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WELCOME FROM THE CHAIR





Neil Chatfield Chair

In our first year, we have assisted more than 18,000 men, women, young people, children and families, through our specialist housing and support services.

We're one of Victoria's largest providers of housing and homelessness support services. With 14 sites across Melbourne, we cover 13 Local Government areas from Hume and Whittlesea in the north, the inner suburbs and across central Melbourne, the southern and bayside suburbs, and greater Dandenong.

We're committed to stopping people from becoming homeless or returning to homelessness through a range of programs and services. We achieve this through:

- early intervention to stop more members of our community slipping into homelessness
- increasing the supply and access to safe and affordable housing
- improving the health, wellbeing and social and economic outlook for those we support
- providing housing assistance and support to ensure people can access and keep their housing
- partnerships with government, donors, sector partners, business, consumers and the broader community to ensure everyone has access to a safe, and affordable home
- research into the causes and consequences of homelessness and inform how services are delivered, and influence social change.

WELCOME FROM THE CEO AND DEPUTY CEO



Tony Keenan CEO

I have had the pleasure of leading
Launch Housing since it was forged
in 2015 from two of Melbourne's
most respected community housing
organisations: Hanover Welfare
Services and HomeGround Services.

This new organisation has emerged during a time of unprecedented social challenges and change: while Australia has never been richer, it has never been more inequitable in terms of income, opportunity and housing affordability.

The lack of affordable housing in Melbourne, and now in many regional and rural areas, is one of the biggest challenges we face. Social housing is below 4% of the total housing in Victoria, and many people in desperate need are waiting for more than 10 years to access public housing.

We're also increasingly seeing the impact of family violence: more than half our clients report they have experienced family violence and, of these, 65% became homeless as a result.

Homelessness is predicted to double to more than 45,000 Victorians in the next 10 years if we can't interrupt this trend.

Launch Housing's mission to end homelessness is ambitious, but I am confident we are equal to the task ahead. We have in place the solid financial management, good governance, outstanding workforce, strategy and drive to make this a reality.

We will build and rent houses, and we will find new ways to fund housing. We will do this alone and we will do this in partnership.

We will continue to innovate and develop successful models such as the Youth Foyers and CommonGround, and we will use our research and evaluation expertise to demonstrate to funders that these models work.

Using our evidence and policy capacity we will engage with governments to find effective and lasting policy, funding and program solutions to homelessness.

We will build on our invaluable partnerships with businesses, service clubs, donors, philanthropists and other agencies to engage communities in affordable housing and homelessness solutions.

The Board and the Executive will work with our fantastic staff and volunteers to advocate to make homelessness and housing affordability a community priority. If we continue to deliver effective services, find housing that best meets the needs of people and engage the communities support we will be well on the way to achieving our mission.



Heather Holst Deputy CEO

We have achieved a lot in the relatively short 12 months since we formed Launch Housing in July 2015. One of the primary reasons for the merger between HomeGround Services and Hanover Welfare Services

was our determination to end homelessness.

We now have a wider range of services and a more robust workforce that enables us to provide a coordinated response to people who are experiencing homelessness or at risk of homelessness.

As Launch Housing we continue our focus on innovation and partnerships that work to end homelessness. In 2015-16 we strengthened our existing partnerships and relationships with government, sector agencies and corporate and philanthropic supporters.

We are working in communities to increase the supply of affordable housing and developing housing and support services for some of the most vulnerable people experiencing chronic homelessness and rough sleeping.

The primary cause of homelessness remains a lack of housing supply for low income earners and people on income support payments. With an estimated 22,000 Victorians either currently homeless or at risk of homelessness at any one time, we have to respond by rapidly increasing the supply of affordable housing in the state.

We have seen some great initiatives from the current Victorian Government providing agencies like ours with funding to purchase properties and for rental subsidies to house people in the private rental market.

We are even more certain than ever that while the reasons people experience homelessness are varied and sometimes complex the solution is simple – everyone needs a home first and any other issues they have can be addressed by adding in support services.

Our efforts to end homelessness must include a collaborative and coordinated response from all levels of government, the corporate sector and community members. Homelessness really is everybody's business.

We look forward to making significant progress in our mission to end homelessness in the coming year and reporting back to the people we work with and all of our partners.

OUR BOARD

Launch Housing is governed by a professional board of directors. Our board members have public, private and community sector expertise from a range of areas.



Our current board comprises:

L-R: Mr Wayne Read, Professor Tony Dalton, Ms Carolyn Gale, Mr Geoff Nicholson, Ms Jillian Riseley (appointed: 18 May 2016), Mr Neil Chatfield, Ms Katharine Williams (appointed: 2 August 2016), Ms Megan Fletcher, Professor Ron Wakefield

Not pictured: Mr Dominic Esposito, Ms Dimity Reed, Mrs Pam White, Ms Simone Gandur (resigned: 5 February 2016), Ms Sally Young (resigned: 20 July 2016)

LAUNCH HOUSING OVERVIEW

LAUNCH HOUSING SUPPORTS

18,000+

people each year

45%

of people we support are women

55%

of people we support are men

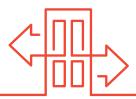




Two Education First Youth Foyers for up to 80 young people



65 long term supportive housing units at Elizabeth St CommonGround



700 Transitional (short- to medium-term) properties



180 properties through HomeGround Real Estate



115 beds in supported crisis accommodation



Providing \$511,887 in private rental brokerage

SHANE

Looking ahead to a brighter future with many possibilities.

After many years of living in his car and sleeping on the streets, single dad Shane is now recovering from health issues in stable housing and is able to regularly connect with his daughter.

Shane had a disrupted childhood and after starting work at 16, things quickly spiraled out of control and he ended up sleeping rough. After a couple of years, sleeping in his car in friends' backyards, Shane got back to work and soon had a daughter with his partner.

After his relationship broke down, Shane was working and raising his daughter with no family or support network. He developed serious health issues and an addiction to pain killers, regularly requiring hospital treatment.

"I kept on admitting myself out of hospital and picking up and going straight back to work, I had to have a job, because if I didn't have a job then my daughter didn't have a house."

Following further health complications, Shane moved back to Canberra to recover with his parents, paying for his daughter, then 18, to study in Melbourne. But an argument with family members led to Shane sleeping out in his car again.

Shane decided to move back to Melbourne to be closer to his daughter, and continued sleeping rough. After searching for help, he was connected to a case worker at Launch Housing.

"I'm ridiculously grateful for what they've done for me, because without them I don't know how much longer I could have lasted. I told one of my workers that honestly, if I don't get help soon, I won't make it until the end of this year."

Fortuitously, Shane's daughter lives nearby and they are now able to regularly catch up.

"I'm stoked, I can now have a life with her. She can come around, have dinner, we can talk, have coffee. Because before I was living out of a car, it was just too difficult to do anything.

It's like so many things are just looking up. I don't know where to start. There's so many good things have come out of it, it's just crazy."



OUR SERVICE PHILOSOPHY

The Launch Housing Service Philosophy is a set of statements informed by our core beliefs, values, culture and aspirations that outlines our approach to how we provide services. It informs our understanding and approach to homelessness and the people who access our services. It is the foundation for all aspects of our operations, service delivery, communications, research and advocacy.

The Service Philosophy has been key to driving a new shared identity and culture for Launch Housing, and it holds us to account by stating what we believe in and how we deliver our services.

Our Service Philosophy was developed by staff members alongside people with a lived experience of homelessness, many of whom have used our services, and have experienced a profound sense that they no longer belong to society or are entitled to the rights enjoyed by other community members. Their involvement was fundamental in building an effective Service Philosophy, which is the foundation for creating the best possible housing outcomes and an inclusive and empowering service experience for all.

Launch Housing Service Philosophy

Launch Housing's mission is to end homelessness. Homelessness is a consequence of our unequal society. People don't choose homelessness.

Belief Statements

- We recognise that Aboriginal and Torres Strait Islander peoples were the first to live here. We celebrate the first peoples, their cultures, languages, connections to country and heritage. We also recognise that Aboriginal and Torres Strait Islander peoples experience higher rates of homelessness than other groups in the community which is connected to the history of dispossession from country and culture.
- Access to safe, secure and affordable housing is a human right.
- Like everyone else, people who experience homelessness have rights, aspirations and potential.

- The people we work with are experts in their own lives, we walk alongside them to achieve the best outcomes for each individual. Everyone's experience of homelessness is unique.
- We recognise there is a power imbalance between staff and the people they work with. It's our job to work hard to minimise that imbalance.
- We are an independent, non-religious organisation focussed entirely on ending homelessness.
- The support Launch Housing provides is always free of discrimination.
- Community is important, connectedness and participation is essential to long term prevention of homelessness.

How do we do it?

Ending homelessness requires:

- The expertise, knowledge and specialist skills of our staff.
- Advocacy always being a strong focus of our work so that everyone has a place to call home.
- Ending homelessness to be everyone's responsibility: we build partnerships with other sectors, governments and with the community to help us achieve better outcomes for our clients. We know we can't do this alone.
- Belief in peoples' strengths, skills and capabilities to make the changes in their lives that they want.
- Being active and authentic in harnessing the creativity and knowledge of people with a lived experience of homelessness.
- Providing services and support that are culturally safe.
- Working in partnership with specialist Aboriginal agencies and using Launch Housing resources to deliver high quality services to Aboriginal and Torres Strait Islander people.
- Recognising the under resourcing of the system, identifying gaps and blockages and working hard to achieve what's needed.
- Timely responses that are crucial to minimising harm.
- Persistence, as it often takes time and creativity to achieve lasting outcomes.
- Being adaptable, flexible and using innovative approaches and strategies that are informed by evidence.

RESEARCH UPDATE

Building strong evidence for programs that stop homelessness, get people housed, and enable them to maintain safe, secure and affordable housing, allows us to continually improve our services, and best respond to consumers' changing needs and demographics.

Our award-winning social researchers collaborate with community service providers, universities, research institutes, not-for-profit organisations, government agencies and people who have accessed our services. The research outcomes play an important role in influencing and shaping homelessness policies, and informing homelessness support workers and the wider community.

EVALUATION OF EDUCATION FIRST YOUTH FOYERS (2015–16)



300+

surveys collected from Foyer students



38

Foyer and TAFE staff interviewed



44

Foyer students interviewed

During 2015-16 our research team worked on:

Evaluation of Education First Youth Foyers

Launch Housing is committed to supporting young people to be independent, employed, fulfilled and making the connections and networks needed to achieve their goals.

Based on a successful UK model, Youth Foyers are a unique and effective approach to tackling youth homelessness for young people aged 16 to 24 years who are unable to live at home, and who have the capacity to study and work.

In partnership with the Brotherhood of St Laurence, we established our first Education First Youth Foyer (EFYF) in 2012. The Foyers at Glen Waverley and Broadmeadows are located on TAFE campuses (Holmesglen and Kangan), where students live while studying. We support them through their studies with a range of programs and services that help them build the knowledge, life skills, resilience and networks needed for independent living and fulfilling careers.

In 2013 we started a large evaluation study to assess the effectiveness of the Foyers as a response to youth homelessness. With support from the Victorian Government and in partnership with the Brotherhood of St Laurence, this longitudinal study is evaluating the services provided by the Foyers, their cost, and the student outcomes achieved. It will also compare the Foyers against other youth homelessness responses.

In 2015-16 we collected more than 300 surveys from Foyer students and 450 surveys from young people in the comparison groups (living in transitional housing and other Foyers). We interviewed 38 staff from the Foyers and the TAFEs, and 44 Foyer students.

The initial outcomes are positive: students have reported improvements in their housing, education and mental health.

Many students have benefited from the support with education and the opportunities the EFYF provides. As one student told us:

"I view this as an amazing model. I feel extremely grateful and I'm appreciative of its existence."

The evaluation is due for completion in 2017.

More information www.bsl.org.au/knowledge/efyf-evaluation/

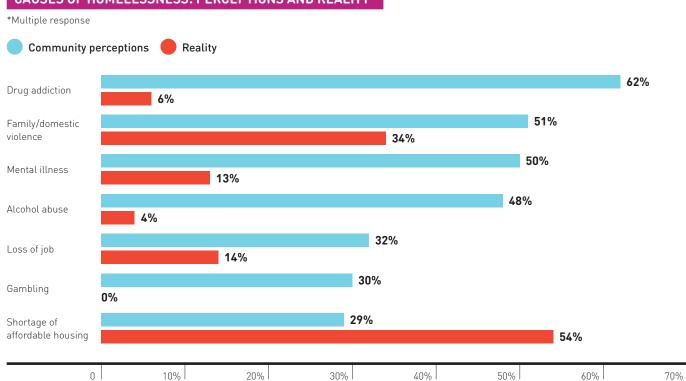
Public Perceptions of Homelessness

Public opinion is an important part of creating the policy environment needed to address homelessness. Dispelling myths and shifting public perceptions about homelessness are vital in influencing public policy and legislative change.

In February 2016, Launch Housing commissioned a national survey into community perceptions of homelessness. The survey was conducted on a pro bono basis by Forethought and LightSpeed GMI, and resulted in a number of important findings and recommendations. The same survey had been conducted for the former Hanover Welfare Services, since 2006. The study found marked differences between community perceptions of the causes of homelessness and the reality of people's circumstances. Generally, respondents believed drug addiction, mental illness and alcohol use were the main causes of homelessness. However, two of the leading causes of homelessness in Australia are a continuing shortage of affordable housing, and family violence.

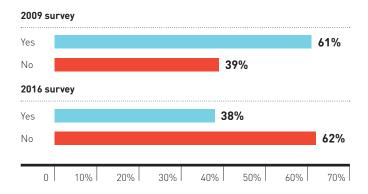
It also found that Australians are concerned about homelessness and worried about meeting housing and living costs. They're also worried about their children's ability to afford housing, a finding that reflects growing concern about rising property prices and declining rental affordability across many parts of the country.

CAUSES OF HOMELESSNESS: PERCEPTIONS AND REALITY*



ENDING HOMELESSNESS

In your opinion, do you think homelessness can be ended in Australia?



Respondents were asked if they thought homelessness could be ended in Australia. Compared with survey results from 2009, there was a significantly higher level of pessimism today.

Back then, 61% of people believed that homelessness could be ended. In 2016, that figure dropped to just 38%. In other words, the majority of people (62%) believe that homelessness can't be ended.

Survey participants also believed governments have a responsibility to end homelessness, and their expectation was that governments should do more.

Launch Housing used this survey to advocate for a renewed commitment by the Australian Government to the National Partnership Agreement on Homelessness, which is due to expire in 2017. We also advocated for commitments by governments to:

- **1** Expand the supply of social and affordable rental housing.
- **2** Boost rental support for low income households in the private rental market.
- **3** Reform negative gearing and capital gains tax discounts and direct savings to social and affordable housing.
- **4** Ensure national housing and homelessness agreements meet rising demand for services.
- **5** Ensure that women and children escaping family violence have access to safe and secure housing.

More information www.launchhousing.org.au/research-advocacy

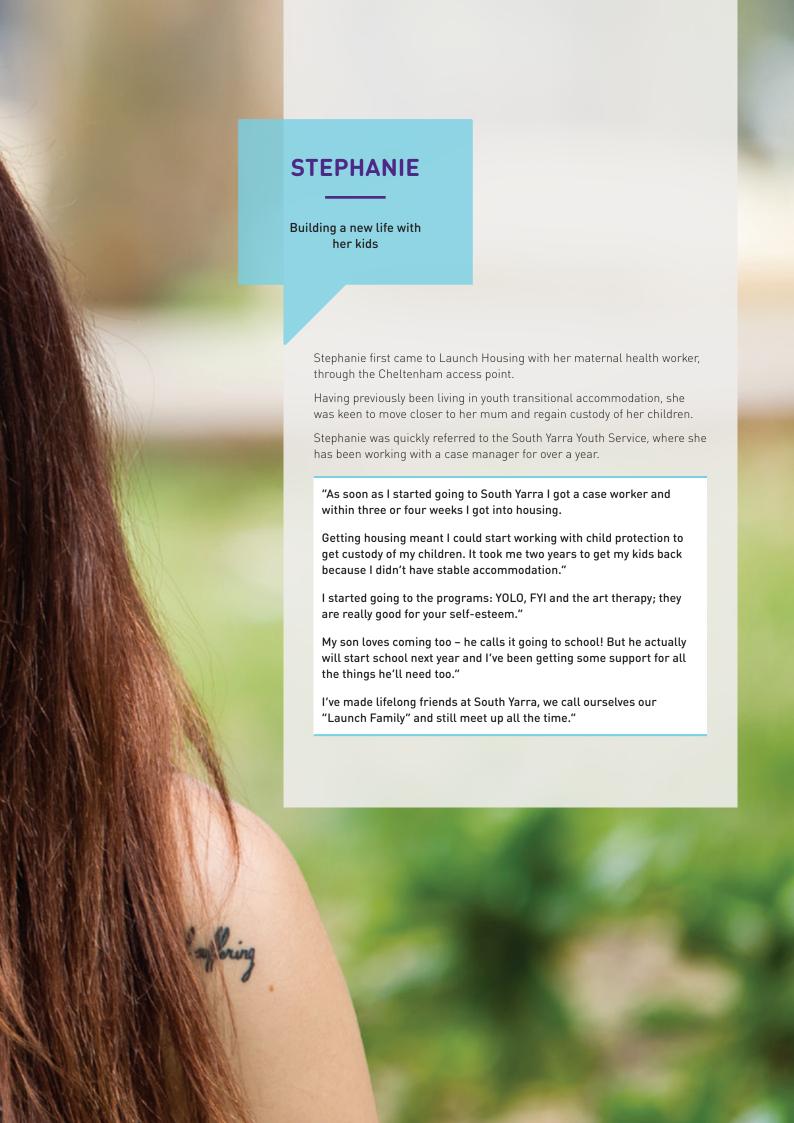
Australian Homelessness Monitor

Launch Housing is partnering with leading academics from the Universities of NSW and Queensland to develop the first ever Homelessness Monitor for Australia.

The Australian Homelessness Monitor (AHM) is inspired by the UK Homelessness Monitor, a longitudinal study that provides an independent analysis of the homelessness impacts of recent economic and policy developments in the UK. Now in its sixth year, the UK Homelessness Monitor considers the consequences of the post-2007 economic and housing market recession, the subsequent recovery, and also the impact of other recent policy changes. It also highlights emerging trends and likely future changes, and identifies the developments likely to have the most significant impacts on homelessness.

The same locally-based information would be of immense value to Australian policy makers and of widespread community interest, as it clearly demonstrates that homelessness is not inevitable. Rather, homelessness is a consequence of political decisions made across a range of key policy areas that contribute to housing stress and homelessness. The AHM will provide a clear picture of the economic, social, health and welfare indicators associated with poor housing outcomes. The first AHM is planned for publication in late 2017.





CONSUMER PARTICIPATION PROJECT

People who have experienced homelessness first-hand are now involved in developing and improving our services, through our new Consumer Participation and Leadership Strategy.

The strategy is based on the recognition that our clients are at the centre of everything we do and their views and feedback should shape our services, research and advocacy. It emphasizes choice, opportunity and capacity-building, and enables authentic participation in our organisation's future by people with a lived experience of homelessness and Launch Housing's services.

A key part of the strategy is our Lived Experience Action Group (LEAG), made up of people who have used our services and have a lived experience of homelessness. Starting in June 2016, they will participate in team meetings, hiring staff, planning activities, advocacy and helping us develop processes such as feedback and complaints systems, client intake, assessment and case planning.

So far, LEAG members have:

- Attended Launch Housing staff planning days and presented on the aims of LEAG as well as their life experiences;
- Helped develop a 'meet-and-greet' service, where people with a lived experience of homelessness welcome clients in Launch Housing waiting rooms and provide peer support where needed:
- Started identifying the issues we believe are most important to those with a lived experience of homelessness, and the advocacy needed to address them;
- Started co-designing a feedback system to enable Launch Housing to gather authentic feedback from the people who use its services.

"As a group, we want to bring a different perspective to the issues of homelessness. It is very personal to most of the group and we have identified issues that have affected us personally, as well as those around us. We want to make a difference in how the community and organisations view and treat us. Our aims are to bring the issue of homelessness to a point where it is seen in a context of no blame, and to raise the profile of LEAG as a respected authority on those issues.

I got involved because I wanted to give back after the support I received from Launch Housing during a tumultuous period in my life. I lost my business and my home and had nowhere to go. Launch Housing assisted me to find accommodation and supported me personally when my life had turned upside down."

- Co-chair of LEAG, Annie



"I wanted to volunteer to make a contribution to my local community and to improve my feeling of self-worth. I wasn't initially aware of Launch Housing's work, but once I learnt more, there was a definite alignment of ideologies. Launch Housing is clearly an evidence based decisionmaking organisation and that really struck a chord with me.

My role is to help free up the time of the skilled workers at Southbank so they can concentrate on providing support to clients, something that I find really motivating. I collect the food supplies that have been pre-ordered by staff from a food bank in Footscray and then deliver it to different Launch Housing sites for the clients to cook and eat during the coming days. There is also a changing selection of free food at the food bank so I choose what I think would work well with the rest of the food order. Working with the different sites helps me understand the individual needs of the clients, for example, prepackaged food for people experiencing chronic homelessness and living on the streets, or food that is better suited for lunchboxes for families.

Before I started volunteering with Launch Housing, I knew nothing about homelessness in comparison to what I know now, but I feel like I have still only scratched the surface. I have learnt a huge amount from being around people who are experiencing homelessness. I used to think that homelessness meant sleeping rough, but it's so much more than that.

As my understanding of homelessness has increased, so too has my passion for helping end it. It's a solvable problem in our society and what makes me sad is that people experiencing homelessness can do so much more if they have a home. Without a home, the waste of human potential is huge and the biggest barrier to this is lack of affordable housing.

I love working with the staff at Southbank, they always make me feel very appreciated. A few years ago, I went through a difficult time. The staff were generous and willing to listen and were a welcome, stable part of my life when everything else was in turmoil. I will always be grateful to the Launch Housing team for that.

Volunteering during that time also gave me perspective, it was a small but constant reminder that whatever was worrying me, in the grand scheme of things I've got it pretty good. For me, volunteering has been such a positive aspect of my life, I would recommend it to anyone I consider a friend. Making time in your life for volunteering is a very worthwhile thing to do. It can help contextualise other parts of your life and has the added benefit of helping your community.

I'm proud to tell people I work with about my volunteering and I hope to influence them to do the same."

VOLUNTEERS' PROGRAM

FUNDRAISING

Our thriving volunteer program gives people an opportunity to contribute their time and expertise to our work across four main areas: community, corporate and client volunteers, and student placements.

This year we developed and implemented new policies and procedures for our volunteer program, developed new partnerships with tertiary institutions including Monash University, and saw a 3% increase in the number of community volunteers. We also hosted a volunteer network meeting with Victorian Parliamentary Secretary for Volunteers, Ms Gabrielle Williams MP, as our guest speaker; successfully revamped our South Yarra site through the efforts of our corporate volunteers; and supported 38 students into and through their placement within our organisation.

Launch Housing relies on the generosity of our supporters to help fund our great programs and help the people we work with.

A total of \$1.4m was raised in one full year through business development, corporate partnerships and individual donors.

OF THIS...

Two appeals raised

Two philanthropic partners contributed

\$309k \$390k





Crêpes for Change

Launch Housing recently entered into a partnership with Crêpes for Change to provide support for students leaving the Education First Youth Foyers.

Launch Housing provides continued support for students for six months after their exit from the Foyer through a Transition Program. This includes a high level of support is through Transition Readiness Workshops, featuring local experts covering topics including rental options and applications, tenants' rights and responsibilities, and budgeting.

This new partnership will build on that support through a new Post Foyer Flexible Fund. Crêpes for Change have committed to donating \$20,000 to support young people exiting the Youth Foyers by subsidising their rent for one year through the Fund.

This subsidy model means that in the first four months, Crêpes for Change contributes 60% of their rent while the young person pays 40%. In months 5-8, they pay 40% whilst the young person pays 60%. Then in months 9-11, it drops to 20% and the young person pays 80%. In the final month of the program, the young person transitions into full independence managing 100% of their own rental costs.

The step-down model of rent over the period of one year has proven to be an effective way of enabling people to gain and maintain their independence and break the cycle of youth homelessness. During this period of a year they may be studying or working, whilst receiving support from Launch Housing.

Crêpes for Change aim to eliminate youth homelessness through their non-profit crêpe van and felt Launch Housing's values closely aligned with their own. Their goal is to be able to employ, train and support young people who are homeless or at risk of homelessness, and allow them to find long-term employment and prosper on their own.

HOMEGROUND REAL ESTATE

With an increasing number of people being priced out of the private rental market, in March 2014 we launched an innovative social enterprise aimed at increasing the stock of affordable housing for our clients throughout Melbourne.

In just two years, HomeGround Real Estate has grown into an impressive not-for-profit property and tenancy management business and real estate rental agency. Our unique model is a win-win for landlords and tenants alike: we're able to offer affordable private rental to people who have otherwise been priced out of the market, and we offer landlords expert property and tenancy management services that give them peace of mind, the opportunity to contribute to those in need of housing, and a 'social return' on their property investment (a negotiated, discounted rental fee).

To date, we've secured 95 affordable properties for low income tenants, including women and children escaping family violence

In 2015-16 we grew our rental listings by 49% and took on the management of residential and commercial properties and facilities for a number of our partner organisations within the homelessness sector.

Our philanthropic partner, REA Group (realestate.com), is so impressed with our social enterprise that they're now helping us find national partners to replicate HomeGround Real Estate across Australia.

More information www.homegroundrealestate.com.au

What our landlords and tenants say:

"There was no reason to leave my previous real estate company - I was satisfied with the service. Choosing HomeGround Real Estate was a moral and ethical decision - I wanted to make my choice count."

- Stephen, landlord

"HomeGround Real Estate gave me the opportunity to move on with my life and rebuild. I had been homeless for over one year. My daughter and I slept on couches and in unsafe housing. I had left a violent and abusive home but didn't have a rental history. Even though I was working and had owned my own home I couldn't provide rental references so I wasn't able to get into the private rental market."

- Rachel, tenant



Rapid Rehousing Fund

Sophie* came to HomeGround Real Estate after hearing about us through a friend. She had recently left a violent relationship and was staying on a friend's couch, while desperately looking for a safe and secure place to live. We were able to find her a suitable property, away from her previous partner, and at an affordable rental price. While Sophie was able to retrieve some of her belongings, including her bed, she had nothing else. Through our Rapid Rehousing Fund, she was able to pay a removalist and buy some essentials such as a fridge and washing machine. Through realestate.com's induction program, we were also able to secure some IKEA furniture for her. Sophie said she feels very lucky, and is extremely grateful for all the support she has received from these programs throughout such a challenging and stressful time.

*Name changed to protect identity



Sarah joined us to complete her student placement as a part of her Social Work studies at Deakin University. Her placement was at our South Yarra site in the Young Adults Program which supports people aged 16-25 years to access and maintain housing and work towards long term housing options.

Here's what she had to say of her time with us:

"I was delighted to have my student placement at Launch Housing and looked forward to learning more about the housing sector and how it operates.

During my placement I shadowed support workers to gain an understanding of their roles and the Young Adults Program. I also had the opportunity to get involved in managing client caseloads, under the supervision of a support worker. I was also involved in the YOLO (You Only Live Once) program, which aims to build the confidence and educational skills of young people, to help them secure employment.

Before I started my placement, I had a very basic understanding of homelessness, the housing sector and some of reasons why people sleep rough. However, during my placement I realised that homelessness is so

much more than rough sleeping and can affect anyone, at any point in their life.

There are both personal and educational rewards from doing a student placement at Launch Housing. Personally, I've really enjoyed having the opportunity to engage with young people and to hear their life stories, which have been fascinating. It's also been a wonderful experience to be part of a dynamic team of people who are incredibly passionate about their work and advocating for young people.

Educationally, a student placement is a perfect way to gauge if that particular field aligns with your interests. It also provided me with the opportunity to build on my skills and to implement the theories I've learnt through my studies into practice."

HOUSING DEVELOPMENTS

We're committed to expanding the supply of affordable housing across Melbourne through our own building projects as well as partnerships with other agencies.

In the 2015-16 financial year:



We worked on a residential supported housing development in Melbourne's north in partnership with ACSO, a community support organisation that works in diversion and early intervention with people involved in the justice system.



In June 2016, we made a submission for funding to spot purchase homes and head lease properties in the private rental market, to help women and children into safe, secure and affordable housing. This funding was provided by the Victorian Government under its \$152 million 'housing blitz', in response to the Royal Commission into Family Violence. Our submission to the Royal Commission highlighted the lack of affordable housing options for women and children fleeing family violence.



In 2016, our housing development team negotiated with VicRoads to access vacant land for relocatable housing for single people experiencing homelessness or those at risk of becoming homeless. This partnership with VicRoads will expand the supply of affordable housing in the inner west by 2017.



Rotary Melbourne's Because We Care campaign invited Rotary members to list their investment properties with HomeGround Real Estate and provide housing for people in need. In particular, our partners at Rotary Melbourne and Rotary Moorabbin have been working with us to improve access to housing for young people leaving state care and women and children fleeing family violence.



We started developing an Australian-first Families Supportive Housing initiative. This involves building 60 self-contained units for women and children at risk of experiencing homelessness. Many women with complex needs risk losing their children if they don't have a safe, secure and affordable place to call home. These families often require intensive support but there is currently no model of housing and support available in Melbourne. The project is being developed in conjunction with Kildonan UnitingCare.

ROUGH SLEEPERS UPDATE

Launch Housing established the Rough Sleepers' Initiative (RSI) in March 2015, with Victorian government funding, in response to a significant increase in people sleeping rough in Melbourne's CBD.

Between July 2015 and June 2016, our RSI team supported 397 people sleeping on the streets of Melbourne.

While sleeping on the streets ('rough sleeping') only accounts for about 5% of homelessness, it is the most extreme and harmful expression of social disadvantage. Long term rough sleepers often have multiple and complex health issues, and

we work with the Royal District Nursing Service Homeless Persons' Program to ensure that their medical needs are addressed at the same time as their housing needs.

With the additional resources the team achieved some great outcomes, but the main barrier to ending rough sleeping remains the serious shortage of affordable housing.

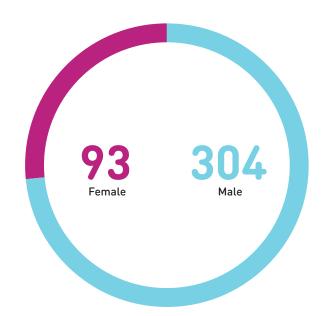
The international Housing First model advocates that the most effective way to end homelessness is to provide secure housing immediately and follow up with support services for those people who need them. In the coming year, we will work with the Victorian government and our partners to implement a housing first approach to ending rough sleeping in Melbourne.

RSI KEY STATISTICS (2015-16)

397

people sleeping rough supported by our RSI team

'rough sleeping' only accounts for about 5% of homelessness



References:

Australian Bureau of Statistics, Census of Population and Housing: Estimating Homelessness, 2012 Australian Institute of Health and Welfare, Specialist Homelessness Services 2012-13, 2013

ROUGH SLEEPERS INITIATIVE KEY STATISTICS (2015-16)

Indigenous status	Distinct persons
Aboriginal	49
Torres Strait Islander	1
Both Aboriginal and Torres Strait Islander	0
Neither Aboriginal or Torres Strait Islander	329
Missing	18
Total	397

Age (years) 15-17 4 21-25 26-35 140 36-45 46-55 86 56-65 19 66-85 **5** No. of people 60 120 n 30 90 150

Chris and Heather

Chris and Heather were referred to the RSI team by a nurse from the RDNS Homeless Persons' Program. The couple, with their two dogs, were sleeping under a bridge when our team started working with them. Chris is an Auslan interpreter for Heather, who is hearing impaired. The team assisted Chris and Heather to complete public housing applications and access much-needed health care treatment.

Due to serious concerns about the couple's physical health and their vulnerability, both the RSI team and the RDNS advocated for them to be housed as a priority. Chris and Heather were successfully housed in a two bedroom property south of the city, with a backyard for their dogs. The team further assisted by providing white goods for their new home. With secure housing now in place Chris and Heather are able to concentrate on returning to full health and thinking about their future plans.

Jen and Mike

Jen and Mike found themselves sleeping rough after a family breakdown and loss of employment. The RSI team worked with the young couple to secure crisis accommodation at our Launch Housing Southbank site where they actively engaged in a range of support programs. In March 2015 they moved into a transitional property. Jen and Mike are currently exploring education and employment options from a more stable base. Jen is now working towards reconnecting with her family in Melbourne and she and Mike are working with MOIRA youth service and our South Yarra case management service.

HEALTH RESPONSE AT SOUTHBANK

Through the generosity of the Shine On Foundation, we're now able to provide a nursing service at our Southbank crisis accommodation site. Between April and June 2016, 25 primary health care clinics were held, and 46 people consulted the nurse in her first month on site.

The program also provides nurse consultations, follow up treatment and assisted referrals, but importantly, it is also empowering clients to better manage their health.

"For someone experiencing homelessness, their health is usually a low priority in terms of the challenges they're facing. Often people will wait until they are so unwell they need to go to hospital, so early intervention is important. It's great to be able to provide medical support to people where they live"

- Sarah, nurse.

This response has exceeded all expectations and demonstrated a critical need for timely medical care for people experiencing housing crisis. Not only does this new service provide consultations, follow up treatment and assisted referrals, but it also empowers our clients to better manage their health.

Letter from a happy woman



Bron was staying at Launch Housing Southbank while on the public waiting list at the Monash Gender Clinic. During this time, she wrote a letter outlining her personal situation and transgender needs. Bron talked about her struggles with extreme depression, anxiety and lack of self-worth, resulting in poor coping skills like alcohol and drug abuse, plus multiple suicide attempts. She also talked about her experiences with Launch Housing:

"I came out in Warrnambool four months ago, which although generated some positive supports, it also caused significant issues at the private rental property I was residing at. This resulted in me having to leave the property as it became unsafe for me to continue to reside there.

The issues I was faced with did not stop me from pursuing crisis accommodation in Melbourne. I spent the next two weeks presenting at Launch Housing Collingwood for assistance, until I was accepted into Launch Housing Southbank supported accommodation.

Launch Housing has been absolutely amazing as they have understood my situation and have been very sensitive to my needs. They were the first organisation to call me by my female name, Bron. This was the beginning of me starting to come out of my cage.

They housed me in the women's only section of the facility and showed no distaste or judgement to me as I slowly became more comfortable living as a woman. I feel totally safe and able to express myself and identify as a heterosexual woman for the first time in my life."*

Bron is now seeing a private psychologist recommended by Monash Gender Clinic. She is due to start therapy sessions in October 2016, which she describes as making her a "very happy woman".

*excerpt from Bron's letter





Getting her health back on track

In October 2010, Elizabeth Street Common Ground opened its doors and became home to 65 Melbournians in desperate need of housing and support. In 2015 we celebrated the five year anniversary of the opening of this unique residential building.

This ambitious supportive housing project has saved lives and changed many for the better. Tenants are given an opportunity to live in a safe, secure, healthy and affordable home; and their inclusion in a thriving community with a range of learning opportunities restores confidence, health and prospects for a brighter future.

Sharon lives at Common Ground and says that moving in there has been a life changing experience.

Working as a chef, Sharon began to struggle with deteriorating health and increasing pain about five years ago. No longer able to work, she resigned from her job and shortly after was diagnosed with arthritis. Unable to afford the rent on her apartment, Sharon fell into arrears and was evicted.

"I moved into a rooming house thinking it would just be for a couple of weeks. A year later I was still there. It was so hard to find another apartment when I wasn't working."

Sharon's parents were both from the UK and as an only child she had no family in Melbourne.

"Because I had no relatives here, not being able to ask if I could stay for a couple of weeks meant I had nowhere to go."

When the rooming house was closing down Sharon was assisted by Launch Housing to move into a temporary apartment, and after that into Common Ground.

"It's so great at Common Ground, the staff are great and the services are great."

"I see the doctor and the massage therapist, who have really helped with my pain management. Now I can walk further than I used to before. I've been able to get glasses, which I didn't know I needed and a hearing aid. I'm also taking a creative writing course and I go to the cooking class here every Wednesday."

"I don't think I'll be moving out!"



ALAN JORDAN SCHOLARSHIPS

Alan Jordan was a pioneer in Launch Housing's proud history. As then-Hanover's first employee, Alan was a passionate advocate for changing the often judgmental and dehumanising approach towards people experiencing homelessness in the 1960s. He established an evidence-based approach to service development and believed that

"Material help must be given in a way that does not damage clients' self-respect as that tends to diminish rather than to increase dependence."

At the time Alan's beliefs were considered quite radical. It was the first time that case work had been considered within a human rights framework when working with people experiencing homelessness.

Alan's philosophy continues to underpin our work today and in 2015-16 we established a scholarship in his honour, to:

- Provide an opportunity for recognising staff who have made a significant contribution to Launch Housing and who exemplify Alan's approach in their work;
- Increase the skills and knowledge of staff members;
- Help the organisation meet its mission;
- Enable staff to explore and learn about best practice and innovation in housing, homelessness, support functions and related fields; and
- Build our offer as an employer of choice in the homelessness sector.

The inaugural scholarships were awarded to two team entries, which both reflected Alan's spirit and passion and aligned with our mission.

Billi Clarke, Rosie Camilleri and Charlie van der Gaag, Launch Housing Southbank

The team used their scholarship to attend the Sisters Inside Conference 2016 in Queensland, the pre-eminent national conference on issues relating to women who are incarcerated. The team has started a working group with broad participation, including women who have been incarcerated. The group discussed current Launch Housing responses to pre- and post-incarcerated clients, examined practice examples from other providers, and opened doors to future partnerships.

Candice Pardo, Sandra Golubovac, Emma McCann, Rebecca Dawson from Accommodation Options for Families (AOF), Launch Housing St Kilda

This team travelled to Brisbane to attend a conference, Working With Complexity—Parents with Mental Health, Substance Use and Family Violence Issues, and visited Ozcare and Micah Projects to learn about their work with families experiencing homelessness. Two team members also completed the Parents Building Solutions Facilitator training in Melbourne.

FINANCIALS

Merger

Launch Housing was formed from a merger between HomeGround Services and Hanover Welfare Services based on a Merger Implementation Deed dated 26 February 2015 and an Asset Transfer Deed dated 27 May 2015. The merger became effective on 1 July 2015. As Launch Housing came into effect on 1 July 2015, there are no financial comparatives to a prior year.

The Annual Financial Report has been audited by Grant Thornton. They have expressed an unqualified audit opinion. For a complete set of financial statements, contact the Finance Department at finance@launchhousing.org.au

Financial performance

During the first operating year for the merged organisation Launch Housing delivered:

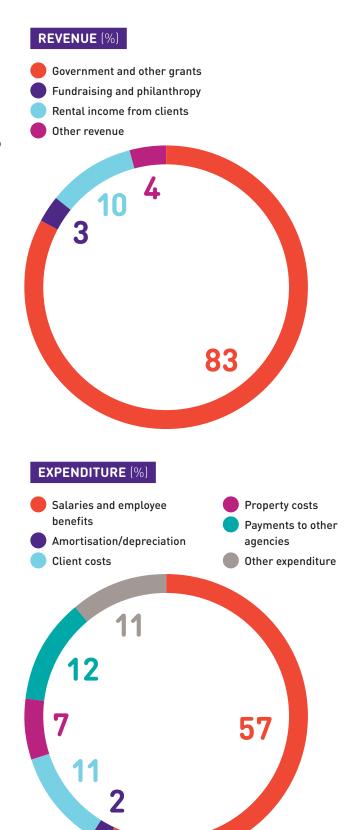
- Total revenue of \$42.1M
- Fundraising and philanthropy of \$1.4M (included in total revenue)
- Operating surplus including capital grants of \$2.3M.

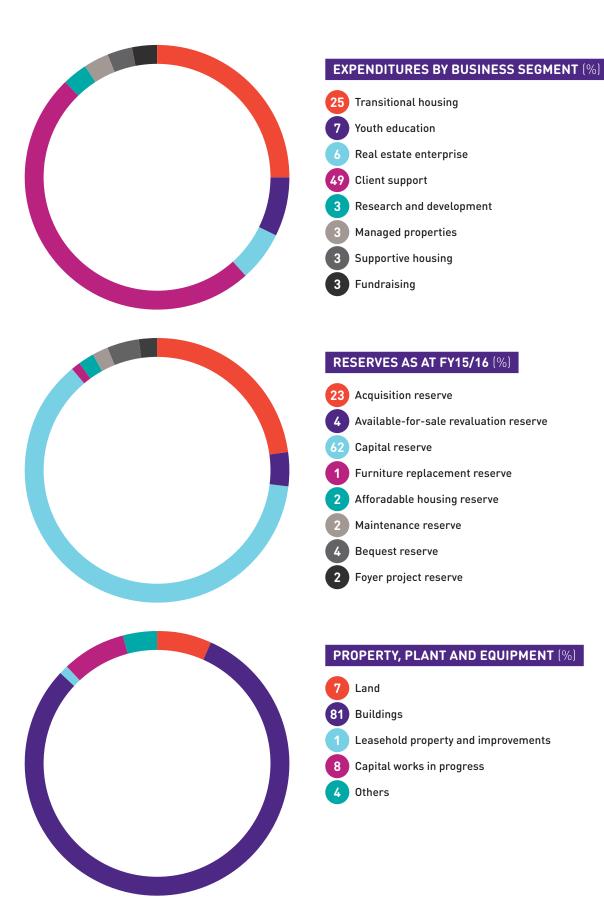
Financial position

Hanover and HomeGround's assets were transferred to Launch Housing on 1 July 2015 at no consideration as part of the Asset Transfer Deed.

The merged entity is in a strong financial position with:

- Cash and cash equivalents of \$11.3M
- Total assets of \$45.7M
- Net assets of \$34.8M.





Income and expenditure statement financial year ended 30 June 2016

	2016 ('000)
Revenue from continuing operations	
Government and other grants	35,019
Fundraising and philanthropy	1,400
Rental income from clients	4,129
Other revenue	1,475
Total revenue	42,023
Expenditure	
Salaries and employee benefits	22,864
Amortisation/depreciation	878
Client costs	4,284
Property costs	2,837
Payments to other agencies	4,611
Other expenditures	4,295
Total operating expenditure	39,768
Surplus for the year	2,255
Other comprehensive income/(loss)	
Net changes in fair value of Available-for-Sale (AFS) financial assets	(250)
Total comprehensive income for the year	2,005

Balance sheet as at 30 June 2016

	2016 ('000)
Assets	
Current	
Cash and cash equivalents	11,287
Trade and other receivables	454
Other assets	502
Current assets	12,242
Non-current	
Available-for-Sale assets	6,303
Property, plant and equipment	26,947
Intangible assets	158
Other assets	42
Non-current assets	33,450
Total assets	45,693
Liabilities	
Current	
Trade and other payables	2,544
Provisions	2,137
Borrowings	161
Operating grants received in advance	1,344
Current liabilities	6,187
Non-current	
Provisions	279
Borrowings	4,416
Other liabilities	32
Non-current liabilities	4,727
Total liabilities	10,914
Net assets	34,779
Equity	
Retained surplus	10,427
Available-for-sale revaluation reserve	999
Reserves	23,353
Total equity	34,779

PARTNERS AND SUPPORTERS LIST

We gratefully acknowledge the generous support of our volunteers and donors, and the many businesses, government agencies, non-government and community organisations that contribute to our work. We also sincerely thank the people we support who have shared their stories in the media, in our publications, and online.

Community partners

Aboriginal Housing Victoria

ACSO

Anglicare (TAS)

Asylum Seeker Resource Centre

Australian Alliance to End Homelessness

Brotherhood of St Laurence

Cohealth

Common Equity Housing Ltd (CEHL)

Community Housing Federation of Victoria (CHFV)

Council for Adult Education (CAE)

Council to Homeless Persons (CHP)

Crisis Network

Dawn Housing (NT)

Domestic Violence Crisis Service (ACT)

Eastern Emergency Relief Network

ERMHA

Flat Out Inc.

Haven Home Safe

Holmesglen Institute

Hope Street Youth & Family Services

Inner South Community Health

Inner West Area Mental Health Service (Waratah)

Justice Connect Kangan Institute

Kildonan UnitingCare

MAYSAR

Melbourne City Mission

Melbourne General Practice Network

Mercy Foundation (NSW)

Micah Projects (Brisbane)

Mind

Neighbourhood Justice Centre

Ngwala Willumbong

North Richmond Community Health

North West Melbourne Primary Health Network

Northern Rivers Social Development Council (NSW)

Org Code (Canada)

Port Phillip Community Group

Port Phillip Housing Association

Prahran Malvern Community Housing

Quantum Support Services

RDNS Homeless Persons Program

Rotary Club of Bentleigh Moorabbin Central

Rotary Club of Melbourne

Royal Women's Hospital

Ruah Community Services (Perth)

Safe Steps

SASHS

Second Bite

South Eastern Melbourne Primary Health Network

St Joseph's Parish, South Yarra

St Kilda Community Housing

St Kilda Legal Service

St Kilda Mums

St Vincent De Paul

St Vincent's Hospital

The Alfred Hospital

The Living Room

The Salvation Army

UnitingCare Connections

Urban Communities Ltd

Victorian Aboriginal Health Service (VAHS)

VincentCare Victoria

WAYSS

Windermere

WISHIN

Wombat Housing and Support Service

Women's Safety Services (SA)

Yarra Community Housing

YSAS

Corporate partners

A-R-M Architecture

Charcoal Lane

Crêpes For Change

Forethought

Grocon

James Buyer Advocates

John Patrick Associates

K & L Gates

King & Wood Mallesons

KPMG

LightSpeed GMI

Maddocks Foundation

Melbourne Convention and Exhibition Centre

National Australia Bank

PWC

REA Group

Schored

Slattery Australia

Telstra

Urbis

VicRoads

Woods Bagot

Workshop Architecture

Trusts and Foundations

Collier Charitable Fund

Lord Mayors Charitable Foundation

Mercy Foundation (NSW)

Rotary Club Bentleigh Moorabbin

Rotary Club Melbourne

Scanlon Foundation

Singer Family Trust

The Brian and Virginia McNamee Foundation

The Flora & Frank Leith Charitable Trust

The Gray Family Charitable Trust

The Marian and E.H. Flack Trust

The RACV Community Foundation

The RE Ross Trust

The Shine On Foundation

The William Angliss (Victoria) Charitable Fund

Government partners

Centrelink

City of Greater Dandenong

City of Melbourne

City of Moreland

City of Port Phillip

City of Stonnington

City of Yarra

Court Services Victoria

Department of Human Services

Department of Health & Human Services

Department of Justice - Victorian

Research partners

RMIT Centre for Applied Social Research

University of Melbourne

OUR MISSION

IS TO END HOMELESSNESS

OUR VISION

IS A BASIC
HUMAN RIGHT
THAT AFFORDS PEOPLE
DIGNITY.
EVERYONE HAS A
RIGHT TO A HOME
AND IT IS

OUR JOB TO MAKE THIS HAPPEN.

OUR VALUES

EMPOWERMENT
FRESH THINKING
AGILITY | LEADERSHIP
COURAGE

We treat everyone with dignity and respect and empower them to make informed choices. We find innovative ways to influence lasting change. Our evidence-based approach positions us as leaders in developing new, collaborative solutions to homelessness.

Contact us

Launch Housing

68 Oxford Street Collingwood VIC 3066

T (03) 9288 9600

www.launchhousing.org.au

Follow us





in Launch Housing

If you are in crisis call 1800 825 955