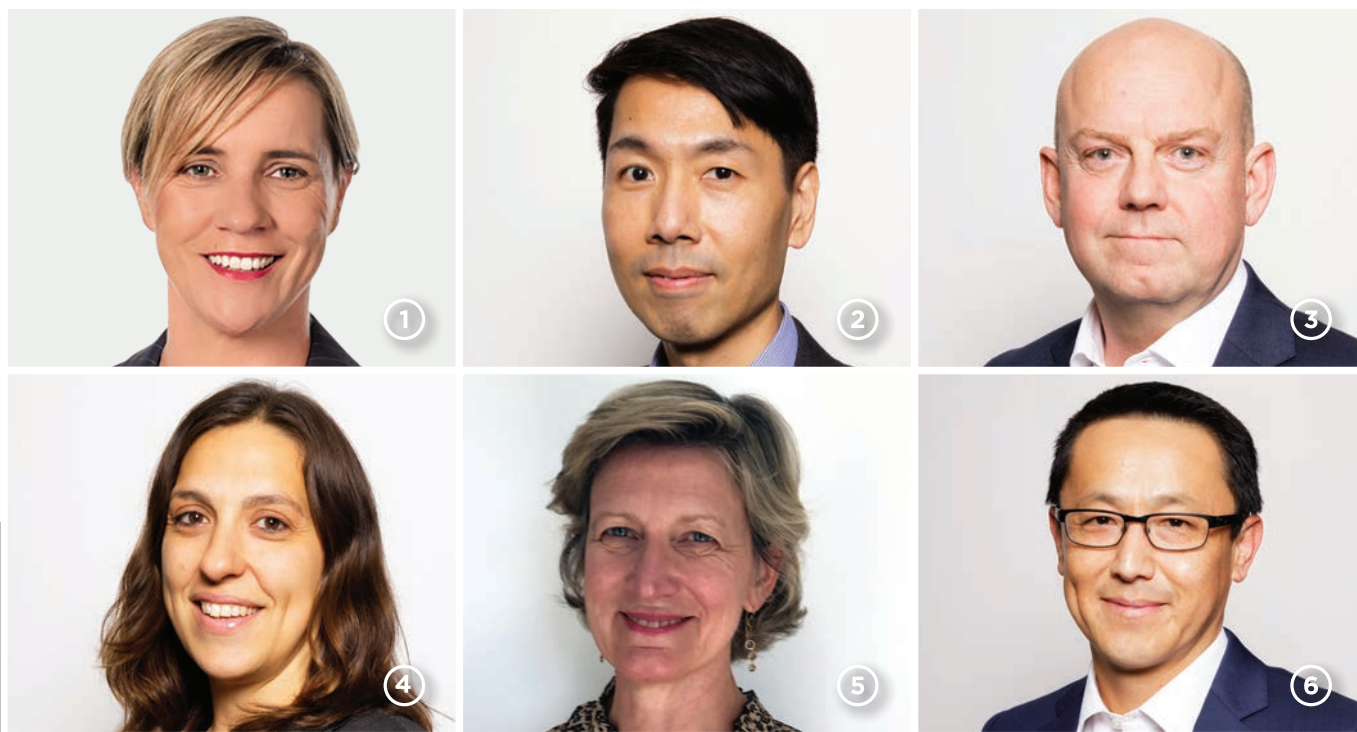
Bric's Audit Finance and Risk Committee and Nomination, Remuneration and Governance Committee continue to review, and where necessary, modify or amend these documents to ensure coherent and robust strategic, operational, financial and risk planning. A Tenancy and Innovation Committee has also been established in this financial year to further enhance oversight and leadership in these areas.

The organisation also operates a rigorous system of risk oversight, management and internal control. Bric's approach is to identify, assess and manage risks that affect (or have the potential to affect) its business. This approach to risk management incorporates risk principles into the decision making process at all levels, and overlays Bric's management structure to engender a culture of personal responsibility to recognise and appropriately treat risk.

Initiatives throughout 2019-20 to further strengthen Bric's Corporate Governance and position for growth include:

- The launch of an online Board Portal to facilitate Board and Committee collaboration and enhance the management and distribution of materials;
- The appointment of an in-house Company Secretary who also took up the role of Manager, Governance, Compliance and Business Improvement;
- A strengthening of Bric's Risk Management Framework including the establishment of Bric's risk appetite;

- Management of the risks and controls relating to COVID-19 through a Business Response Plan;
- A review and update to Bric's Business Continuity Plan;
- The commencement of a Review of Bric's Constitution;
- CEO and Board 360 performance evaluations;
- Board and Director Skills Matrix;
- A review and enhancement of Director and Committee Member Onboarding in conjunction with new appointments;
- Human Rights Policy Practice Review in conjunction with the Queensland Human Rights Commission;
- Implementation of a revised KPI Reporting Framework which rationalises Bric's reporting, incorporates benchmarks and provides an improved insight of the Performance at Bric; and
- Introduction of a Report to track progress against the Performance Measures of the Strategic Plan 2019-2022.



NAME	QUALIFICATIONS	BOARD AND COMMITTEE RESPONSIBILITIES
1 Julie Saunders <i>Joined Board in 2020</i>	BAppSc (Distinction) (Planning)	Chair Tenancy and Innovation (ex officio)
2 Eddie Chung <i>Director since 2008</i>	B Com, M Com, M Tax, FCA, CTA, GAICD	(Resigned as Chair on 29/08/2019) Nomination, Remuneration and Governance
3 David Black <i>Director since 2018; previously from May 2012 to November 2015</i>	MBA, BInfTech, GAICD	Deputy Chair Audit, Finance and Risk Nomination, Remuneration and Governance
4 Allison Evans <i>Director since 2014</i>	BBus (Acc), CA, MAICD	Treasurer Audit, Finance and Risk (Chair)
5 Gillian Brown <i>Joined Board in 2020</i>	LLB, Graduate Diploma of Applied Corporate Finance (FINSIA), MAICD	Nomination, Remuneration and Governance (Chair)
6 Hiro Kawamata <i>Director since 2018</i>	BSc, MBA, Grad Dip Econometrics, AAPI, MAICD	Tenancy and Innovation (Chair)



Clare Pythian *Company Secretary:*
Manager, Governance, Compliance and
Business Improvement.
Batchelor of Arts (BA) (Hons), GradDip
Housing Studies

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Strategy 2022

**Supporting people
facing disadvantage
to improve their lives
and circumstances by
providing suitable and
affordable housing.**

bric.org.au

The difference we make



Our Vision

A home
A life
A future

Customer & Community Impact

Engage with tenants, partners
and our community to deliver
positive outcomes for tenants &
the community.

Engage with tenants and
stakeholders to ensure Bric
services are aligned with and
fulfilling their needs.

Collaborate with partner
organisations to improve and
enhance tenant outcomes
and Bric service capabilities.

Influence community
expectations and sector
development positively by
sharing Bric successes and
research findings.



Our Purpose

Supporting people and communities



Our Values

Respect Excellence
Integrity Diversity



Our Culture

Improving the lives of those we support

Strategic Pillars

Drive Growth & Innovation

Achieve growth & innovation to build sustainability & tenant outcomes.

Governance & Operational Excellence

Ensure the robust governance framework delivers sustainable & efficient Housing, Asset and Community Services.

People & Culture

Nurture a professional & committed culture where our people are enriched by the positive social outcomes delivered to tenants.

Strategic Initiatives

Engage and innovate with stakeholders to maintain sustainable programs.

Grow support services & pathway programs in response to market & sector changes & opportunities.

Develop new & additional sustainable business activities with or without partner organisations to complement existing capabilities & capacity.

Drive and deliver market leading and customer focused Housing Services that are commercially efficient and sustainable.

Manage our assets effectively through professional asset maintenance and supplier management to provide safe and suitable accommodation.

Ensure we have robust governance, quality assurance, and compliance systems and practices that are compliant with service contracts, regulatory requirements and community expectations.

Provide a framework for an engaged team that supports a high level of performance & organisational capability.

Ensure the safety and health of the workplace for staff, stakeholders, and the community.

Innovation and New Thinking

In-line with Bric's growth aspirations, together with its desire to increase the supply of safe and appropriate affordable housing, the 19/20 financial year witnessed the preparation and submission of two opportunities under the Queensland Government's *Partnering for Growth* initiative.

Example Project - Redcliffe Region

With a large portion of its portfolio located within the Redcliffe Region, Bric is acutely aware of the need and demand for safe, affordable and appropriate housing within this area.

The proposed *Partnering for Growth* project is ideally located close to a supermarket, medical facilities and public transport. The location also allows convenient access to a main traffic route that provides connection throughout Redcliffe and to other major road networks.

Reflecting contemporary design principles, the proposed development maximises the use of space and light that will provide residents with high amenity and energy saving initiatives.

Key features include:

- a contemporary three-story building providing 18 one bedroom units;
- private balconies;

- open-end access corridors to facilitate light, ventilation and outlook;
- centrally located lift and stair access;
- semi-enclosed common areas on each floor for recreation and social activities;
- and
- identical layout over each level for efficient/economic construction.

The facades are anticipated to be simple but well-proportioned and finished with feature sliding panels to balcony areas controllable by residents to suit their needs for weather protection and privacy.

The Queensland Government is currently assessing Bric's *Partnering for Growth* proposal with an outcome anticipated in late 2020.

The difference we make



Innovation and new thinking continued...

A TENANT'S JOURNEY - **ART HELPS HEALING**

Six years ago, Larence had a breakdown and was semi-homeless.

With assisted support, Larence moved into Bric Housing's Spring Hill boarding house in late 2018.

Larence joined the Art and Music Groups. He says "I enjoy art...I just let it flow, it's a therapy, brings out my creative side."

"Getting into a routine every week on a Wednesday to attend the Art Group stops me from going off the rails."

"Painting helps me express my thoughts onto to paper. I feel better after I have been there".

"I enjoy art... it's a therapy, brings out my creative side"

Through the Government's COVID-19 response, Larence, along with more than 50 other residents from the Spring Hill boarding house, moved to Glen Rd where art continues to help them on their journey to greater independence.

We have many talented artists who have achieved a great sense of pride and confidence in sharing their work with others.



Thank you

To all the wonderful artists, Tanya Burkhardt,
Art Therapist and Communify



BOXER



SPIRIT FIRE



CONVICTION

Broke not Broken Exhibition at Glen Road, Toowong



BETTER HOUSING AND SUPPORT FOR THE INNER-CITY

Two Bric managed boarding houses – at Spring Hill and New Farm – are undergoing major improvements to provide each tenant with their own bedroom and adjoining living room/kitchenette, as well as upgrading bathrooms, and other shared living areas. These works are being funded and undertaken by the Department of Housing and Public Works, as part of the inner city homelessness response during the pandemic. Bric looks forward to working in partnership with a range of support providers, at these properties and others, to deliver good quality housing with support to those in need.



Our Services and Programs

Bric Housing provides both transitional and long term social housing under a range of programs in partnership with the Queensland Government, where tenant rents are based on a percentage of their income to offer affordability.

The housing options vary:



Most of our accommodation (approx 70%) is a 'transitional' step to longer term social or private market housing.



Some accommodation is 'long term', where people have a need for long term social housing.



There are also some more specialist programs, for example our Supported Accommodation complex in Redcliffe, where tenant support is provided onsite by Open Minds.

Department of Housing Programs

Community Managed Studio Units (CMSU)

CMSU delivers boarding house and studio/ unit accommodation for tenants in higher density settings. These include boarding house rooms and unit blocks. Most tenants are housed on a transitional basis, with a view to moving to a long term option, either in the private rental market or in social housing.

Long Term Housing (LTH) supplies appropriate and affordable community-managed rental housing for people who have a long term need for social housing. Many of our long term tenants have lived in their homes for 5 years or more.

Community Rent Scheme (CRS) delivers housing as a transitional step to longer term social or private market housing. Funding is provided through a grant from the Department of Housing to cover the costs of head-leasing properties from private landlords.

Same House Different Landlord (SHDL) allows people to lease properties under a social housing arrangement, with a view to progressing to public housing without having to move to another property. Bric maintains a quota of 3 properties that change on a rolling basis.

Supported Housing Program (SHP) delivers accommodation to 16 tenancies in Redcliffe. Bric provide property and tenancy management, with Open Minds providing onsite support to tenants with mental health or other support needs.

Affordable Housing (AH) provides accommodation at a rate less than the equivalent private rental market rate for similar accommodation. Specifically, the rent charged is based on 30% of the gross household income.



Housing Services

Housing Services are delivered both through the Tenant Services and Asset Services teams, which manage tenancy and property portfolios based on a combination of place, program and specialisation.

The key drivers for Housing Services include providing safe and secure housing at affordable rents for tenants and their families, and ensuring assets are well maintained and efficiently utilised.

Bric strives to engage tenants to form positive and effective relationships and works with partner agencies to support tenants to maintain their tenancy, improve their lives and participate in their community of choice.



Property Type as at 30 June 2020



HOUSE

108



UNIT

71



MULTI UNIT
BLOCK

43



BOARDING
HOUSE

3

81 ROOMS

A human rights focused organisational review



A new Human Rights Act for Queensland

Bric is committed to Queensland's Human Rights Act 2019, a new law containing 23 human rights for Queenslanders, and has been working with the Queensland Human Rights Commission to look at the new rights and what they mean for tenants.

From this we aim to continue to improve our service to tenants, continue to apply a human rights lens in our service delivery whilst balancing other requirements such as the *Residential Tenancies Act*.

“ I was fortunate enough to attend three of the QHRC Human Rights Policy Practice Review workshops held jointly with Bric Housing. I felt the sessions were very constructive and thought-provoking, leaving me to reflect on how human rights should form part of our everyday lives, not only at work, but in our personal lives as well. Following attendance at these workshops, I now take extra time to consider these fundamental human rights in decisions that I make relating to our clients. ”

Steven Dunbar, Tenant Services Manager, Bric Housing

The difference we make



A tenant's journey - the next step for **Paul**

My name is Paul Nixon-Smith. I was first introduced to Bric Housing in January 2016. I became a Bric tenant and I lived at the Boarding House in Spring Hill from January 2016 until May 2018.

I was happy to have a place to stay but I had high hopes. I wanted to live well and to have a happy life. After many months, I decided that Boundary Street wasn't the place for me anymore. I didn't like my surroundings, I didn't talk to anyone. I decided to leave the Boarding house on my own choice.

After leaving the Boundary Street Boarding House, I went back onto the streets of Brisbane. I couch surfed for several months. To survive, I found some help through the Breakfast Club in Redcliffe. They helped me with food but not shelter. After a while of living on the street, I became sick again. I soon realised that I needed warmth, stability, security and somewhere to sleep.

In March or April 2019, I called for help with the Housing Office in Caboolture. I telephoned Bric Housing asking for emergency housing assistance. I met with a Bric Housing lady, she helped me with a housing interview.

I am very happy to say I am a tenant of Bric Housing in Caboolture since April 2019. This is my place to live at this time, it has made a difference to me and my life. I have seen a lot of changes in the complex where I live. My unit is beautiful, I keep it nice and clean. I get along with other tenants. I am respectful, and I don't judge anyone.

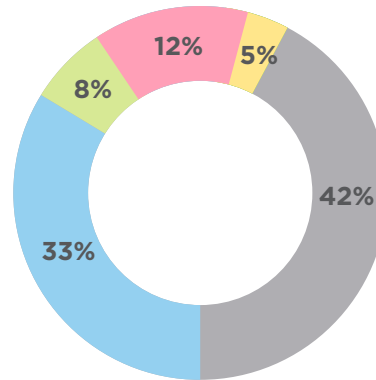
I am currently studying three days per week. I am doing Certificate 3 in Retail here in Caboolture. It is my goal that I will find employment when I complete the course.

I don't have a car so I value my push bike which is my transport to get around everywhere. I love my dad who lives not too far away. I try and visit him often. I am very happy that Bric Housing was able to help me with my little place, giving me a second chance to be their tenant.

Thank you Bric Housing for helping me.

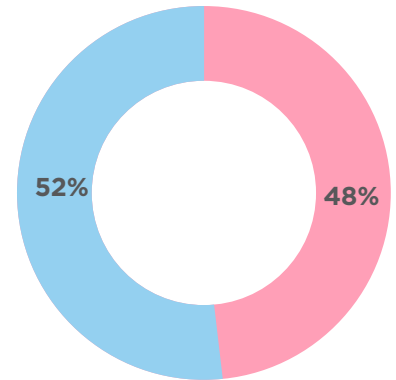


Our Tenants

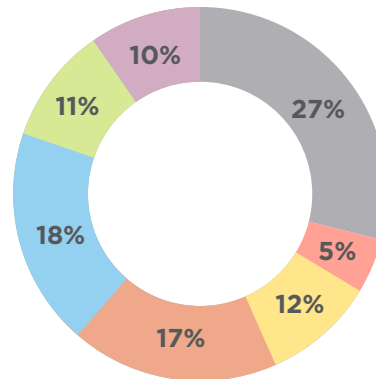
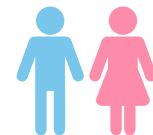


Income Types

- Age Pension
- Disability Support Pension
- Newstart Allowance
- Other
- Parenting Payment

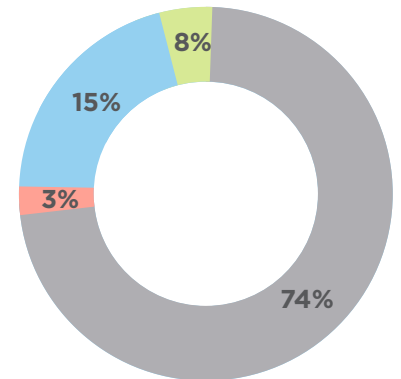


Tenant Gender Profile



Tenant Age Analysis

- <18
- 18 - 23
- 24 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- >=65



Household Composition

- Single
- Couple
- Single with 1+ Child
- Family with 1+ Child

A tenant's journey - Brett's Story

Brett has recently found a couple of days work as a welder and is hopeful that proves to be the first step toward secure employment and long-term housing. He's already walked a long journey. Brett became homeless and lived on the streets in Melbourne for two years before moving to Brisbane for the warmer climate and a new start in life.

He comments, "I would have died on the streets in Melbourne".

After six months on the streets of Brisbane, Brett moved into 593 Boundary Street, Spring Hill. According to Brett, this was the best thing that had happened to him in many years. He was able to organise dental appointments to fix his teeth and started to feel more confident about himself.

Brett enrolled in a Certificate I in Construction course being run at the boarding house, through a partnership between Bric and Reclink, and funded under Skilling Queenslanders for Work.

Brett completed the traineeship and graduated in March 2020, and together with his previous Boilermaker apprenticeship, he was ready to look for work.

However, just at that time, COVID hit and his plans were put on hold.

After a period of settling in to the new accommodation, and as COVID restrictions have lifted, Bric and Communify have supported Brett to complete his resume, locate and print his certificates with his qualifications and tickets, through the 'Sustaining At Risk Tenancies' program. Since June 2020 Brett has been walking the streets of Brisbane looking for work, and has recently been employed by PBS Builders at a Bric refurbishment project, with the hope that this turns into more work.

Brett's plan for the future is to secure full time work using his skills from the traineeship and combine them with his Boilermaker apprenticeship. His aspirations are to find himself secure housing in Brisbane, to reclaim his Driver Licence, buy a car, and increase his chances of sustaining employment.



Our Partners

Pathways out of homelessness

Bric is pleased to be running a new tenant support program for tenants in our Brisbane properties – the 'Sustaining At Risk Tenancies' program. The new program is funded by Brisbane City Council.

The support is being delivered by Community. It includes:

- support for at-risk tenants, including cleaning equipment and lifestyle skills, access to financial counselling, support to get an NDIS package, and referrals to mental and physical health services;
- one on one help to access employment, training courses and volunteering opportunities.

Bric is working together with Brisbane Housing Company and Community on this new support service.

We are pleased to build on the success of the training courses delivered at our Spring Hill boarding house.

We thank Brisbane City Council for its commitment to addressing the impacts of homelessness in Brisbane through the Pathways out of Homeless Grant Program.



Bric wishes to thank all its partners for their support.

Program funders Queensland Government

Department of Housing and
Public Works (DHPW)

Donors

- All Districts Plumbing
- Community Qld
- Harvey Norman Commercial
- Staff
- Ozharvest
- PBS
- Tenant Families

Service Partners

- Community
- Brisbane Housing Company
- Mission Australia
- Open Minds
- The Salvation Army (Brisbane North)
- REclink Australia
- Second Bite

Close working relationships and partnerships with

- 3rd Space
- Access Street Vans
- Aftercare
- Anglicare Southern Queensland
- Australian Community Support Organisation (ACSO)
- Australian Red Cross
- Brisbane Youth Service
- Churches of Christ Care in Queensland
- Encircle
- Flourish Australia
- Footprints
- Hart 4000
- Inala Youth Service
- Institute of Urban Indigenous Health
- KEIHS
- Lives Lived Well
- Micah Projects
- Mission Australia
- Neami National
- New Farm Neighbourhood Centre
- New Hope Church
- North West Youth Accommodation Service
- Open Doors Youth Service
- OzCare
- Queensland Aids Council
- Queensland Corrective Services (Probation & Parole Services)
- Queensland Injectors Health Network (QuIHN).
- Queensland Positive People
- Queensland Program of Assistance to Survivors of Torture and Trauma Inc (QPASTT)
- Salvation Army
- St Vincent De Paul
- Under 1 Roof
- UnitingCare
- Wesley Mission
- YFS Ltd

House to Home

Bric is working with a wonderful team from Communitify that help people who might be at risk of losing their tenancies. The team have started to provide 'House to Home' packs to help tenants in social housing make their spaces feel more homely.

Depending on their needs, tenants are able to select household items like a microwave, sheets/pillows or cleaning supplies. The team then create gift baskets and deliver the items to homes.

Living on a limited income makes buying many everyday items a challenge. With a bit of support and encouragement, we're finding more people are able to keep their tenancies and stay in secure housing. We also love the opportunity to build connections and get to know the people in our community even better. At the moment, this service is available to Bric tenants in inner Brisbane properties.



Support from government

State Government

- Department of Housing and Public Works
- Queensland Police Service
- Department of Communities, Disability Service and Seniors
- Department of Child Safety, Youth and Women
- Queensland Health
- Public Trustee of Queensland
- Office of the Adult Guardian
- Queensland Corrective Services
- Queensland Emergency, Fire and Rescue Service
- Residential Tenancies Authority

Local Government

- Brisbane City Council
- Moreton Bay Regional Council

Sector leadership

We acknowledge the work of CHIA, CHIA Qld, Q Shelter, CSIA and QCOSS in providing industry support and leadership to the community housing and homelessness sectors in Queensland.

Service providers/ corporate partners

We appreciate the support of our corporate partners, who include:

- Bank of Queensland
- Commercial & General Insurance
- Computer One
- KO & Co Architects
- Distinct Voice Communications
- Crowe
- McCullough Robertson Lawyers
- Mollydookers Design
- Paxton-Hall Lawyers

The difference we make

Our Assets

The Asset Services Team are responsible for all aspects of the maintenance of Bric assets – both owned and under management. The team works closely with Tenant Services to coordinate and deliver efficient and timely maintenance services to our tenants. Bric continues to implement a strategic approach to asset management that:










- Reviews housing quality and condition – this year through an expanded program of property condition surveys
- Delivers value for money through the use of qualified third party contractors – this year achieving significant savings through re-tendering the cyclical maintenance program

Bric values it’s close working relationship with the Department of Housing and Public Works to ensure the Department-owned assets are maintained for the long term. This has included coordination with the Department and with the Queensland Fire and Emergency Services (QFES) to upgrade fire safety systems in advance of new legislative requirements taking effect.

Bric has invested in CCTV to improve the safety and security of tenants at three inner city properties, including two new systems, and a major upgrade to an existing system.

The diversity of Bric’s housing portfolio requires a substantial investment in planned maintenance. The following works were completed throughout the 2019/20 year:



 <div>Internal Painting</div>	 <div>Flooring</div>	 <div>Stoves</div>	 <div>Hot Water Systems</div>	 <div>Fencing</div>	 <div>Bathroom upgrades</div>	 <div>Kitchen upgrades</div>	 <div>Common area painting</div>	 <div>Roofing guttering & downpipes</div>
37	24	24	18	2	5	3	8	6
Department of Housing initiated upgrades								
1						1		



Refurbishment Project

Bric has received funding from the Department of Housing and Public Works to refurbish a 24 unit complex close to the inner city.

Once complete, each unit will be provided furnished and will feature a new kitchen, new flooring and lighting, as well as air conditioning.

A 32 kw solar system is being installed, to ensure that energy costs remain affordable even through the summer months.

Two Bric tenants, Mick and Brett, graduates of the Bric/ Reclink Certificate 1 in Construction, have been employed on site as part of the construction team. We thank PBS Builders (QLD) and subcontractors for their generous support of these valuable work opportunities for our tenants.



2020-21 Outlook

Moving forward, Bric will focus on the following:

- Refinement to policies and processes to ensure they represent best practice, and continue to meet NRSCH, legal and contractual obligations
- Further review of contractor arrangements, including pricing, contracts and quality standards
- Completion of the Annual Fire Safety Review to ensure compliance with fire safety standards and requirements; and
- Ensuring high efficiency in the turnaround and re-tenanting of vacant properties.



The difference we make

Treasurer and CFO Report



The 2019-20 financial year was an extraordinary year with the onset of a global pandemic.

Despite this unprecedented event, we are pleased to report that Bric has weathered the associated financial effects well, with the most significant impact being a reduction of revenue for the organisation's housing with shared facilities which were required to have reduced yields along with an increase in expenses relating to enhanced cleaning and sanitising.

By and large Bric did not experience any material reduction in tenant rent which is a testament to the tenant base that they maintained rent payments during these difficult, challenging and uncertain times.

Some of the key positives for the 2019-20 financial year included the following:

Bric's rapid response and success in transitioning to remote working, whilst also maintaining high levels of productivity and supporting tenants with their tenancy and maintenance requirements;

- The first full year at our new office at 56 Little Edward Street, Spring Hill at significantly reduced lease costs, providing enhanced service delivery capability for staff and better access and facilities for visiting tenants and service providers;
- Commencement of Bric's ICT migration from an in-house server-based solution to a Cloud-based

environment with increased security and functionality together with enhanced staff mobility to work from any place, anywhere and any time; and

- A revision of the accounting treatment relating to contract program surplus/deficits during 2019-20 to better reflect the substance of the results and to assist with a more meaningful representation of the financials for users, which also required a revision of the 2019 comparative results. In addition, Bric implemented the new Accounting Standard in relation to the accounting for leases.

In addition, during 2019-20 Bric:

- was successful in renegotiating the Community Rent Scheme contract with the Queensland Government which was extended for a further eighteen (18) months to 30 June 2021;
- finalised with the Queensland Government a refurbishment scope of works for a studio unit complex located at Bowen Hills, the works to be undertaken during early 2020-21
- undertook one internal audit via a fee for service arrangement.

Key summary financials for the year were as follows:

The total operating revenue for the year amounted to \$9,934K (2019 - \$9,757K) which represented a growth of 1.81% and primarily represented an increase in tenant rent income.

Operating expenditure amounted to \$9,793K (2019 - \$9,670K) which represented a net increase of 123K. The total comprehensive income amounted to \$141K (2019 - \$87K). The Bric balance sheet remains strong with cash and cash equivalents of \$6,328K (2019 - \$5,242K), trade and other receivables of \$312K (2019 - \$448K) net assets /members funds of \$1,082K (2019 - \$940K).

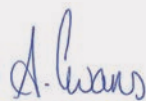
It should be noted that Bric undertook a revision of the accounting treatment of contract program surplus/deficits during 2019-20 which has led to a revision of the 2019 comparative results.

Financial Outlook for 2020-21

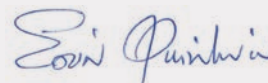
Bric will continue its key focus for the 2020-21 financial year to refine its operating structure, skills realignment, procurement efficiencies and streamlining business processes so as to ensure that Bric is well positioned operationally to maximise the opportunities presenting through the Queensland Government's Partnering for Growth initiative.

Appreciation

Bric would like to thank the members of the Audit, Finance and Risk Committee and the Bric Board for their continued support and professional advice and strategic direction throughout the year. In addition, we would like to thank our external auditors, Crowe, for their professional audit services for the 2019-20 financial year.



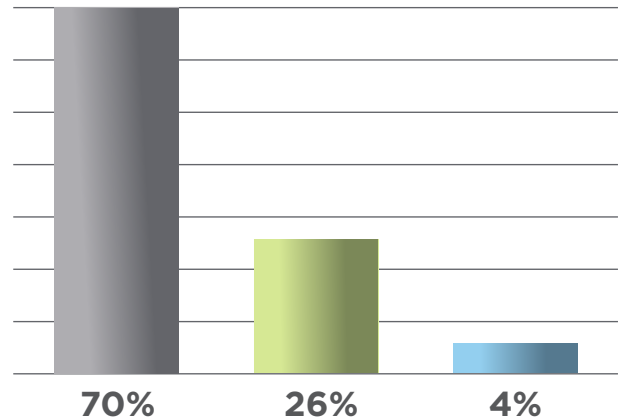
Allison Evans
Treasurer



Eoin Quinlivan FCCA
Chief Financial Officer

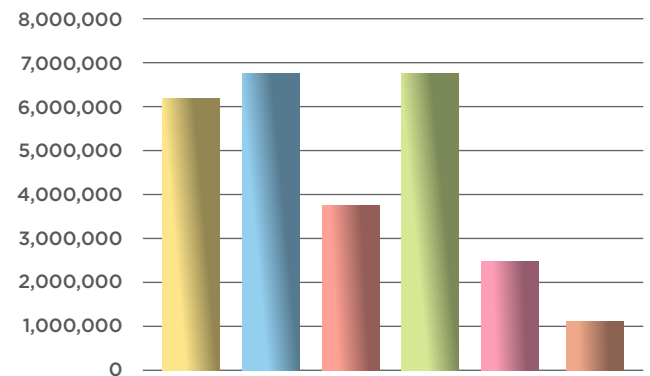


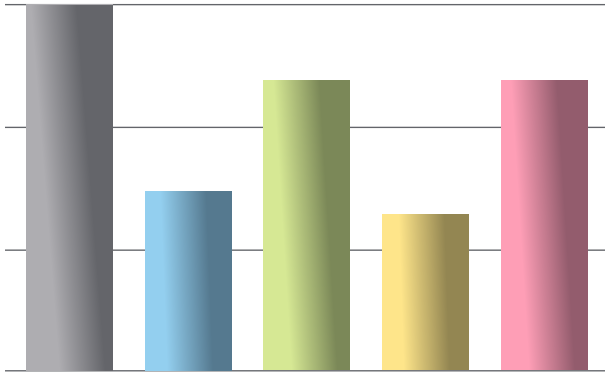
Financial Overview



2020 Revenue

- Rental Income
- Grants Received
- Other Income





2020
Expenditure

- Employee Costs
- Rates
- Property Maintenance
- Rent
- Other

Balance Sheet Totals

- Cash and Cash Equivalents
- Total Current Assets
- Total Non-current Assets
- Total Current Liabilities
- Total Non-Current Liabilities
- Total Members' Funds



Our Vision

a home • a life • a future

Our Purpose

Supporting People and
Communities

Our Values

• Respect • Integrity
• Excellence • Diversity

Our Culture

Improving the lives
of those we support



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