

ANNUAL REPORT

2017-18



Launch
HOUSING

IT'S TIME TO END
HOMELESSNESS

Mission

To end homelessness.

Vision

We believe housing 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



Agility



Leadership



Courage



Fresh Thinking

Launch Housing Service Philosophy

Homelessness is a consequence of our unequal society. People don't choose homelessness. The Launch Housing Service Philosophy is a set of statements that express our core beliefs, values, culture and aspirations. 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.

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 for the long-term prevention of homelessness.

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Read about Eduard's experience in the Education First Youth Foyer in Broadmeadows.

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Learn about the launch of the first-of-its-kind Australian Homelessness Monitor.

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Chair and Chief Executive Officer welcome

Welcome to the third Launch Housing Annual Report. The past year has seen a continuation of our resolute commitment to assist people experiencing homelessness in dignified and meaningful ways. We have made progress toward influencing lasting change through collaboration and innovation in service delivery, research and advocacy.

Homelessness is rising in Australia and in every community we are seeing housing stress. We see that older Australians, Indigenous Australians and families fleeing domestic violence are among those most adversely affected. We know that people don't choose homelessness and it is not a natural condition of our economy. We can end homelessness, but we need commitment and action from the community and our elected leaders.

This report highlights the experience of our clients and what we have learned from partnering with others, including through our research. It covers the launch of the Australian Homelessness Monitor (the Monitor), our largest-ever research undertaking. The Monitor is an independent longitudinal analysis examining the changes in the scale and nature of homelessness in Australia, as well as how social, economic and policy drivers influence these changes. It was conducted to inform state and federal government policy to address Australia's housing crisis.

We detail our progress in consumer participation via our Lived Experience Advisory Group (LEAG) activity and the establishment of a Peer Support Worker program at our Southbank site. We also cover our work in the employment and education space, including the establishment of the Employment Program and the work of the Education First Youth Foyers.

Toward the end of this financial year we also farewelled Tony Keenan and Heather Holst who held the former posts of Chief Executive Officer and Deputy Chief Executive Officer. As inaugural leaders of the newly merged Launch Housing, both were driving forces in our mission to end homelessness.

Entering the new financial year, Bevan Warner joined us as our newest Chief Executive Officer on 29 August 2018.

This process of renewal is synonymous with an organisation readying itself to address homelessness in new and purposeful ways, while staying true to our values and approach to supporting clients.

We remain committed to improving the supply of social and affordable housing our community so desperately needs.

We encourage you to read this report and learn more about our work. Homelessness can be solved, but we can't succeed without the active support of our partners and the community at large. New policy prescriptions are needed from government to attract more private investment in safe and secure housing, including at fair and affordable rents.

Now more than ever, we need your help to make change happen.



Bevan Warner

Bevan Warner
Chief Executive Officer



Neil Chatfield

Neil Chatfield
Chair

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 board comprises

Wayne Read, Katharine Williams, Professor Ron Wakefield, Bevan Warner, Megan Fletcher, Professor Tony Dalton, Neil Chatfield, Jill Riseley, and Dominic Esposito.

Not pictured: Carolyn Gale, Pam White and Geoff Nicholson.



Overview

About us

Launch Housing is an independent community organisation providing high quality housing, support, education, employment and other specialist services to thousands of people. Launch Housing also drives social policy change, advocacy, research and innovation.

From helping someone to find and keep a safe home in Melbourne, to advocating for social and policy change nationwide, everything we do is a step towards achieving our mission to end homelessness.

Our housing and support services enable those at risk of or experiencing homelessness to find and keep a safe home.

Our focus is to empower people through the journey with a flexible range of housing solutions that derive from our expertise and our empathy.

Bringing together a combined 75 years of experience, our expertise allows us to challenge misconceptions and look at homelessness in a new light.

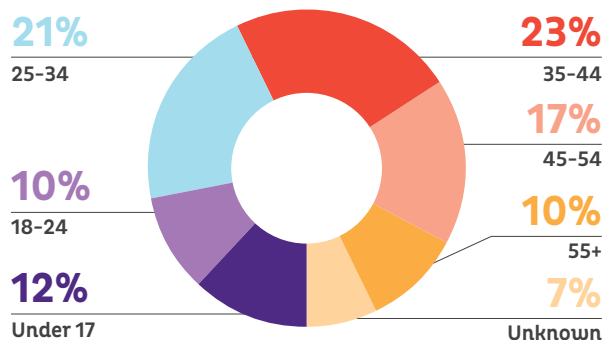
We passionately believe having a home is a human right. While we know homelessness comes in many forms, it doesn't define someone's identity. It's an experience that can be stopped. That's why we're fighting it from the ground up, empowering people through support and resources so they can define their own future.

We operate across 14 sites and 18 local government areas across the Melbourne metropolitan area.

In 2017-18



Client age distribution:



* Excluding casuals

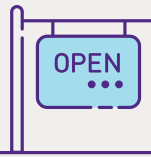
Achievements

In 2017-18:



We established a Peer Support Program.

Three Peer Support Workers with a lived experience of homelessness were employed starting May 2018 to support residents at Southbank.



HomeGround Real Estate opened in Sydney.

That real estate agency is run by Bridge Housing, an organisation that provides long-term accommodation for people on low to moderate incomes across Sydney.



Launched the first-of-its-kind Australian Homelessness Monitor, a longitudinal study of homelessness in Australia.



We helped more than 1,200 households to get or maintain a private rental property

through our Private Rental Access Program (PRAP).

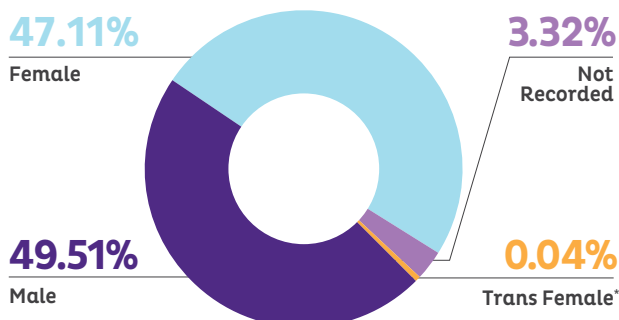


We launched the Employment Program.

Three Employment Program staff members supported 66 participants beginning April 2018.

Our clients

Gender distribution:



* Those remaining include persons who identified as transgender or trans male or whose gender was not recorded.



15,592

individual clients supported.



18,949

clients supported by distinct organisational area.*

* one client can be supported by different areas of the organisation over a 12-month period.

Getting Housing: Crisis accommodation

Launch Housing is committed to getting people housed through increasing the supply of safe affordable housing we own or manage, and extending our range of complementary supports that enable people to establish housing.

Southbank

Southbank is a 51-bed crisis accommodation service supporting people, many of whom have a range of highly complex needs, for approximately eight weeks. The service provides a safe and supportive environment,

with individual case management, and alcohol and other drug (AOD), and wellbeing programs. Last financial year, the site provided 382 people with crisis accommodation and 121 people left to enter stable housing.

Financial year outcomes:



Program spotlight

Healthcare Response Program

People experiencing homelessness can find it difficult to choose between finding a place to stay or attending to their medical needs.

We know that this can have serious implications, particularly on life expectancies for people sleeping rough.

Since 2016, The Shine On Foundation has funded a Healthcare Response Program at Launch Housing’s Southbank crisis accommodation site.

What was initially a one-year pilot with one community health nurse has, since 2017, grown to become an ongoing program with two community health nurses and one occupational therapist.

Of the 610 people who entered Southbank from 1 Jan 2017 to 31 Aug 2018:

82%
engaged with the nursing service.

59%
stated they had a mental health condition requiring support.

44%
stated they had existing alcohol or other drug use challenges.

Supported crisis accommodation provided



115 BEDS

across Launch Housing sites
in Southbank, Dandenong,
St Kilda, and South
Melbourne.

Bob's Place (Dandenong)

Bob's Place offers short-term accommodation for up to six weeks, individual support, and advocacy services for families, couples and singles.

The site has 15 self-contained units on site. Four of these units are for families, three are for women only, and eight are for couples and singles.

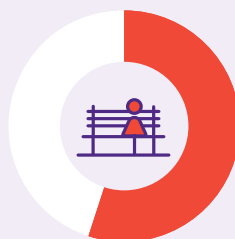
Financial year outcomes:



85 people accessed crisis support services, of whom:



44%
were
children
(under 17
years old).



55%
had slept
rough in
the past
12 months.

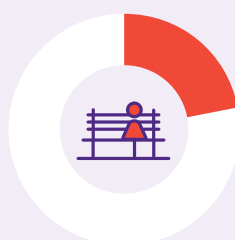


5%
were
Aboriginal &
Torres Strait
Islanders.

152 people accessed transitional support services, of whom:



46%
were
children
(under 17
years old).



22%
sought
assistance
due to lack of
affordable
accommodation.



4%
were
Aboriginal &
Torres Strait
Islanders.

Pets in Crisis Accommodation

Pilot project



The majority of homelessness support services don't allow people to bring their animal companions into crisis accommodation, meaning many pet lovers fall through the cracks of the housing system.



9 PETS

have been welcomed into our crisis accommodation services since the program launch.

In February 2018, Launch Housing started a pilot project to help people access our crisis accommodation services with their pets in tow.

Getting Housing: Women and families

Launch Housing East St Kilda women-only service

Launch Housing East St Kilda (LHESK) is one of only a few homelessness services in Victoria that exclusively employs and accommodates people who identify as women.

LHESK support clients for up to eight weeks and also offer transitional support, interim response programs and different activities in-house, which promote the wellbeing of their clients.

Financial year outcomes:



136

people were supported.



118

people were supported through transitional support and interim response programs.



A new wellbeing program with a dedicated employee started.



A new staff member provided onsite alcohol and other drug (AOD) as well as family support fortnightly.



Research spotlight

A pioneering study into pregnancy and homelessness

Launch Housing commissioned a report, *Pregnancy and Homelessness*, this year.

The research was led by Associate Professor Suellen Murray from the Centre for Applied Social Research at RMIT University and was guided by a reference group including senior staff from Launch Housing and The Royal Women's Hospital. This first-of-its-kind report showed that the care for pregnant women experiencing

homelessness is dismal and there is currently no systemic response for this group.

Among many takeaways, the research showed that in order to develop a better service response, we must begin by better collecting and measuring data.

More information from the report will be forthcoming.



Of our more than 15,000 clients



1,881

were under the age of 17.

South Melbourne

The site provides intensive case management for up to 11 families at any given time, to assist them to transition into secure, longer-term accommodation. The South Melbourne team also support more than 65 families staying in transitional accommodation and provide pregnancy-focussed outreach unique to the inner metro-south region.

2017-18 Financial year outcomes:



61 people accessed crisis support services, of whom:



54%
were children
(under 17
years old).



43%
presented
family violence
as the main
reason for
homelessness.



9%
were
Aboriginal &
Torres Strait
Islanders.

154 people accessed transitional support services, of whom:



63%
were children
(under 17
years old).



31%
presented
family violence
as the main
reason for
homelessness.



6%
were
Aboriginal &
Torres Strait
Islanders.

Education Pathways Program

Program spotlight



The Education Pathways Program (EPP) funded by five philanthropic partners is an innovative specialist early intervention program provided at Launch Housing's South Melbourne site.

It supports children in crisis accommodation as part of their Homeless Children's Specialist Support Service (HCSSS). The HCSSS supports children's emotional and physical wellbeing, and developmental outcomes. Last financial year, EPP supported 37 children. This was the first year the EPP employed a speech pathologist to support children to learn basic phonics principles they did not acquire in their early years due to missed school attendance. Despite being years behind in their communication skills, all of the children have shown significant improvements.

200+

children have re-engaged with education and the broader community

since the program's inception in October 2015 through June 2018.

Getting Housing: Rough sleeping

Rough sleeping is the most visible and extreme form of homelessness representing 7% of all those experiencing homelessness. Launch Housing focuses on assisting people to transition quickly into permanent housing through a range of supportive services tailored to the individual including crisis and transitional housing.



Research spotlight: Street Counts

Measuring the scale of rough sleeping in our cities

In 2018 Launch Housing organised and conducted two Street Counts to collect information about people sleeping rough. These counts were implemented by working closely with a number of community partners, the City of Port Phillip, the City of Melbourne and other councils. The results demonstrated the dire need for more affordable housing. These counts help agencies like Launch Housing prioritise and target support and resources, plan for the future, and develop long-term solutions.

City of Port Phillip Street Count

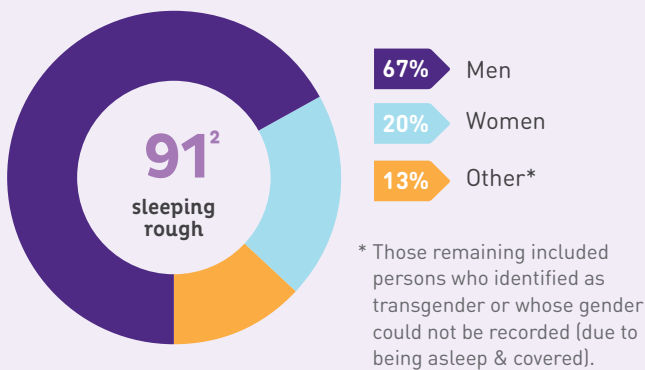
The year's first Street Count was conducted in the City of Port Phillip with 95 volunteers on 7 February 2018.¹

The average age was 38.6 years and, at 20% of those counted, Indigenous people were over-represented.

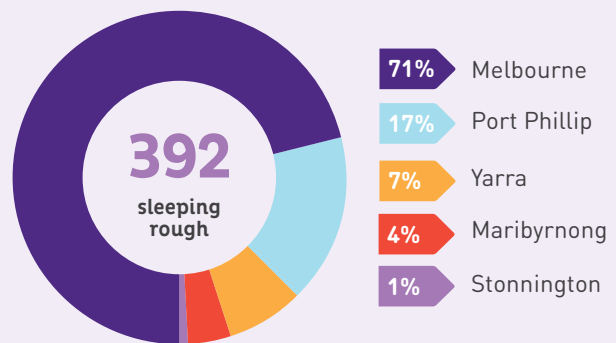
Multi-city Street Count

The second count was also organised by Launch Housing. On Tuesday 19 June 2018, more than 400 trained volunteers from Launch Housing and other community support services counted people sleeping rough across the cities of Melbourne, Port Phillip, Yarra, Stonnington, and Maribyrnong. The City of Melbourne has undertaken a Street Count biennially since 2008 but this was the first-ever joint survey of homelessness.

People sleeping rough:



People sleeping rough:



¹ It was conducted in partnership with the City of Port Phillip, the Victorian Government, Sacred Heart Mission and other community partners including City of Melbourne, Star Health, Alfred Health, St. Kilda Community Housing, Victoria Police, Port Phillip Housing Association, South Port Community Housing, Salvation Army Crisis Services, Ngwala Willumbong Cooperative, and Prahran Mission.

² Compared to what the 2016 ABS Census reported: 71 people sleeping rough in the municipality. Though different methods were used to collect the data, it does suggest a 28% rise in rough sleeping between 2016 and 2018.



Program spotlight

Working with people sleeping rough

Launch Housing have a number of teams and programs working directly with rough sleepers including the Rough Sleepers Initiative and the Assertive Outreach team. In addition, the Daily Support Team responds to support needs within 24 hours and Melbourne Street to Home supports the most vulnerable rough sleepers in the inner suburbs of Melbourne.

Rough Sleepers Initiative

The Rough Sleepers Initiative (RSI) provides outreach services to people who are sleeping rough in the inner city. The program connects rough sleepers to crisis and long-term accommodation and health services. It also helps clients reconnect with pre-existing supports or establish new supports.

Assertive Outreach Program

The Assertive Outreach Program (AOP) works with people who are sleeping rough or living in squats, with a particular focus on people who are unable to present at access points. The Assertive Outreach team supports individuals in the cities of Yarra, Darebin and Moreland. The program works with many people who have experienced systemic barriers and multiple service failures.

RSI Financial year outcomes:



120

individual clients were provided with short-term (six to eight weeks) support.

6

clients were assisted to find private rental accommodation.

35

people were successfully referred into crisis support accommodation.

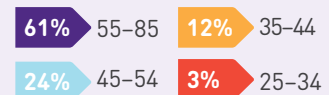
86

people were provided with emergency accommodation (i.e. motel).

AOP Financial year outcomes:



By age:



Gender:



What Street Counts are telling us

Street Counts add to the growing body of evidence of the traumatic and detrimental impact of homelessness, especially for those who are rough sleeping.

They demonstrate that:



* Source: Australian Homelessness Monitor 2018

Rhyannon's story

Parenthood is no mean feat for anyone, particularly for a single mum with a young child experiencing homelessness.

Rhyannon, 23, and her nearly three-year-old daughter Alexis experienced homelessness together for around five months. They found temporary places to stay, couch-surfing between friends' houses. Often not having much in the way of a bed or bedding, Rhyannon would sleep on the floor to ensure Alexis would be safe and comfortable.

"I learnt very quickly not to take things for granted. Being kicked out, feeling what it feels like to have little money, to have nowhere to go, feeling cold... It is a bit of an eye opener."

Rhyannon says she was fortunate that a friend who had also experienced homelessness recommended Rhyannon speak with Launch Housing. About one day later she secured an appointment with a staff member at Launch Housing's Young Adults Program in South Yarra.

After Rhyannon went through an initial assessment, the South Yarra team began a rigorous process of seeking out potential housing options which included putting Rhyannon on the transitional housing waiting list, applying for public housing and looking at private rental and share housing.

Rhyannon and Alexis were placed on a priority list with Department of Health and Human Services Office of Housing and within weeks they secured a subsidised two-bedroom apartment.

"I feel really comfortable and I feel really happy where I am. I'm thankful not only to Launch Housing but to Alison and Sarah (Launch Housing Support Workers). It really has helped out a lot."

In the six months since Rhyannon and Alexis moved into their new home, Alexis has been able to get into a strong routine, and Rhyannon has been able to address her depression and anxiety.

Rhyannon is looking forward to getting Alexis into childcare. She is also seeing the benefits of Alexis being around other children in their apartment complex, and is keen to begin a TAFE course in counselling to use what she's learnt from her personal experience to help others.

"The first night that [Alexis] stayed at the new place, she slept in her own bed straight away, slept in, and the day after that she was much happier."

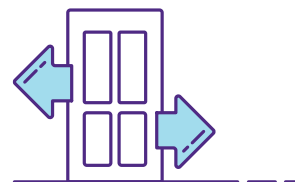
"It took a bit of coaching for me to come to Launch Housing because I'm always thinking 'people always need more help than I do.'"

"I'm really grateful that I landed myself here."

Young Adults Program

The Young Adults Program at Launch Housing's South Yarra site provides transitional housing and support to young people (aged 16 to 25) at risk of or experiencing homelessness.

The program assists young people in finding sustainable, affordable and stable accommodation, and provides group work activities with a focus on education and training, including teaching independent living skills.





“It feels good that I don’t have to worry about being kicked out every six months. I know the rent will never skyrocket, I know that I can’t be kicked out for unfair circumstances.”

Keeping Housing: Programs and support

Launch Housing focusses on extending the range of programs that sustain tenancies and prevent eviction so we can help people maintain their housing. We also work to increase access to education, employment, community participation, and health and wellbeing for people across all of our services.

This year we:



Worked with the Port Phillip Housing Association

(now Housing First) to make St Kilda City Gate Apartments a housing first program for women who are pregnant and new parents.



Continued the links with Flat Out

the specialist agency for women leaving prison, towards a housing guarantee to enable bail and successful resettlement.



Accommodated up to 80 young students

across two Education First Youth Foyers.

Tenancy Plus: Tenancy Support Program

The program works with public housing tenants whose tenancies are identified as vulnerable, who may be at risk of eviction, or who are unable to advocate on their own behalf.

We also assist tenants of social housing providers that have registered with the Victorian Housing Register. Formerly SHASP (Social Housing Advocacy and Support Program), the program was rebranded as Tenancy Plus in 2017 and is one of the main social housing support programs under the Department of Health and Human Services.



people were supported in 2017-18.

Employment Program

Launch Housing’s Employment Program, funded by The Shine On Foundation, is a pilot project that launched in April 2018 to assist with long-term employment pathways for individuals with a lived experience of homelessness who are not in the workforce.

This innovative program provides opportunities to access employment services and create stable long-term employment pathways, not just job readiness. To achieve this we have employed an Employment Broker and two

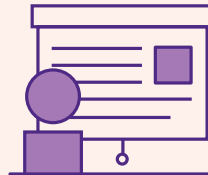
Employment Coaches who will work across the different programs at Launch Housing to provide support, knowledge and opportunities for clients.

From April to August 2018:



66

program participants have worked with Employment Program coaches.



200

prospective employers have been contacted by the Employment Broker.

Of the 43 participants currently actively engaged in the program:



7

are currently engaging in employment.



19

have had one or more job interviews.



29

are ready for referral to employers.

“It may not seem like much to you, but this means a lot to me.”

-Employment Program participant

Keeping Housing: Education

Education First Youth Foyers

Education First Youth Foyers (EFYF) provide affordable accommodation, education, training and employment. EFYFs help break the cycle of homelessness, create opportunities, and help young people lead independent and fulfilling lives.

Launch Housing, in partnership with Brotherhood of St Laurence (BSL), established two EFYFs: the EFYF at Holmesglen Institute, Glen Waverley and the EFYF at Kangan Institute, Broadmeadows. The first of their kind in Victoria, both Foyers accommodate 40 young people between 16 and 24 years old in studio apartments with communal living and support services. Students engage primarily with education, as well as life skills development programs, health support, mentoring, and employment assistance programs.

EFYF at Kangan Institute, Broadmeadows:



students supported since opening.

EFYF at Holmesglen Institute, Glen Waverley:



students supported since opening.

Financial year outcomes:



of students engaged in education.



of students engaged in employment activities.



of students in paid employment.

Financial year outcomes:



of students engaged in education.



of students engaged in employment activities.



of students in paid employment.



On the 18 April 2018, CEOs of Launch Housing, Brotherhood of St Laurence and the Kangan Institute signed a Memorandum of Understanding (MOU) to reaffirm their continued commitment to Education First Youth Foyers.

Above: Alema, Abi and Paul live at the EFYF at Broadmeadows.

Eduard's story

Eduard,* 19, has been a student at the Education First Youth Foyer at Kangan Institute, Broadmeadows since June 2018. Eduard moved to Australia from the Philippines when he was 16 to live with his father, relieving financial pressure on his mother who had just gone through a separation and had another dependent son.

Eduard didn't know his father well before moving into his home. The expectation to get a part-time job and high standards around chores became sources of tension between Eduard and his father, particularly living with a stepmother and stepsisters he had just met.

The father-son relationship deteriorated quickly, degrading Eduard's sense of support, safety and stability as he tried to complete his schooling. In 2017, after intense emotional stress and multiple threats he would be kicked out of home, Eduard sought the help of a youth worker.

After moving out of his father's house he was only able to find affordable accommodation in an overcrowded share house. Up to four people lived in a room and he couldn't sleep or study.

“Even though I had a roof... there were holes in that roof. It wasn't a home.”

He then moved into a house in Noble Park with a family and eventually into a flat in Clayton with his cousin who had also moved from the Philippines. Unfortunately that situation soon became untenable and unaffordable.

A youth worker from the Centre for Multicultural Youth ultimately referred Eduard to the Broadmeadows Education First Youth Foyer.

“When I started living here I met a lot of new friends, I received a lot of support. We get to go out a lot and do a lot of things for free. We also do volunteering too.”

Eduard, who now has permanent residency, says stable housing has enabled him to look to the future and get his education back on track.

“I don't want to leave everything to the last minute. For me time is gold. I want to bring my mum here. In order to do that I need to be a citizen and have a stable profession.”

Eduard is currently doing year 12 and he has completed his First Aid Certificate, barista training and received his Responsible Service of Alcohol certificate. He has also managed to secure three jobs and plans to do a Diploma of Nursing at TAFE from 2019 so he can start a medical career.

With the support and stability of the Foyer, Eduard has been able to establish solid goals and plan out his life.

*Name changed by request

Findings from The Monitor





“You don’t have to think about any major problems – only the minor ones. You can focus on your study.”

Housing Supply: Support programs

Increasing the supply of affordable housing represents one of our key pillars in ending homelessness.

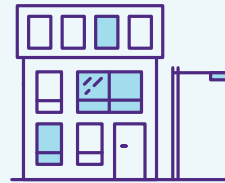
We manage the purchase and lease of properties so we can increase the supply of safe and affordable housing for our clients. The team know and understand the property market, procurement, management and lease of properties.

Financial year outcomes:



128

properties owned.



25

properties head leased through the first year of the Drug Court Head Lease Program.

Renewed the Rapid Housing Assistance Fund Head Lease¹ program:



33

units supplied through the family violence program.



45

units supplied through the homelessness program.



Program spotlight

Private Rental Access Program (PRAP)

PRAP assists single adults, couples and families with children who are in unsuitable or insecure housing to find a suitable rental property.

Clients are supported to improve and complete rental applications, attend inspections and establish their tenancy.

Financial year outcomes:



PRAP has assisted:

1,200+

households to get or maintain a private rental property.

800+

households into a new property.

400+

existing tenancies were saved.

¹ A head lease is a lease taken out by Launch Housing through a managing rental estate agency and those properties are then sub-let to eligible clients. HomeGround Real Estate then manages the properties.



Program spotlight

Transitional Housing Support Program

The Transitional Housing Support Program provides support for families, single adults and young people experiencing homelessness.

Our Prahran and Cheltenham sites provide property and tenancy management while clients are engaged with case management from other Launch Housing service areas and external support providers.

Prahran

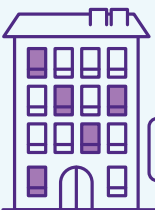
Financial year 2017-18 outcomes:



142

new tenancies.

151 new tenancies in 2016-17.



422

total tenancies.

426 total tenancies in 2016-17.



320

properties.

324 properties in 2016-17.

Cheltenham

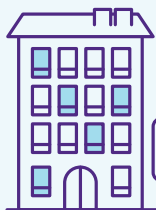
Financial year 2017-18 outcomes:



127

new tenancies.

143 new tenancies in 2016-17.



332

total tenancies.

337 total tenancies in 2016-17.



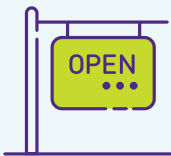
227

properties.

230 properties in 2016-17.

Housing Supply: HomeGround Real Estate

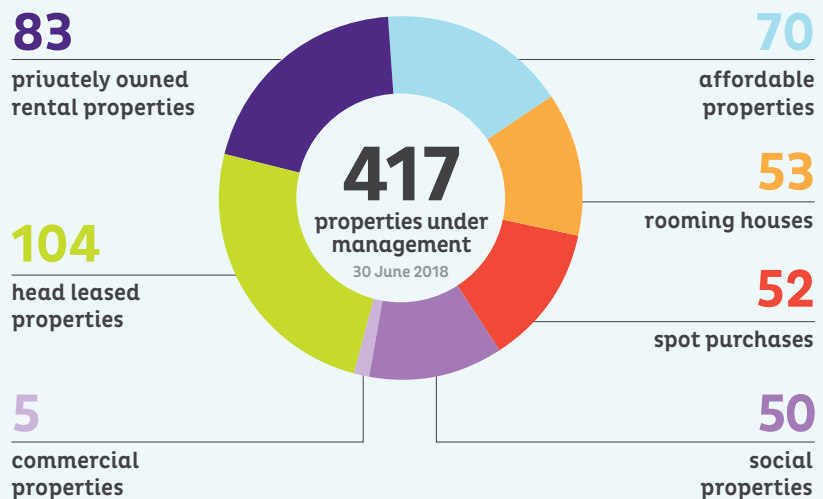
HomeGround Real Estate (HGRE) is a social enterprise operated by Launch Housing. It is one of the only not-for-profit real estate agencies, and is committed to providing landlords and tenants with a professional property management service, while reinvesting its revenue back into the community.



This year, HomeGround Real Estate opened in Sydney.

That real estate agency is run by Bridge Housing, an organisation that provides long-term accommodation for people on low to moderate incomes across Sydney.

Financial year outcomes:



Definitions:

Privately owned rental

are properties leased to Launch Housing at full market rent. Property management fees get reinvested into the Launch Housing mission.

Affordable properties

advertised at a reduced rate (at least 10% below market rent) made up of properties owned by private landlords and Launch Housing.

Social properties

include Launch Housing-owned properties and properties provided at no cost by philanthropic landlords. Tenants pay no more than 30% of their income.

Spot purchases

are properties Launch Housing purchased with funding from the Rapid Housing Assistance Fund specifically for certain client cohorts.

Head leased properties

are properties for which Launch Housing takes out a lease through a managing rental estate agency and those properties are then sub-let to eligible clients. HGRE then manages the properties.

In 2017-18 there has been a



4.5%
INCREASE

in the number of
properties managed.



HomeGround Real Estate wins free tram advertising

Launch Housing is one of eight organisations out of 200 applicants that won a share of \$1 million of free advertising on Melbourne's iconic Yarra Trams network.

Ads for HomeGround Real Estate, Launch Housing's not-for-profit real estate agency, ran on the fronts and backs of 50 trams from May to August 2018, leading up to Homelessness Week.



Homelessness is not inevitable

Launch Housing releases the first Australian Homelessness Monitor

One of Launch Housing’s objectives is to be a leading, influential voice to end homelessness. We are rigorous in our research practices to help find the best possible path to reach our goal.

In May 2018, Launch Housing released the Australian Homelessness Monitor 2018 (the Monitor), the first national independent longitudinal study to examine the changes in the scale and nature of homelessness in Australia, as well as how social, economic and policy drivers influence these changes.

It brings together numerous existing data sets, in addition to in-depth interviews with a wide range of

policymakers, service provider representatives and advocacy organisations; as well as an online survey of service providers.

The release garnered widespread public interest including the largest media response in Launch Housing’s history. There were more than 200 media mentions nationwide. Many featured the stories of those with lived experiences, helping to challenge misconceptions about homelessness.

The Monitor, commissioned by Launch Housing, is inspired by the ground-breaking UK Homelessness Monitor.

Australia’s housing crisis is getting worse. The causes of homelessness are complex, with no single trigger. Structural, individual and interpersonal factors all play a role. The Monitor shows the overall changing level of homelessness is an outcome of socio-economic and housing market trends.

Findings

Homelessness in Australia is outpacing population growth.

The main reasons for seeking assistance are changing. Housing crisis is now the top reason, followed by those who reported domestic violence as a factor.



Source: Australian Homelessness Monitor 2018



People don't choose homelessness and it is not inevitable.

Meanwhile, state and federal governments are not doing enough to solve the structural causes of homelessness. There is also increasing demand for homelessness specialist services like Launch Housing.

Good policies and programs can, and do, make a difference. Housing, welfare and employment support policy and homelessness programs

represent significant opportunities to demonstrably reduce homelessness, and improve the housing and life outcomes of people who are at risk of or experiencing homelessness.

The research was carried out by researchers from the University of New South Wales and the University of Queensland: Professor Hal Pawson (City Futures Research Centre, University of NSW, Sydney); Associate Professor Cameron Parsell (Institute for Social Science Research – University of Queensland,

Brisbane); Professor Peter Saunders (Social Policy Research Centre University of NSW, Sydney); Dr Trish Hill (Social Policy Research Centre, University of NSW, Sydney); and Dr Edgar Liu (City Futures Research Centre, University of NSW, Sydney).

The solutions must include:

- federal and state coordination
- addressing the causes at a system level
- focussing on prevention
- investing adequately in housing supply.

Launch Housing hosted a sector briefing at the State Library of Victoria where researchers provided a deep-dive through this important work.

Learn more:
www.launchhousing.org.au/AustralianHomelessnessMonitor



Andrew's story

Andrew lived in his own apartment above a Fitzroy florist for 17 years where the rent had remained affordable and stable. But when the owners decided to renovate, he had to move.

Andrew had also just broken his ankle and had to spend two weeks in hospital. "Looking for a place with a broken ankle was next to impossible," he said.

Andrew eventually found another place on Flinders Street, but his new landlords also provided an eviction notice due to renovation plans. Around the same time, he was made redundant from his telecommunications job.

The timing could not have been worse. It was nearly Christmas, Andrew's ankle was still in a bad way and he would have nowhere to stay from the start of January 2016. Andrew realised he was in crisis.

A former Fitzroy and Collingwood local, Andrew knew of HomeGround Services, which merged with Hanover to become Launch Housing in 2015. With the help of the Launch Housing team's support and referral, he was able to move into the Salvation Army's Flagstaff Crisis Accommodation.

While relieved to have a temporary place to stay, Andrew said his sudden homelessness and relocation to crisis accommodation was hugely unsettling.

He "just had no idea what to expect."

Without work, and dealing with a physical disability, Andrew engaged with Centrelink for income assistance. Despite being reliant on a walking frame since his injury and subsequent surgery, Andrew was only deemed eligible for Newstart Allowance and not the Disability Support Pension (DSP).

Andrew has been living in stable accommodation at Elizabeth Street Common Ground (ESCG) since February 2018. Staffed by Launch Housing, and owned and managed by Unison, it provides subsidised accommodation and support services.

Meanwhile, he has been trying for more than two years to access DSP. Reliant on his walking frame with a

severe limp, he is unable to walk far from ESCG. He said the frequent rule and criteria changes to the DSP are like dealing with "absolute moveable goalposts," making it nearly impossible to provide the information required to prove his need.

"They say Newstart is only meant to be a stop-gap, an interim on your path to employment. [This] is all very well unless you fall in between 'not disabled enough' and not being able to apply to up to 20 jobs a month because you can't get there. You have to be either A or B... but I am in the middle."

Andrew says he's not a serial unemployed person and "it's not interesting being unemployed."

Andrew is still working towards getting onto the DSP through seeing specialists who can provide necessary documents to confirm his eligibility, but this could still take some time.

Findings from The Monitor

Further tightening of Disability Support Pension (DSP) eligibility rules were introduced in 2012 and 2014, shifting some people onto Newstart Allowance (NSA).

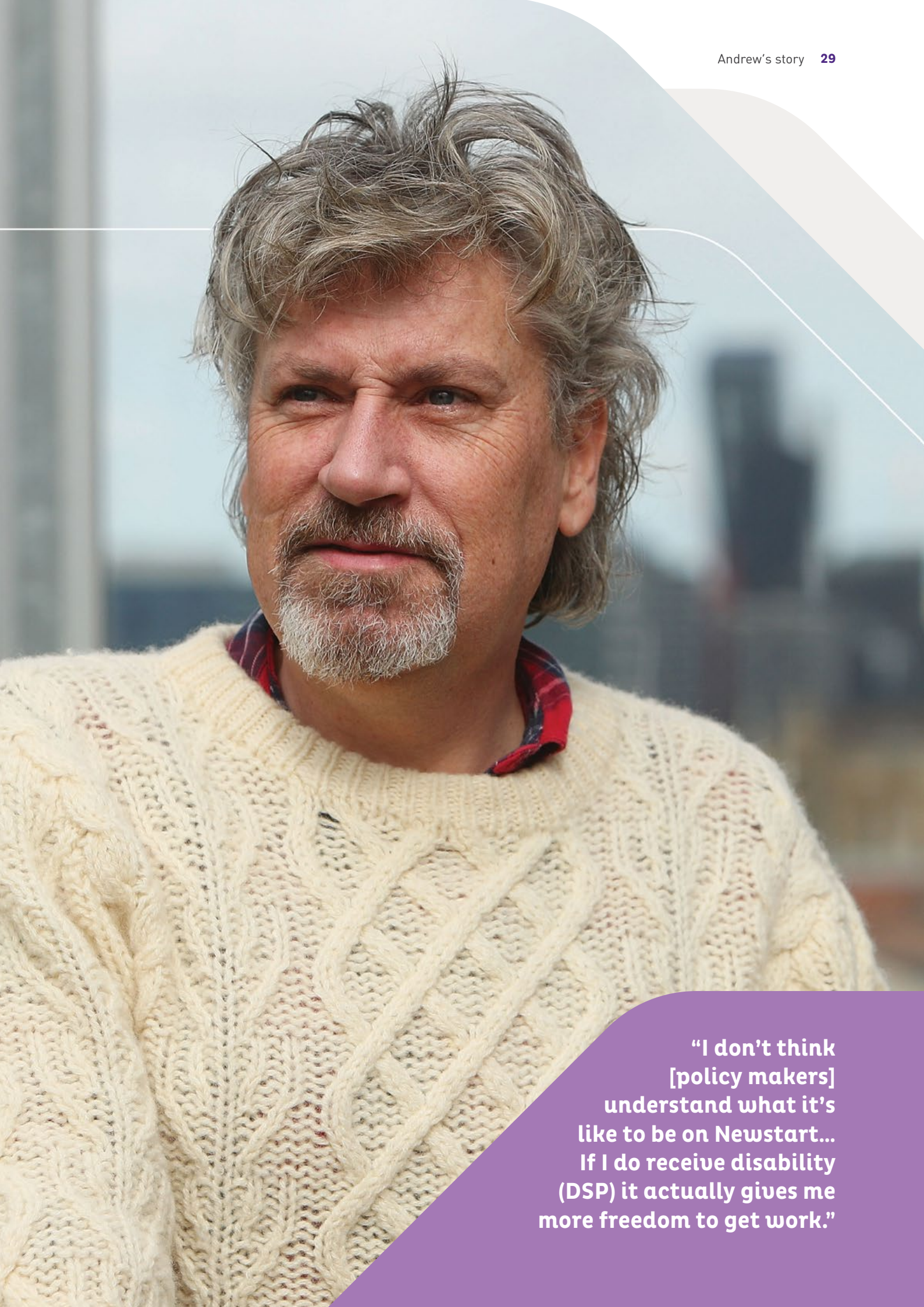
The incidence of poverty is much higher among Newstart recipients (55%) than among DSP recipients (36%).



Newstart recipients receive:

\$341 p/fn

less than the equivalent DSP payment, a rate inadequate when private rents are increasing.



**“I don’t think
[policy makers]
understand what it’s
like to be on Newstart...
If I do receive disability
(DSP) it actually gives me
more freedom to get work.”**

The importance of lived experiences

Lived experiences of homelessness are central to informing the work of Launch Housing and are critical in reaching our goal to be a leading, influential voice to end homelessness. At a fundamental level, each Launch Housing client contributes to the way the service and support they receive is shaped.

Consumers have the choice and opportunity to participate in different ways at varying levels of the organisation.

To incorporate voices of lived experience into our work, Launch Housing implemented a Consumer Participation and Leadership Strategy in 2015 that reflects and

drives the Launch Housing commitment to authentic consumer participation and emphasises consumer choice, access to opportunity and capability building.

This included the establishment of the Lived Experience Advisory Group (LEAG) and Peer Support Worker program. In November 2017,

a Lived Experience Service Development Worker role was established to support the functioning and growth of the Lived Experience Advisory Group (LEAG) and lead the community of practice for Lived Experience workers across Launch Housing.



Pilot program: Peer Support

Making a difference for clients

Launch Housing's Peer Support Program commenced in May 2018 at the Launch Housing Southbank Crisis Accommodation site.

Three Peer Support Workers who have a lived experience of homelessness were employed. Each Peer Support Worker works 12 hours per week, with their shifts spread over the week to ensure there is one Peer Support Worker at Southbank each day. The Peer Support Workers provide additional support, activities, skill development and referrals for people living at Southbank.

On average the Peer Support Workers provide 30 group activities per month, and 20-30 one-to-one support engagements. This program provides an opportunity for modelling behaviour and problem solving for residents with someone who has been through similar experiences.

“Peer Support Workers understand what it’s like for us.”

– Resident at Southbank



The Lived Experience Advisory Group

The LEAG was established in June 2016 and in 2017-18 had 10 members broadly representative of the people with whom Launch Housing works.

This includes representatives from the Aboriginal and Torres Strait Islander, LGBTIQ, Trans and Gender Diverse communities and young people from our Education First Youth Foyers.

In 2017-18 the LEAG shared their lived experiences through media and community engagement:

- Four LEAG members participated in the official launch of the Australian Homelessness Monitor providing a variety of media interviews.
- LEAG members supported the development of blog content and provided media support throughout the year.
- LEAG members wrote four articles that were published in the Council to Homeless Persons (CHP) national homelessness journal, Parity.
- Two LEAG members were involved in the co-design of Infoxchange's Ask Izzy: Help at Hand project a mobile website that connects people who are in crisis with nearby services.

In 2017-18 the LEAG influenced practices and services at Launch Housing:

- LEAG members sit on some staff interview panels.
- A LEAG member assisted the Service Development team by lending expertise in the space of gender equity for the Diversity in Data project. This will inform the implementation of more nuanced data collection in Launch Housing's client management database.
- Pets in Crisis Working Group: LEAG member and Chair, Annie, shared her experience about the importance of crisis accommodation where pets are welcomed.

Consumer Feedback

Pilot program



The Launch Housing Consumer Feedback System, co-designed by the LEAG, was fully implemented in December 2017.

This included the creation of purpose-built feedback stations at the Collingwood, Elizabeth Street and Southbank sites. The Consumer Feedback System provided a five-fold increase in feedback in the first eight months of implementation.



Volunteers

The Volunteer and Student Placement programs provide opportunities to strengthen our community connections and harness the goodwill and interest of community members to help end homelessness.

Financial year outcomes:



volunteers and students provided their support across programs, activities and events.



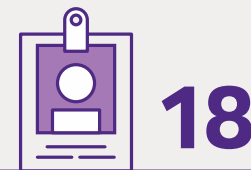
people volunteered as mentors at our Education First Youth Foyers.



volunteers provided administration support to various programs.



people volunteered in our crisis accommodation wellbeing programs.



student placements across the organisation were supported by Launch Housing.



people volunteered at our Homeless Children's Specialist Support Service program.

Andrew – Bike Program Mechanic Volunteer

Every Wednesday for the past two years, Andrew has cycled from Essendon to Launch Housing Southbank to share his knowledge and skills with a group of residents through a pop-up bicycle repair workshop.

During two-hour workshops, residents select some 'not-so-road-ready' bicycles from a variety of donated stock and transform them into personalised, road-safe and functional wheels.

Residents take pride and ownership of the bikes, and are able to keep their new, reclaimed wheels maintained. Andrew is passionate about the workshop. He enjoys chatting with the residents and helping people to 'get back on the road'.

During the past two years Andrew has shaped and personalised the role into one that he feels passionate about.

He feels it is an important thing to be able to pass on the skills to residents, so that they feel 'geared up' to fix and maintain their bikes themselves.

Fundraising

To ensure that we can continue growing our innovative programs and meet the needs of our clients, we rely on the generosity of our supporters.

Donations

Over the last financial year over \$1.8 million in donations was raised and expended, to support the people who access our services. Additionally, we received substantial pro-bono and gifts-in-kind support from corporates and the community.

Diversifying income is a priority for us over the coming year. We hope to grow our general donations to give reliability and sustainability to programs and clients moving forward.

On behalf of all of us at Launch Housing, we would like to sincerely thank each and every supporter who has donated to the work we do. Every contribution makes a huge difference to the lives of people at risk of or experiencing homelessness – thank you.

\$1,333,257

Philanthropic

\$454,672

General

\$12,969

Bequests

“It is a great feeling to be able to see how offering two hours of my time a week can translate into a new interest or hobby for someone else.”



Financials

Financial performance

For the year ended 30 June 2018, Launch Housing delivered an operating loss of \$2.1 million (2017: \$0.8 million surplus) and a total net surplus after capital grants of \$0.7 million (2017: \$11.4 million).

After changes in fair value of financial assets Launch Housing produced a total comprehensive income of \$1.4 million (2017: \$11.5 million). Revenues and other income increased from \$45 million in 2017 to \$49.7 million.

Government and other grants, excluding capital grants, increased from \$37.1 million in 2017 to \$40.8 million due to increased program activities. Government capital grants decreased from \$10.6 million in 2017 to \$2.9 million. Last financial year saw successful tendering for Rapid Housing Assistance Fund (Homelessness) and Rapid Housing Assistance Fund (Family Violence).

Client costs increased from \$5.2 million in 2017 to \$6.1 million in 2018. The majority of the spend (88%) in 2018 provided short term and crisis accommodation, or assisted with the establishment of tenancies. Employee benefit expenditure increased from \$24.8 million in 2017 to \$27.2 million in 2018 due to the impact of additional staff numbers to meet increased program activities, plus the continued increase in the salary base as per the sector-wide Fair Work Australia ruling and National Wage Case.

Financial position

Launch Housing's cash position remains strong, with cash and cash equivalents increasing by \$4.3 million over the year to \$20.9 million as at 30 June 2018.

This result was due to increased operating grants and other income received in advance. Non-current assets increased by \$4.1 million in 2018 to \$52.2 million due to the investment in additional housing stock through the Rapid Housing Assistance Fund and the increase in the investment portfolio.

Current liabilities increased by \$7.7 million in 2018 to \$27.4 million due to the increase in operating grants and other income received in advance. The income is deferred until the delivery of the service as per the conditions in the funding agreements.

The services are earmarked for delivery through significant projects in the next financial year. Launch Housing's net asset position increased by \$1.4 million in 2018 to \$47.9 million.

The Annual Financial Report has been audited by Pitcher Partners. They have expressed an unqualified audit opinion. For a complete set of financial statements, email finance@launchhousing.org.au

At a glance



\$0.7m

Total net surplus
after capital grants.
2017 to 2018



\$3.7m

Increase in Government
and other grants.*
2017 to 2018



\$0.9m

Increase in client costs.
2017 to 2018

* excluding capital grants

Consolidated Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2018

	2018 (\$'000s)	2017 (\$'000s)
Revenue and other income		
Operational revenue	48,926	44,058
Other revenue	798	967
Total revenue	49,724	45,025
Expenditure		
Client costs	6,106	5,181
Consultancy and other professional fees	1,147	870
Depreciation and amortisation expense	1,073	890
Employee benefits expense	27,159	24,332
Finance costs	243	181
Impairment loss on revaluation	506	0
Marketing and fundraising expenses	437	250
Motor vehicle and travel expenses	361	299
Operating lease expenses	3,471	2,136
Other staff costs	741	519
Payments to other agencies	5,219	4,920
Office and property costs	4,791	4,246
Other expenses	623	398
Total operating expenditure	51,877	44,221
Operating Surplus / (Loss) for year	-2,153	804
Capital Grant income	2,897	10,566
Net Surplus	744	11,370
Other comprehensive income/(loss)		
Items that will not be reclassified to profit and loss		
Change in fair value of financial assets - Asset revaluation reserve	639	136
Change in fair value of financial assets - Acquisition reserve	-30	0
Other comprehensive income/(loss)	609	136
Total comprehensive income	1,353	11,506

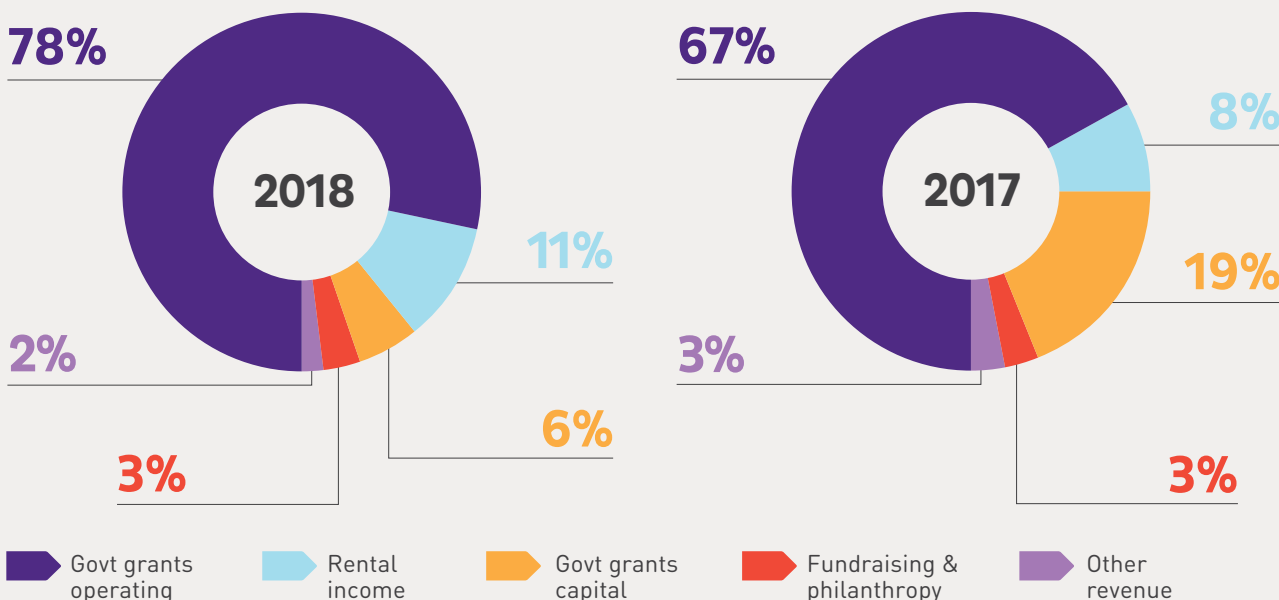
Consolidated Statement of Financial Position

As at 30 June 2018

	2018 (\$'000s)	2017 (\$'000s)
Assets		
Current Assets		
Cash & Cash Equivalents	20,864	16,581
Receivables	519	256
Other Assets	2,706	2,346
Total Current Assets	24,089	19,183
Non Current Assets		
Other financial assets	6,334	5,816
Intangible assets	727	167
Property, plant and equipment	45,098	42,076
Total Non Current Assets	52,159	48,059
Total Assets	76,248	67,242
Liabilities		
Current Liabilities		
Payables	4,349	3,859
Borrowings	3,968	3,853
Provisions	2,714	2,266
Other liabilities	16,380	9,740
Total Current Liabilities	27,411	19,718
Non-current Liabilities		
Borrowings	718	694
Provisions	258	307
Other liabilities	-	16
Total Non-current Liabilities	976	1,017
Total Liabilities	28,387	20,735
NET ASSETS	47,861	46,507
Equity		
Reserves	37,580	34,824
Retained earnings	10,281	11,683
Total equity	47,861	46,507

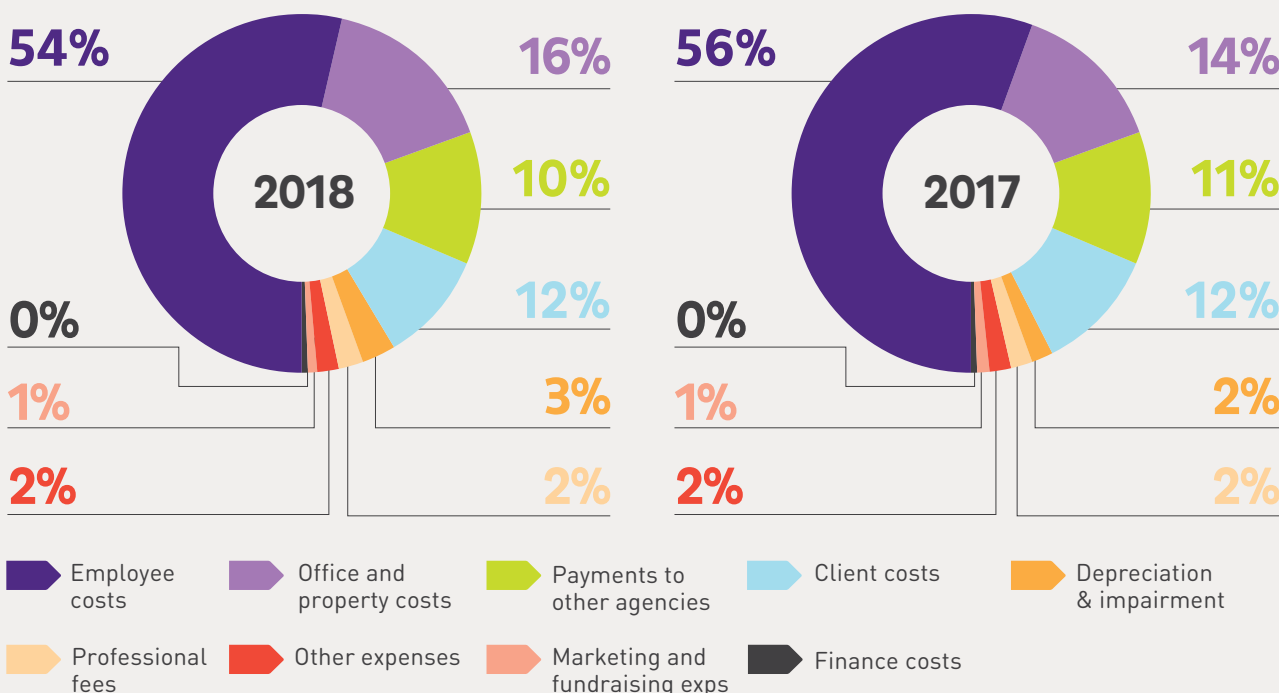
Revenues

Revenues and other income increased \$4.7 million since last year. The increases were mainly in the Housing Supply portfolio for the increase in head leasing properties and the extension of the Private Rental Access Program (PRAP). Government capital grants made up 78%, but government capital grants decreased from \$10.6 million in 2017 to \$2.9 million. The 2017-18 financial year saw successful tendering for Rapid Housing Assistance Fund (Homelessness) and Rapid Housing Assistance Fund (Family Violence).



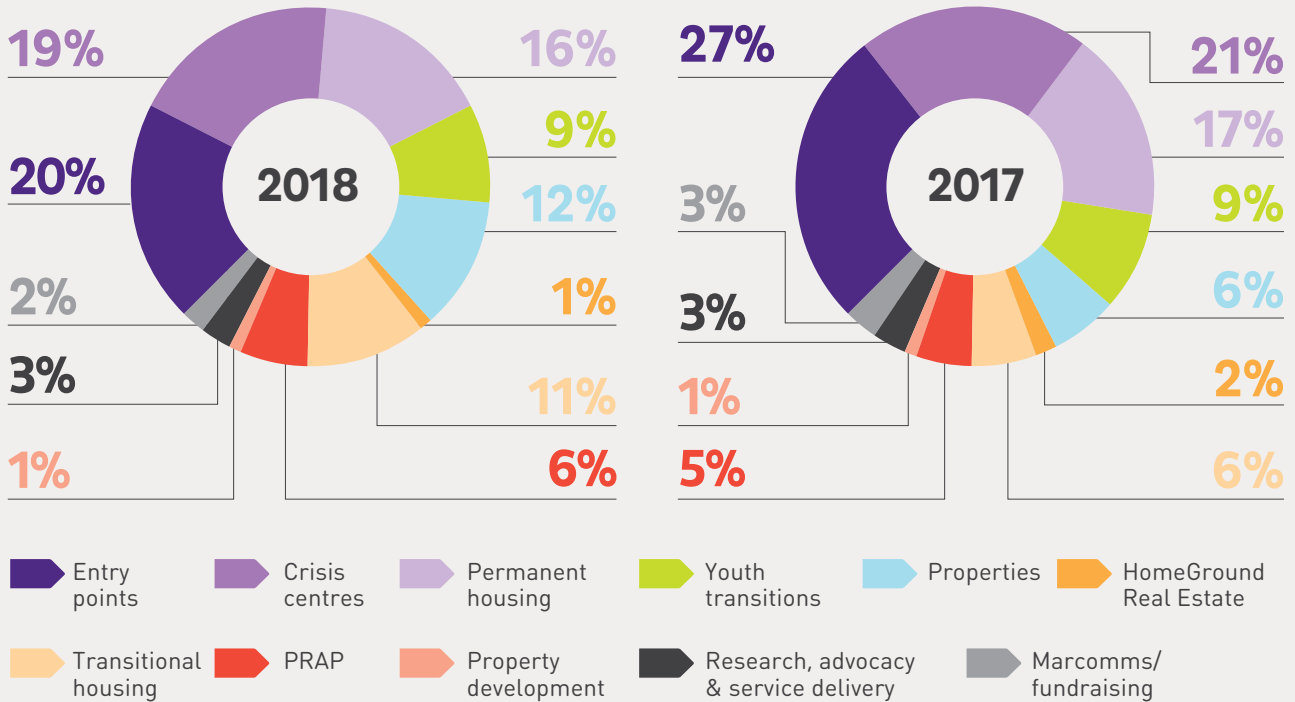
Expenditure

Employee benefit expenditure increased from \$24.8 million in 2016-17 to \$27.2 million during 2017-18 due to the impact of additional staff numbers to meet increased program activities plus the continued increase in the salary base as per the sector-wide Fair Work Australia ruling and National Wage Case. The increase in office and property costs is mainly due to an increase in leased property rental costs as part of the property portfolio expansion.



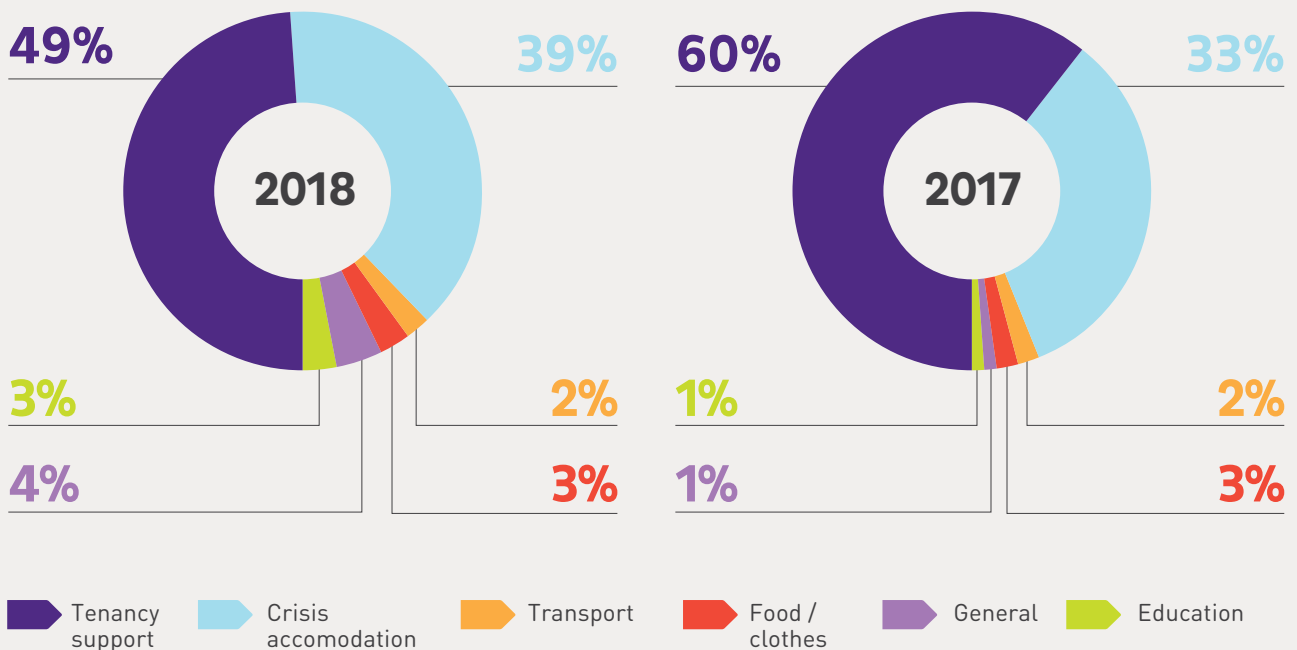
Expenditures by business segment

In 2017-18, Launch Housing was successful in obtaining capital grants for the spot purchase of properties through the Rapid Housing Assistance Fund government grants. Launch Housing also received operational property grants for the establishment of head leasing properties. This subsequently increased expenditures under the "Properties" business segment as it was expanded to increase the supply of housing for people at risk of or experiencing homelessness across Victoria.



Client expenditures

Client costs increased from \$5.2 million in 2017 to \$6.1 million in 2018. The majority of the spend (88%) in 2018 provided short term and crisis accommodation, or assisted with the establishment of tenancies.



Partners and supporters

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

Corporate partners:

- 11Climbers and James Buyer Advocates
- ARM Architecture
- Commonwealth Bank Foundation Malvern branch
- Grill'd Local Matters
- Grocon
- Hansen Yuncken
- K&L Gates
- King & Wood Mallesons
- LMW Property Valuers
- Maddocks
- McLennan Development Group
- Melbourne Convention and Exhibition Centre
- National Australia Bank
- Phillip Bing & Associates
- Phillipe Batters
- REA Group
- Ridge Properties Limited
- Schored Projects
- Society Melbourne (formerly Crêpes for Change)
- Trevor Main Property Group
- Urbis

Private supporters:

- Brad and Geoff Harris
- Daniel and Katherine Rechtman
- John and Jo Grigg
- Prue Brown
- Associate Professor Mark Boughey
- Debbie Jacobs and Guy Boanas

Trusts and Foundations:

- Australian Association of the Sovereign Military Order of Malta
- The B B & A Miller Foundation
- The Bowness Family Foundation
- The Brian & Virginia McNamee Foundation
- Collier Charitable Fund
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- The Goldsmith Family Foundation
- The Gray Family Charitable Trust
- Lord Mayor's Charitable Foundation
- Maddocks Foundation
- RACV Community Donation

- The Shine On Foundation
- Swinburne University of Technology 'Strategic Philanthropy and Grantmaking' students, with the support of The Truby and Florence Williams Charitable Trust, managed by Equity Trustees
- The Barr Family Foundation
- The Marian and E.H. Flack Trust
- The RE Ross Trust
- The Ungar Family Foundation
- The William Angliss Charitable Fund (Victoria)

Government funding partners:

- City of Maribyrnong
- City of Melbourne
- City of Port Phillip
- City of Stonnington
- City of Yarra
- Court Services Victoria
- Department of Health and Human Services (DHHS)
- Department of Human Services (Commonwealth)
- Department of Justice
- Department of Social Services
- VicRoads

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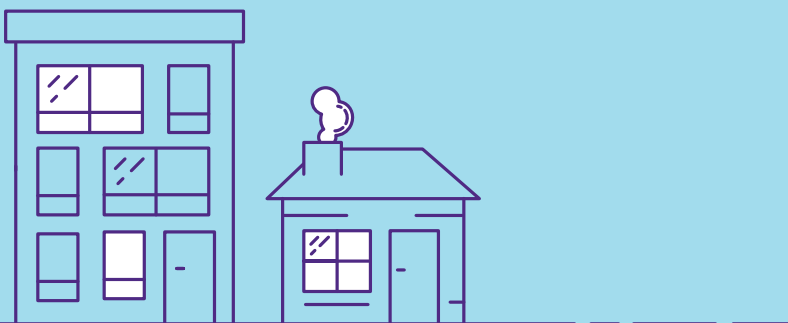
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If you are in crisis call

1800 825 955