

# Resolve Social Benefit Bond

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Annual Investor Report  
Period ending 30 September 2021  
Issued March 2022



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# Foreword

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Dear Investor,

Social Ventures Australia is pleased to present the fourth Resolve Social Benefit Bond (**Resolve SBB**) Investor Report.

At the end of September 2021, the Resolve SBB marked its fourth year of supporting people experiencing mental ill-health in the Western NSW and Nepean Blue Mountains Local Health Districts. 453 people had been enrolled in the program as at the end of September 2021, of which 389 had agreed to be referred to Flourish Australia for support. 263 people have completed the Resolve program and their two-year measurement period, and program outcomes for approximately one half of the Intervention Group have now been formally measured.

During 2021 Noteholders approved a number of contractual amendments to the Resolve SBB. In particular, the baseline or counterfactual against which results are measured was changed to participants' health service usage (measured in NWAUs<sup>1</sup>) in the year prior to their enrolment in the Resolve Program, rather than the NWAUs recorded in respect of a matched control group. As a result of the change to the counterfactual, the restated Year 3 result was an NWAU reduction of 62.5% rather than the figure of -11% reported in the 2021 Annual Report.

Pleasingly, the cumulative NWAU reduction at the end of Year 4 has improved slightly to 65.3%. The broader question of how this level of reduction compares to other similar programs or a matched control group will continue to be assessed in the years to come.

Covid-19 continued to present operational challenges during Year 4, but the Flourish Australia team has creatively adapted service delivery during lockdown periods, including the provision of 'care packs' and virtual group activities.

In this report we summarise the Resolve SBB over its first four years, provide an update on the operations of the program and share some participant stories. We hope you enjoy reading about the progress and learnings to date.

Kind regards,



**Elyse Sainty**  
Director, Impact Investing

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1. National Weighted Activity Units, an activity measure reflecting both the duration and intensity of health service delivery.

# Resolve SBB overview

The Resolve SBB funds the delivery of the Resolve Program in the Western NSW and Nepean Blue Mountains Local Health Districts (LHDs). The program is delivered by Flourish Australia, a highly experienced mental health service provider and a national leader in the employment and support of mental health peer workers. The Resolve SBB has a 7.75 year term and utilises \$7 million of investor capital.

## Resolve Program

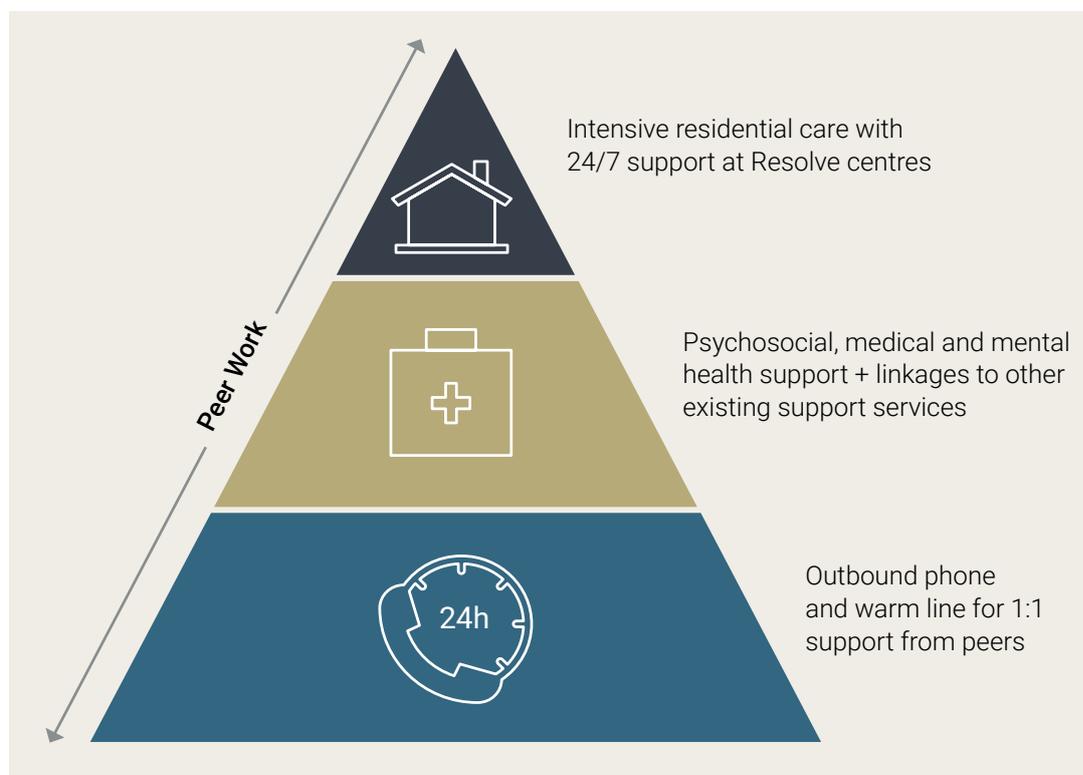
The Resolve Program is a recovery-orientated community support program that works with individuals who have spent between 40 and 270 days as a mental health inpatient over the year prior to their enrolment. Each individual is supported for up to two years.

### Program elements

Resolve provides flexible, integrated support in close collaboration with LHD clinical services. In its delivery of the Resolve Program, Flourish Australia employs peer workers in service delivery to provide hope and connection for participants by drawing on their lived experience to support others.

At the heart of the program are Resolve centres, which are residential homes designed to help participants to live well in the community and provide respite, whilst acting as a central hub for activity and services.

Figure 1 Resolve Program elements



## SBB overview

The Resolve SBB is underpinned by an outcomes-based contract between NSW Health and the Resolve SBB Trust, under which payments are made by NSW Health based on the savings generated by the program. These savings are determined by measuring the reduction in participants' utilisation of health services relative to the baseline year prior to their enrolment in Resolve.

Specifically, outcome payments are made based on the reduction in the number of National Weighted Activity Units (**NWAUs**), which is an activity measure reflecting both the duration and intensity of health service delivery. The level of these payments from NSW Health will in turn be reflected in the investment returns generated by the Resolve SBB.

### Investor returns

Investors receive a 2% per annum Fixed Coupon over the first 4.75 years of the bond, and Performance Coupons and redemption payments based on the balance of Trust assets at the end of each of the final three years. Performance Coupons and redemptions are directly linked to the performance of the Resolve Program. Other influences include the number of individuals enrolled in the program, the amount paid to Flourish Australia and earnings on cash balances in the Trust.

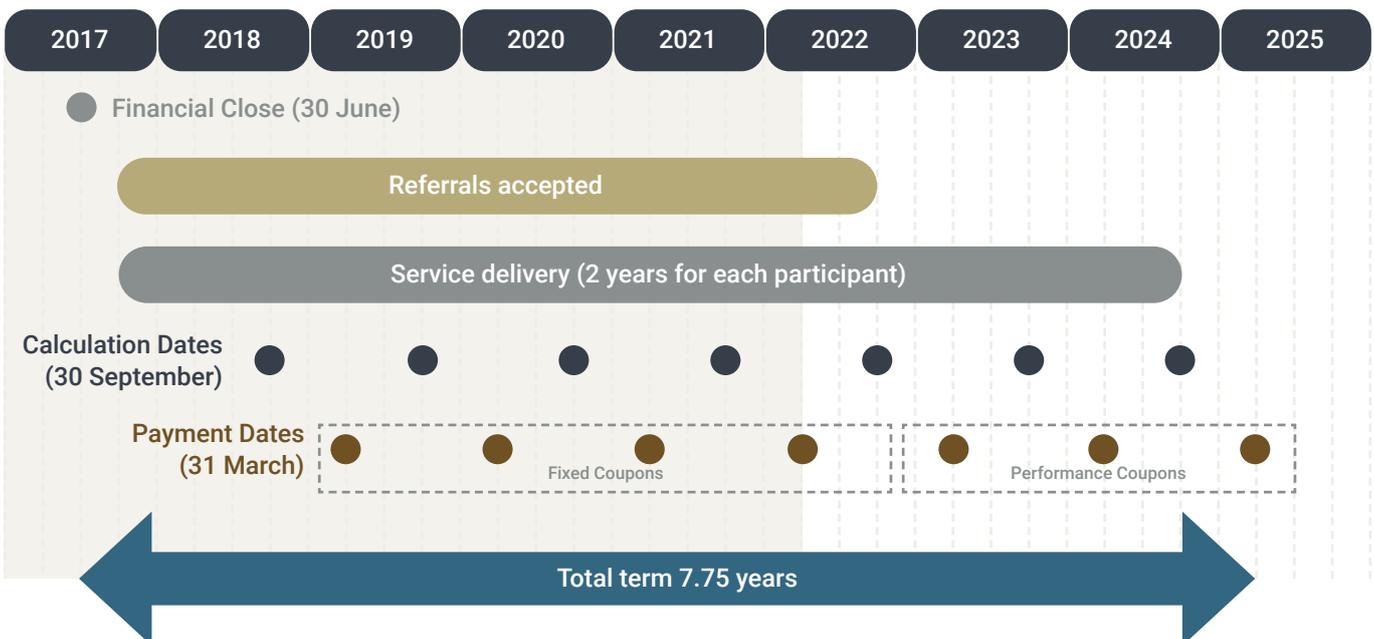
Under the revised contractual terms outlined in the Circulating Resolution dated 30 April 2021, projected investor returns at maturity of the SBB vary with the level of program performance, or 'NWAU Cumulative Reduction' as illustrated in Table 1.

**Table 1 Illustrative Internal Rate of Return at maturity under revised assumptions**

NWAU Cumulative Reduction (whole term)	59%	60%	61%	62%	63%	64%	65%	66%	67%	68%	69%
Illustrative IRR	-1.2%	-0.2%	0.7%	1.3%	1.8%	1.9%	2.0%	2.1%	2.3%	2.5%	2.7%
Proportion of capital repaid	85%	90%	95%	99%	100%	100%	100%	100%	100%	100%	100%

## Timeline

**Figure 2 Resolve SBB timeline**



# Program update

## Enrolments and referrals

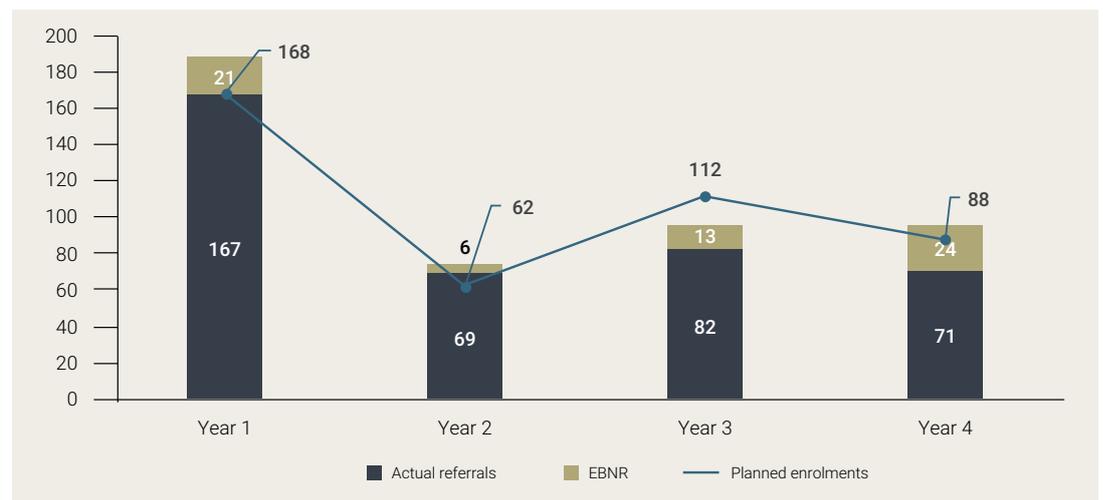
During the fourth year of service delivery, 95 people were enrolled into the Intervention Group. As at 30 September 2021, a total of **453 people had been enrolled**, 23 more than planned (430).

Of those enrolled in the Intervention Group, a total of **389 people have been referred** to the Resolve Program (94% of planned) while 64 have declined referral. Those who decline referral are still included in the Intervention Group and counted for measurement and payment purposes, using an 'intention-to-treat'<sup>2</sup> measurement approach.

The proportion of the group that is 'enrolled but not referred' (**EBNR**) is 14%, which is almost three times higher than the rate initially expected. During Year 4 only 71 of the 95 enrolments were referred, an EBNR rate of 25%. The higher than expected EBNR rate has meant that more enrolments than planned are needed to meet minimum referral numbers, which has become more challenging due to a gradual reduction in the size of the eligible population<sup>3</sup>.

While the number of enrolments during the year was broadly equal in the Nepean Blue Mountains LHD (**NBM**) and the Western NSW LHD (**WNSW**), over 40% of enrolments in WNSW did not agree to referral to Resolve. In NBM this figure was 6%. The increase in the EBNR rate this year, and the disparity between WNSW and NBM, is an issue that is being explored by the Resolve Joint Working Group. It is likely that some individuals who are in the catchment for the WNSW Resolve centre (at Orange) but live some distance away do not feel that the program can provide them with the support they need, and possible that Covid-19 has exacerbated an unwillingness to travel to engage with the program. Participants now being enrolled are also further down the priority list and therefore likely to have spent less time in hospital, which may influence their desire for additional supports.

**Figure 3 Resolve enrolments and referrals**



The 71 referrals to Resolve in Year 4 is 13 less than the agreed minimum of 84. The shortfall of 13 is included as 'deemed' enrolments in the determination of program savings. As reported last year, there were 22 deemed enrolments in respect of Year 3.

It was initially anticipated that over five years a total of 526 individuals would be enrolled in the Intervention Group, with 498 referred to the program. The Resolve SBB will reach the end of the intake period on 30 September 2022. The agreed minimum number of referrals during Year 5 is 84.

2. Intention to treat analysis measures outcomes for all patients assigned to a group regardless of the treatment they actually received.

3. See [2021 Annual Investor Report](#) for further details.

## Blake's story<sup>4</sup>

Blake is a 40-year-old Indigenous gentleman who was referred to the Resolve Program 18 months ago, after spending lengthy periods of time in hospital receiving treatment for his depression and drug dependency. Blake utilises all of Resolve's support – residential, warmline, and one-on-one outreach. He is also a regular attendee at groups, which has helped him develop meaningful relationships with his peers.

While staying at the Resolve centre, Blake made good use of the arts and craft supplies at the house, spending hours painting and drawing. Recognising this as an important recovery strategy, Resolve staff procured art supplies for Blake to use at home. These include canvases, acrylic paints, brushes, and other media that Blake uses to create his art. In return Blake has gifted some of his artwork to hang in the Resolve house. Each artwork he creates tells a story, and usually includes a reference to his totem, which is a turtle.

As well as his mental health challenges Blake has physical health issues, which in turn greatly impact his mental health. One of Blake's key recovery goals is to be able to better manage his diabetes and get it under control. Resolve staff have supported Blake in making and attending regular medical appointments, explained how to use his blood-sugar monitor, linking it up to his mobile phone, and arranged for medical alerts to be downloaded onto a smartwatch. When Blake stays at the Resolve house, he goes on daily walks with staff, and is educated and encouraged to make healthy food choices. Due to his hard work and dedication to improve his health, Blake has successfully lost some weight.

During his most recent residential stay, Blake mentioned that he was having trouble with his eyesight, and with staff encouragement attended an optometrist appointment that afternoon. At that appointment, an irregularity was detected and he was strongly advised to see his doctor. Resolve staff drove Blake to his GP, who recognised that he was in the middle of having a stroke. An ambulance took Blake to hospital where he received immediate medical treatment. Blake acknowledges that if he had not been staying at the Resolve centre he would have been at home alone, and would likely not have recognised the need for medical assistance until it was too late.

While receiving treatment in hospital for the stroke, Blake told staff that he planned to discharge himself because his family was unable to visit him and the hospital brought up unpleasant memories. To encourage Blake to stay and receive medical care, Resolve funds were used to purchase a portable DVD player to keep him entertained, and additional phone credit so that he could keep in contact with his family and friends.



Group activities at a Resolve centre

4. The participant's name has been changed to protect their privacy.

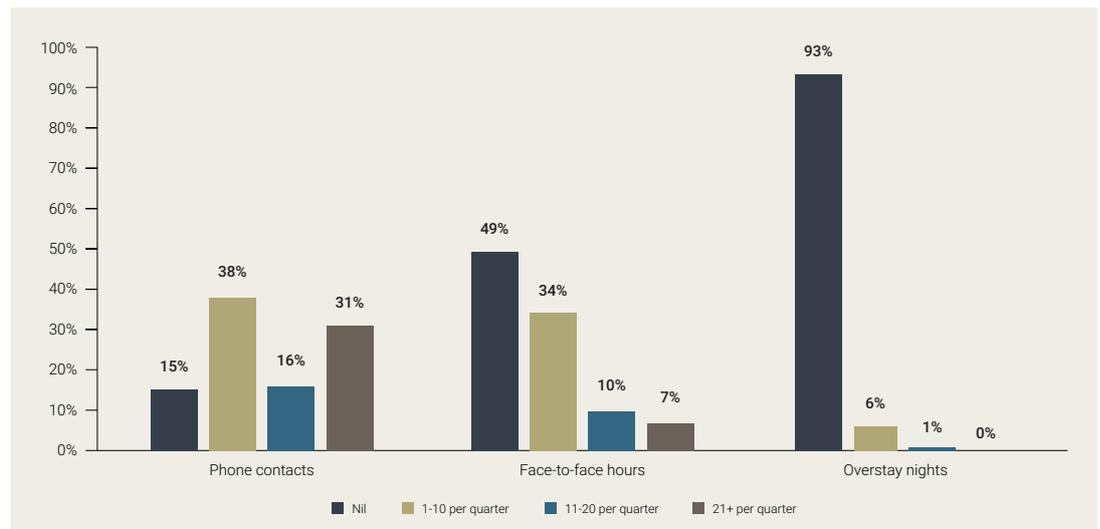
## Participant engagement

The chart below illustrates the distribution of all referred participants by their level of engagement with the various elements of the Resolve Program during Year 4.

On average over the year as a whole, each referred participant<sup>5</sup>:

- had 70 phone contacts
- accessed 22 hours of individual face to face support
- stayed at a Resolve centre for 1.4 nights

**Figure 4 Participant engagement with Resolve Program activities**



Overnight stays remained low in Year 4 at both Resolve centres and Covid-19 restrictions prevented the use of Resolve centres for overnight stays in the final quarter of the year.

Phone-based contact increased over the year, and particularly in the final quarter when Covid-19 restrictions were a barrier to face to face contact. For those individuals who used the warm line at least once, the average number of phone contacts in the final quarter of the year was 24.4 per person.

Resolve participants have indicated that they use the Resolve centres for a broad range of reasons, including to:

- Develop better sleep patterns
- Feel safe for a few nights as they have been having nightmares
- Take a break from family who have been causing them stress
- Work more intensively on their Individual Recovery Plan goals
- Access peer support from others staying at house
- Provide some respite from their living situation (unsafe neighbourhood)
- Attend physical and mental health appointments in Orange where they would like staff support to attend the appointment
- Attend a special group on site, for example, an art therapy group
- Work on transition out plans

5. All referred individuals who had not completed their two year support period, including those who disengaged from the program for any reason.

Ordinarily, group activities are held multiple times per week at each centre, focusing on socialisation, capacity building and self-care. Activities have included health education sessions, cooking, crafts, gardening and board games. Groups have also been able to leave centres to visit local landmarks, go ten-pin bowling and have picnics.

During lockdown periods, the face-to-face group activities transitioned to virtual activities, which included:

- Cooking groups where Resolve provided the ingredients and utensils needed for recipes
- Virtual art therapy facilitated by Flourish's in-house art therapist
- A comedy luncheon where the Resolve team shared a video of a stand-up comedian and provided lunch for participants
- Weekly coffee and conversations

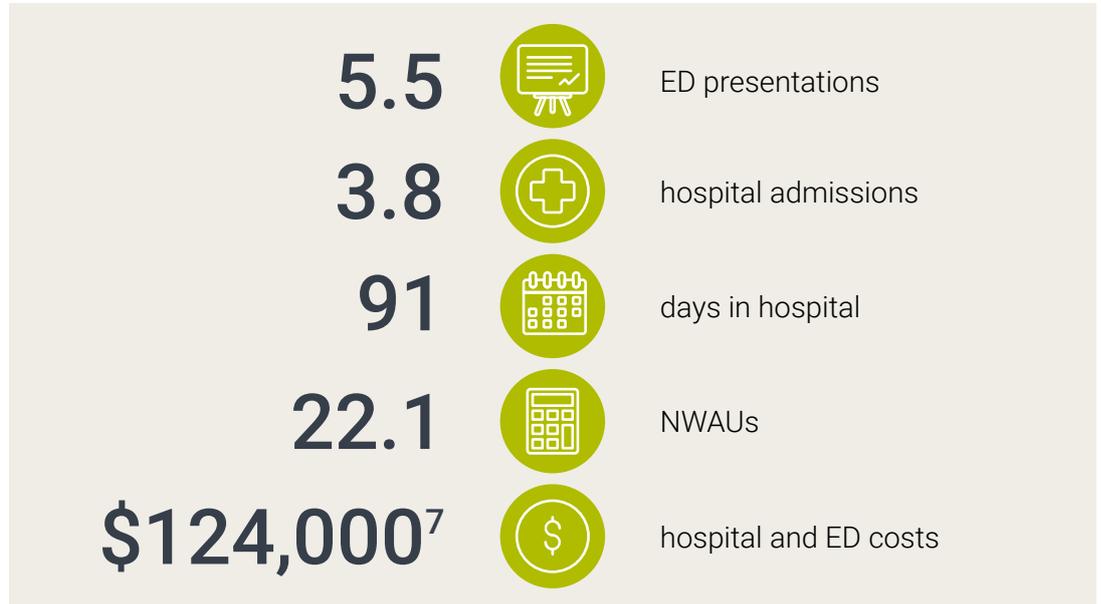
Some participants preferred not to participate in virtual activities during lockdown but received various care packs to help undertake individual activities, including arts, self-esteem building, personal care, fitness, gardening and cooking.



Participants at a capacity building session

## Profile of Resolve participants

Over the year prior to their enrolment Intervention Group members were significant users of health services<sup>6</sup>. On average, each member incurred:



The Intervention Group comprises a broadly equal number of men and women, while Aboriginal and Torres Strait Islander participants make up 16% of the cohort (25% in WNSW and 7% in NBM).

54% of participants were diagnosed with schizophrenia or another type of psychosis in the year prior to their enrolment in the Resolve Program.

### Danica's story<sup>8</sup>

*Danica is from Parkes, and has been on the Resolve Program for 18 months. She has consistently engaged with the program, using all the services available to her. Danica has been diagnosed with Dysthymia and Complex PTSD, and was referred to the program after spending an extended period of time in hospital. Since then, she has made steady progress towards her recovery goals, which is still on-going.*

*When she first enrolled in Resolve, Danica identified working on her physical and mental health and staying well in the community as her goals. She had never stayed outside her hometown, but after building rapport with the Resolve peer workers during outreach support she has stayed overnight at the Resolve house several times. This has enabled her to avoid hospital admissions throughout her time on the program.*

*Danica has also shown great perseverance in building a healthy lifestyle for herself, following a balanced diet and regular exercise routine. To support her in these goals Resolve has provided Danica with a speaker for listening to music to do her exercises, and specially fitted shoes from a podiatrist to enable her to exercise more comfortably, as she has complications from diabetes. With the support of her Resolve peer workers and her doctor she has lost over 30kg.*

*To ensure that Danica continues to receive the help she needs after her time at Resolve, she has been assisted to successfully apply for NDIS support.*

6. Prior service usage data and characteristics only available for participants who had completed their two-year support period at the end of September 2021.

7. Based on the National Efficient Price (NEP) for 2021-22 of \$5,597 per National Weighted Activity Unit (determined by the Independent Hospital Pricing Authority). This is a 5.2% increase in price from the NEP for 2020-21.

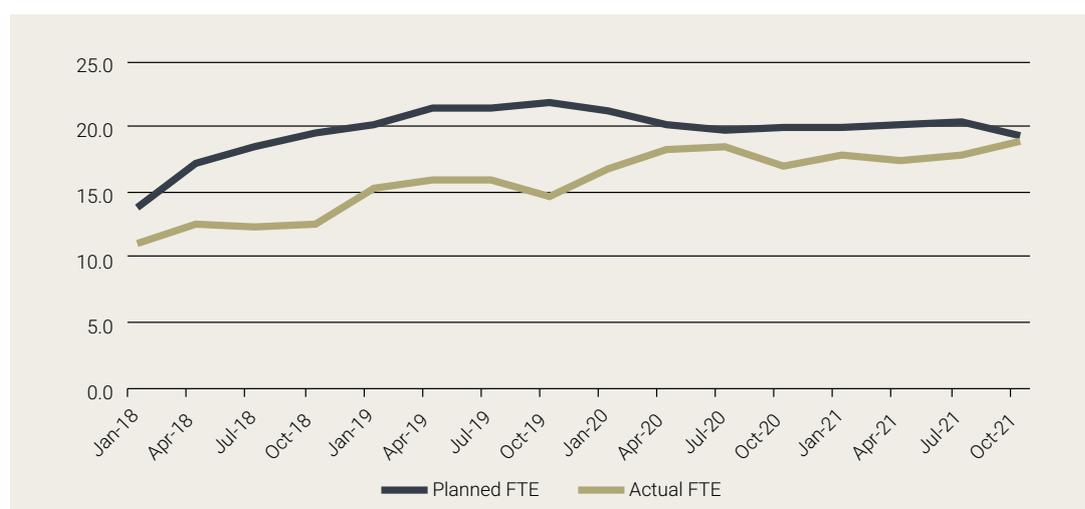
8. The participant's name has been changed to protect their privacy.

## Resolve staff

Resolve Program staffing remained steady at around 18 full-time equivalent (FTE) roles during the fourth year of operations. Vacancies averaged around 2 FTE over the year, with the vacancy gap dropping to 0.5 FTE by the end of the year.

Flourish Australia has continued to deploy a number of strategies to counter the ongoing challenges in recruiting suitably qualified peer workers. A dedicated team has been established to focus on recruitment, especially in rural areas. This team has been working with the Resolve managers to link in with their established networks, including LHD peer worker networks, to attract additional staff. Positions are advertised through multiple channels and word of mouth recommendations are actively sought.

**Figure 5 Resolve Program staff FTE**



The peer worker role is fundamental to the work of Flourish Australia, and particularly to Resolve. Flourish has a Specialist Peer Worker who is working with the Resolve team to further develop their peer work practice and supervision.

## Operational improvements

A Joint Operating Group (**JOG**) was formed at the start of Year 4 to create a forum where operationally focused stakeholders have more specific conversations about the day-to-day implementation and management of the program. The objective is to identify and implement operational improvements across four priority areas:

- Communication with potential participants and referring clinicians
- Resolve and LHD integration
- Best-practice delivery
- Operations Manual refinement

The JOG comprises the Resolve centre managers, the Resolve Program manager and program managers from WNSW and NBM. The JOG has helped to establish a consistent approach across both sites to better promote Resolve's operations as a single program, rather than two separate sites operating in isolation.

## Evaluation

The interim report of the Urbis evaluation has been brought forward by a year, and the scope of the evaluation broadened to include a number of the issues identified during the performance reviews conducted in 2020 and 2021.

After some Covid-19 related delays, the interim report is in the process of being finalised, and results will be shared with investors when they are available.

# Contractual changes

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As outlined in last year's Investor Report and the Circulating Resolution dated 30 April 2021, a review was held following the certification of the Year 3 results to understand the reasons for the Resolve Program's continued underperformance relative to the control group, despite a number of contractual changes which were implemented in 2020.

All parties involved considered that there were indications that the Resolve Program was providing valuable support to program participants, and that there was an opportunity to evaluate the program more deeply.

The parties agreed to the following changes, which were approved by Noteholders and implemented:

- The baseline or counterfactual against which results are measured has been changed from the NWAUs recorded by a matched Control Group to the NWAUs recorded by participants in the year prior to their enrolment in the Resolve Program. This change applied retrospectively, with effect from the commencement of the Resolve SBB.
- The determination of Program Savings was adjusted to allow for the impact of the changed counterfactual. The Annual Base Cost is now lower, as the NWAU Reduction figure that is applied to it when calculating Program Savings is materially higher than under the original approach.
- Scheduled payments to Flourish Australia over the remaining term of the Resolve SBB have been reduced by 10% to reflect lower than planned actual and projected program expenses.
- The proportion of Program Savings that are payable as Outcome Payments have been adjusted to reflect updated total expenses and the impact of the rebased outcome measurement.

These changes are reflected in the calculated outcomes and financial situation in the next sections of this report.



A participant helping to prepare food at a Resolve centre

# Outcomes

## NWAU reduction

The outcome measure used to determine the performance of the Resolve Program is the number of NWAUs recorded by Intervention Group members who have completed their 2-year measurement period, compared to the number of NWAUs recorded by these individuals in the year prior to enrolment in the Resolve Program. The **263 individuals** enrolled during Years 1 and 2 have reached their second anniversary and are in this 'completers' group.

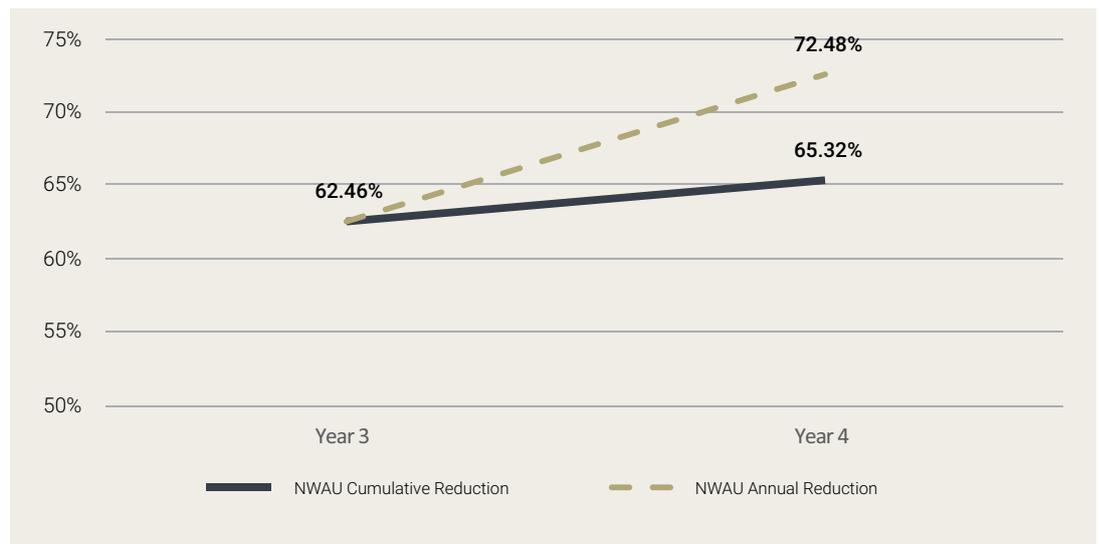
$$\text{NWAU Cumulative Reduction} = \frac{\text{Counterfactual NWAUs} - 0.5 \times \text{Recorded NWAUs}}{\text{Counterfactual NWAUs}}$$

where:

- Counterfactual NWAUs is the NWAUs recorded by 'completed' Intervention Group members in the year before their enrolment
- Recorded NWAUs is the NWAUs recorded by 'completed' Intervention Group members in the two years after their enrolment

At the fourth Calculation Date the **NWAU Cumulative Reduction is 65.32%**<sup>9</sup>. The NWAU Annual Reduction for the 75 'completers' in Year 4 was 72.48%, which is higher than the parties' best estimate of the NWAU reductions that will be recorded by participants enrolled over Years 2-5 (65%<sup>10</sup>). Single year reductions are expected to be volatile due to the smaller number of individuals in each cohort, and the Year 4 'completers' group has also experienced significant Covid-19 related disruptions during their measurement period, which may have impacted on hospitalisation levels.

**Figure 6 NWAU Annual Reduction**



9. The outcomes data set out in this section is drawn from BDO's independent certification report for the 30 September 2021 Calculation Date.

10. As detailed in the Circulating Resolution dated 30 April 2021.

## Change in service utilisation

The Intervention Group's change in the consumption of health services relative to the year prior to enrolment into the Resolve Program is also being measured.

**Table 2 Change in Intervention Group service usage relative to year prior to Enrolment**

	Prior year average per Intervention Group member	Measured average per Intervention Group member per year	Reduction
<b>Hospital bed days</b>	90.7	29.6	67%
<b>Hospital admissions</b>	3.8	1.7	54%
<b>Average length of stay (days)</b>	24.1	17.0	29%
<b>Emergency department visits</b>	5.5	3.2	42%

These results demonstrate that Resolve participants who have completed their two-year support period have experienced a reduction in health service utilisation while being enrolled in the program. Hospital stays have reduced in both number and length.



A peer worker supporting a Resolve participant

## Program Savings

The Cumulative Program Savings is the total of:

- the Completed Program Savings for each Calculation Date that has occurred; and
- the Accrued Program Savings at the current Calculation Date.

The Completed Program Savings determined in respect of each year is calculated as:

$$\text{(Completed Measurement Years + Deemed Completed Measurement Years)} \times \text{Annual Cost Base} \times \text{NWAU Annual Reduction}$$

The Accrued Program Savings is determined as:

$$\text{Accrued Measurement Years}^{11} \times \text{Annual Cost Base} \times \text{NWAU Cumulative Reduction} \times 75\%$$

The accrued savings figure is reduced by 25% to allow for a potential deterioration in NWAU outcomes (relative to the reduction to date) over the period until individuals complete the Resolve Program.

**Table 3 Determination of Completed Program Savings**

	Calculation Date 3	Calculation Date 4
Completed Measurement Years (annual)	376	150
Deemed Completed Measurement Years	–	–
Accrued Measurement Years	166.6	220.9
Annual Cost Base	\$22,500	\$23,000
NWAU Annual Reduction	62.46%	72.48%
NWAU Cumulative Reduction	62.46%	65.32%
Completed Program Savings (annual)	\$5.284m	\$2.500m
Cumulative Completed Program Savings	\$5.284m	\$7.784m
Accrued Program Savings	\$1.756m	\$2.489m
<b>Cumulative Program Savings</b>	<b>\$7.040m</b>	<b>\$10.274m</b>

At the fourth Calculation Date, **Cumulative Program Savings were \$10.274 million**, an increase of \$3.234 million over the figure at the end of Year 3.

It is estimated that there will be a total of 1,094 Completed Measurement Years recorded over the full contract, two for each enrolled individual. Accordingly, around 48% of completed outcomes have been measured at this point.

11. Aggregate time spent on the program for enrolled individuals and deemed enrolments who have not yet reached their two-year anniversary.

# Financial report

## Coupon payment

The fourth and final Fixed Coupon Payment will be paid to investors on or around 31 March 2022.

The Fixed Coupon rate is 2% per annum.

$$\text{Fourth Fixed Coupon Payment} = \text{Note Value} \times 2.00\%$$

Note Value is the number of Notes multiplied by \$100 (the note issue price).

## Outcome Payments

The Outcome Payment to be made by NSW Health to the Resolve SBB Trust following each Calculation Date is determined as:

- 100% of the first tier of Cumulative Program Savings, plus
- 25% of the second tier of Cumulative Program Savings, less
- all previous payments including the Standing Charge.

At the fourth Calculation Date the cumulative Program Savings were \$10.274 million as detailed above, and the first tier of savings payable was \$10.37m. Previous payments total \$9.0m.

Accordingly, an **Outcome Payment of \$1.274 million** will be made to the Resolve SBB Trust during April 2022.



Resolve staff and participants enjoying a shared meal

## Trust Assets and Cashflow

Performance coupons in 2023-2025 and redemption payments, including redemption payments on termination, are linked to the value of assets in the Trust. From its commencement in July 2017 to 30 September 2020, cashflows to and from the Resolve SBB Trust (excluding GST) were as follows:

**Table 4 Resolve SBB Trust cashflows to 30 September 2021**

\$m	Initial Target	Actual	Variance
Note subscription amounts	7.00	7.00	–
Government payments	10.02	9.00	(1.02)
Interest on cash <sup>12</sup>	0.90	0.65	(0.25)
<b>Total Inflows</b>	<b>17.92</b>	<b>16.65</b>	<b>(1.27)</b>
Payments to Flourish Australia	10.16	8.67	1.48
Management and other costs	0.86	0.85	0.01
Coupons	0.46	0.46	–
<b>Total Outflows</b>	<b>11.47</b>	<b>9.98</b>	<b>1.50</b>
<b>Balance of Trust Assets</b>	<b>6.45</b>	<b>6.67</b>	<b>0.23</b>

Payments to Flourish Australia have continued to be lower than plan due to the ongoing staffing shortfalls, and will remain as such due to the reduction in maximum contractual payments to Flourish that were implemented in 2020. The underspend equates to 15% of initially planned payments to date.

It was originally projected that the first Outcome Payment would be made after Calculation Date 3, but only fixed or 'Standing Charge' payments have been received to date.

Interest on cash is lower than originally expected, reflecting the decline in interest rates since the launch of the Resolve SBB.

## Distributable Trust Assets

Performance Coupons will be payable from 31 March 2023. Performance Coupons are determined by the Distributable Trust Assets, which are the assets in the Trust in excess of total future outflows.

The Distributable Trust Assets are determined as the total Trust Assets, less the aggregate of:

- the maximum prospective amounts payable to Flourish Australia under the Services Agreement and to SVA under the Management Deed;
- an appropriate allowance for any other future debts and liabilities (including payments to the Independent Certifier and potential costs on termination); and
- the outstanding principal amount of the Notes.

An estimate of the Distributable Trust Assets as at 30 September 2021 is included below for illustration. This figure includes an allowance for the earned Outcome Payment detailed above, but not for any future Outcome Payments.

12. Does not include accrued interest on term deposits.

**Table 5 Estimated Distributable Trust Assets as at 30 September 2021**

	\$m
Trust Assets	6.67
Earned Outcome Payment	1.27
Maximum prospective contractual payments <sup>13</sup>	(7.51)
Allowance for future debts and liabilities <sup>14</sup>	(0.35)
Outstanding principal amount of all Notes	(7.00)
<b>Distributable Trust Assets</b>	<b>(6.91)</b>

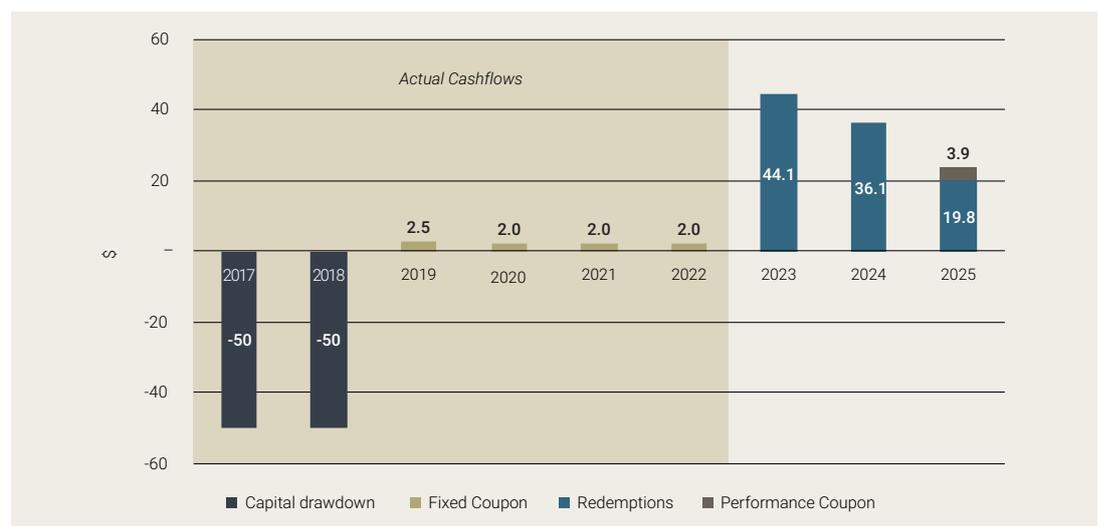
Redemption payments will also be made around the end of March 2023-2025 based upon the Redeemable Trust Assets. Redeemable Trust Assets are equal to the Distributable Trust Assets plus the outstanding principal amount of all Notes. At 30 September 2021 the estimated Redeemable Trust Assets was thus (\$0.09) million.

## Projected Noteholder Payments

The projected Noteholder cashflows under the terms set out in the Information Memorandum and the Circulating Resolutions issued in 2019, 2020 and 2021 are included in the chart below. All coupons and redemptions are paid on or about 31 March in the relevant year. To generate these projections the following assumptions have been made:

- 94 enrolments (actual or deemed) in the final intake year
- NWAU Annual Reduction of 65% at each of the final three Calculation Dates
- 0.35% pa earnings on cash balances
- Maximum contractual payments to Flourish Australia

**Figure 7 Actual and Projected Noteholder payments per \$100 invested**



These actual and projected cashflows represent an **internal rate of return of 2.0% per annum**.

Neither SVA Nominees Pty Ltd (the issuer of the Resolve SBB Notes), Flourish Australia, nor any other person guarantees that the projected outcomes will be achieved. If the actual outcomes achieved differ from the projected outcomes then the rate of return on the Notes will differ from that projected.

13. Maximum payments to Flourish Australia, SVA and Urbis.

14. Includes unpaid Fixed Coupons and maximum potential termination costs.

# Disclaimer and confidentiality

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This document has been prepared by Social Ventures Australia Limited (ACN 100 487 572) (**SVA**) as the Manager of the Resolve SBB Trust. Please refer to the Information Memorandum, SIB Deed Poll and Purchase Deed for the Resolve SBB dated 1 May 2017 for information on structure and terms, including the subsequent amendments provided for in the Circulating Resolution Memorandums issued on 24 October 2019, 28 August 2020 and 30 April 2021. The information contained herein should be considered as indicative and does not purport to contain all the information that any recipient may desire. SVA does not provide financial advice and recipients should seek independent financial advice. Further, statements in this report are not intended to be tax advice and investors should consult a professional tax adviser, if necessary, for tax advice required in connection with completion of tax returns. Investors should note that past performance of the Resolve Program should not be treated as an indication of future performance. This document and all the information contained in it must not be disclosed to any person or replicated in any form without the prior written consent of SVA Nominees Pty Ltd (ACN 616 235 753) in its capacity as trustee of the Resolve SBB Trust.

## **Photographs**

*Cover: A Resolve participant utilising the residential care component of the program*

*All photos supplied by Resolve.*

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