

KEY CAPABILITY STATEMENT



SOCIAL SERVICES



ESG360 SOLUTIONS FOR YOUR BUSINESS. THE PLANET. OUR COMMUNITIES.

About ESG360



Mission

"To be a global leader in sustainability, social impact and ethical governance, and to lead by example in fostering a resilient and equitable future for all."



Vision

"Empowering stakeholders, communities and ecosystems with innovative ESG solutions."

Values



"Responsibility: Our actions are guided by the pursuit of a resilient and equitable future, ensuring positive impacts for all stakeholders and the planet."

Sustainability: We are committed to delivering 360-degree project lifecycles with a focus on innovative design, responsible implementation and enduring value.

Collaboration: We foster respectful, productive and mutually rewarding relationships with stakeholders at each point in the project value chain.

Integrity: Our actions, words and conduct will be consistent with our values, and our decisions will reflect a commitment to honesty and transparency in all aspects of our business."

→ Our Social Services Principles:

Our principles shape our actions, decisions, and overall approach to our work.

Community Empowerment	Engage communities in decision-making processes, ensuring that services are responsive to their needs.
Inclusivity	Foster an inclusive environment where all individuals, regardless of background, feel respected and valued.
Safety and Well-being	Ensure a safe and supportive environment that promotes the well-being and dignity of all residents and service users.
Sustainability	Prioritise long-term, responsible practices in service delivery and management.

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Our Services



ESG360's comprehensive approach integrates sustainability, social responsibility, and strong governance to deliver impactful and responsive outcomes for diverse communities.

ESG360 provides design, delivery, consultancy and project management services for at-risk cohorts. We work closely with communities, organisations, and stakeholders to develop tailored solutions that drive meaningful and sustainable outcomes.

→ Our suite of services:

Operation and Management of Accommodation Services

Providing support for vulnerably housed individuals by overseeing safe, stable, and well-managed accommodation programs.



Co-Design of Health, Diversionary, and Social Services

Collaborating with stakeholders to develop evidence-based programs that address the needs of at-risk groups.



Service Mapping and Needs Analysis

Conducting comprehensive assessments to identify service gaps and ensure targeted, effective service provision.



Advocacy and Stakeholder Engagement

Influencing public policy and regulatory reform through strategic advocacy and collaboration with key decision-makers.



Grant Writing

Assisting organisations in securing funding by developing strong, competitive grant applications.



Risk Assessment and Financial Modelling

Evaluating potential risks and financial viability to support informed decision-making and sustainable program delivery.



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Our Capability



ESG360 brings together a team with extensive experience supporting at-risk communities, including First Nations peoples, individuals experiencing homelessness, people with disabilities, and those transitioning out of the correctional system.

→ Our Point of Difference:

Deep Community Engagement – Expertise in connecting with target populations and service providers to conduct high-quality needs assessments that accurately reflect community requirements.

Authentic Stakeholder Collaboration – Meaningful engagement with a diverse range of stakeholders, considering multiple perspectives, including lived experiences, risk factors, access barriers, workforce challenges, and financial sustainability.

Regulatory and Practical Expertise – Comprehensive understanding of legal frameworks and operational challenges in delivering housing, healthcare, and social services to at-risk groups, ensuring effective and compliant service delivery.

Our team has designed, delivered, and consulted on a range of projects focused on improving outcomes for individuals experiencing housing insecurity.

→ Initiatives:

Emergency Housing Solutions – Providing immediate accommodation for men experiencing homelessness.

Improving Healthcare Access – Enhancing pathways to primary healthcare for those facing housing instability.

Sustaining Tenancies – Assisting vulnerably housed individuals in addressing health-related challenges that impact long-term housing stability.

Harm Minimisation Services – Implementing programs that reduce risks associated with substance use and other high-risk behaviours.

Diversionary Programs – Developing initiatives that offer alternative pathways for at-risk groups to prevent homelessness, incarceration, or further disadvantage.

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Our Experience



ESG360 is deeply committed to supporting at-risk groups through tailored programs and collaborations that address their unique challenges, ensuring access to essential services and pathways to stability.

Elderly

Our team engages with various care providers and support networks, including Communitify, QPP Carefinder services, MyAgedCare, BlueCare, OzCare, STARS, and the Queensland Health Transitional Care team, to support older individuals at risk of homelessness.

Individuals Impacted by Ill Mental Health

In addition to providing clinical support, we have developed strong referral pathways with organisations such as QulHN, Footprints, and QPP to assist individuals experiencing homelessness who are also affected by mental health challenges.

Recently Released from Incarceration

Through our ongoing work with the vulnerably housed, we collaborate with the Community Re-entry Services Team (CREST) and partner with Community Corrections, Queensland Police Service (QPS), and Lives Lived Well. We are also active participants in the QShelter Prison Release to Homelessness working group and Griffith University's Transforming Corrections to Transform Lives program.

Aboriginal and Torres Strait Islander Communities

Our team has extensive experience in supporting Aboriginal and Torres Strait Islander people and communities in remote, rural, and urban settings. We also have experience developing solutions for Indigenous service providers to sustainably scale start-up and existing services and programs.

Women and Children, Including Those Affected by Domestic and Family Violence

In partnership with Xstitch Health and the Country Women's Association (CWA), we developed a program to distribute care packages to individuals experiencing homelessness. The CWA helps us better understand the needs of vulnerable women and children. We also engage with the Transforming Corrections to Transform Lives program, an innovative initiative that aims to support incarcerated mothers and their children.

Youth

Our team has extensive experience working with at-risk youth and their families, helping to create positive opportunities and brighter futures. We have had involvement in delivering support, guidance, and skills training designed to empower young people, ensuring their safety, wellbeing, and personal development.

Individuals Living with a Disability

Through our 38KPR project, we collaborate with advocacy groups such as the Australian Disability Advocate, Speaking Up For You, and other organisations. This work includes involvement in the Queensland Civil and Administrative Tribunal, contributing to the Queensland Government Inquiry into Supported Accommodation, and facilitating clinical service delivery for individuals with disabilities.

Case Study-

38KPR Residential Service



WHAT IS 38KPR?

38KPR is a private, accredited Level 1 residential service under the *Residential Services (Accreditation) Act 2002* (QLD). Our service caters exclusively to older men who are at risk of, or experiencing homelessness, with a commitment to providing safe, stable accommodation.

At the heart of our operational model is our capacity to get positive outcomes for our residents by

- 🏠 Building a positive culture where residents care for each other and their home
- 🏠 Promoting safety and compliance via regular engagement with residents and a transparent, SOP-based approach to daily operations
- 🏠 Supporting resident well-being by forging strong, collaborative relationships with other service providers
- 🏠 Leveraging those relationships with the ultimate goal of addressing barriers to our residents finding or maintaining long-term accommodation.

HOW IS 38KPR DIFFERENT?

- Operates without reliance on grants or subsidies to deliver affordable housing.
- Provides safe, supportive accommodation by efficiently operating as a Level 1 Residential Service.
- Regulated by the Department of Communities, Housing and Digital Economy under the Residential Services (Accreditation) Regulation 2018.
- Prioritises safety, compliance, and effective management, unlike many boarding houses that are unsafe and poorly managed.
- Model is financially sustainable, with residents paying affordable fortnightly rent that covers utilities and maintenance.
- Each resident has a private room with a kitchenette, while shared amenities and recreational areas promote community living.

→ Outcome Measurement:

Over the past three years, even in the absence of funding, we have consistently demonstrated positive outcomes for our residents and have gained the attention of industry stakeholders via some remarkable stories. Our overarching difference is our capacity to leverage relationships with external service providers to support our residents with healthcare, mental health support, harm minimisation services, advocacy and other forms of social support that can help to address issues resulting from or leading to homelessness.

Over the past three years we have:

- 🏠 Generated positive social outcomes, in line with or exceeding those achieved by government-funded housing providers (based on anecdotal feedback supported by network partners).
- 🏠 Created a scalable operational model with measurable social impact outcomes.
- 🏠 Confirmed the financial viability of our model over three financial years.
- 🏠 Modelled other key assets to show that financial sustainability can be successfully replicated under current market conditions.

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Case Study- 38KPR Residential Service



→ TESTIMONIALS

Mike

"My whole world was at the point that I felt it would be better to be in jail rather than barely surviving sleeping in a car. My job prospects were nil with no residential address. I was at the end of everything. I didn't want to live."

38KPR gave me hope for something I had lost. They made me feel welcome and most of all useful. I could sleep there even without me having the rent in advance.

The rest of my life is now manageable. I feel like a human being who is worth something."

🏠 Mike is now in full-time employment and remains active supporting other 38KPR residents on their journey



Tom (pseudonym)

"A lot of the boarding houses I was staying in weren't much better than being homeless anyway. I had my gear smashed and stolen a bunch of times. There was a lot of violence."

When you move around like that, it's not like you're getting mail, so I didn't even know whether I was on the waiting list for housing or not. It was miserable.

I'm out the other side not. I'll still keep coming back here to see the other guys once I have a permanent place."

🏠 After 18 months with 38KPR, Tom has re-engaged with HART4000 and will soon move on to permanent housing.



Max

Max Kruger, a leading test cricket statistician for over 30 years, faced homelessness after a foot infection in 2016 led to a below-knee amputation. Referred to 38KPR via HART4000 in 2022, Max received stable accommodation and access to support services. With advocacy from SUFY, he joined the Under1 Roof care coordination group, accessed the NDIS, and applied for a DSP. In 2023, HART4000 secured permanent housing for Max, who now actively supports 38KPR by sharing his story.

"I could not put a price on what this key means to me. The sense of relief was almost like the clouds lifting on a foggy day. I can feel as if I know when I wake up each morning where I'm going to be later that night."



Key People



Our ESG360 team members have diverse networks and expertise, including in conservation and land management, carbon and natural capital, business, communications, environmental markets, public administration, housing, social services, reconciliation and employment.

To complement our ESG360 team, we have a panel of experienced industry specialists that we engage regularly across a broad spectrum of project work.



Dave Lyons - Executive Director

Following his undergraduate studies, Dave launched a successful career as a pharmacy owner in regional Queensland, where he was instrumental in creating frameworks to enhance collaboration in primary healthcare and spearheaded the implementation of harm minimization services. Driven by a commitment to improving community health outcomes, he later pursued an MBA, which paved the way for leadership roles in the healthcare and retail industries. Dave is a dedicated problem solver with a strong passion for advancing primary healthcare, advocating for social housing, and addressing the homelessness crisis.



Aaron Soanes - Executive Director

Aaron Soanes is a distinguished forester and board director, known for his significant contributions to the forestry and environmental sectors in Australia. As the CEO of a prominent Australian public company, Aaron has demonstrated exceptional leadership and strategic vision, spearheading initiatives that have had a profound impact on sustainable forestry practices. One of Aaron's most notable achievements is the establishment of Australia's largest carbon sequestration plantation, a pioneering effort that underscores his commitment to combating climate change and promoting environmental sustainability. His expertise and innovative approach have not only advanced the field of forestry but have also set new benchmarks for carbon sequestration efforts worldwide.



Mark Denning - Executive Director

As General Manager of a major Commonwealth agency, Mark played a pivotal role in acquiring land for First Nations organisations and making strategic investments to scale Indigenous enterprises sustainably. His expertise in brokering solutions and building partnerships is highly respected, and he is known for his ability to foster collaboration across communities, government, and the private sector. Mark's influence extends beyond his professional roles; he is a Graduate of the Australian Institute of Company Directors and sits on various business, environmental, and heritage advisory panels and serves as a Director on the Board of Reconciliation Queensland, further demonstrating his commitment to advancing reconciliation and social equity.

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