



2020-21

ANNUAL REPORT

L'OUNGHPAD
YOUTH COMMUNITY



LAUNCHPAD YOUTH COMMUNITY

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2020-21

ANNUAL REPORT

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Acknowledgement of Country

Launchpad Youth Community acknowledges the Gadigal people of the Eora Nation, whose land on which we operate. We pay respects to Elders past, present and emerging and give thanks for the thousands of years of protection of these lands.

We endeavour in all our work to uphold the human rights of Aboriginal and Torres Strait Islander people. We wish to acknowledge that sovereignty was never ceded.

Always was, always will be, Aboriginal land.

Mission Statement

Launchpad consistently strives to reduce and prevent youth homelessness by enhancing young people's capacity to fully participate and engage in the community.

Our Purpose

Launchpad delivers evidence-based services, respecting the diverse needs of young people and their communities.



Launchpad consistently strives to empower young people to successfully achieve independence and fully participate and engage in the community.

Launchpad promotes the ongoing development of collaborative partnerships with other organisations, businesses, government and the wider community. Launchpad will continue to build and maintain our profile through participation in community, advocacy and sector leadership.

Our Values

EMPOWERMENT

We encourage and support young people to enhance their strengths, build resilience and make positive, informed change.

RESPECT

We foster trust, acceptance and celebrate diversity in our relationships with young people and communities.

STABILITY AND SAFETY

We recognise the importance of building trust by providing consistent and non-judgmental continuity of care in our work with individuals in the youth and homelessness sectors.

INTEGRITY

We model positive shared values of honesty, accountability, consistency and transparency in our work and relationships, and invite this in our clients.

OPPORTUNITY

We believe in providing a platform to build solid foundations for growth, success and contributions to individual, organisational and community wellbeing.

EQUITY AND INCLUSIVITY

We strive to ensure fairness and equal access, both in our organisational practice and service delivery.

Our Team

THE STAFF



Cindi Petersen
Executive Officer



Angela Buckfield
Manager, Case Work Team (shared role)



Rahnia Mackey
Manager, Case Work Team (shared role)



Sally Curtin
Office Manager



Sam Deylami
Finance Officer



Brooke Morley
Outreach Case Manager, Tenancy



Emily Hampton
Assertive Outreach Case Manager



Navarna Lane
Outreach Case Manager



Damien Corbridge
Outreach Case Manager



Alanna Lin
Outreach Case Manager



Rea Kay
Outreach Case Manager



Tim Morandini
Outreach Case Manager



Henry Teofilo
Outreach Case Manager (Departed in June)



Danika Hardiman
Outreach Case Manager (Departed in June)

THE BOARD



Loretta Allen-Weinstein
Chairperson



Antonia Ottavio
Treasurer



Belinda Anderson
Secretary



Julia Sokolovic
Board Member



Andrea Fernandes
Board Member



Kristie Clifton
Board Member

Chairperson's Report

A Year of Change

As I reflect back on the year and all we have witnessed, I am struck by the extraordinary resilience of young people, Launchpad Youth Community Inc. staff and the volunteer Board of Management. They have demonstrated compassion, adaptability and commitment to thrive in adversity.

I am pleased to present my first Board report, the 2020/21 Annual Report. I would like to congratulate the Launchpad staff and brokerage partners for their dedication and commitment to young people over the last year. Having stepped into the Chair role in September 2021, and reflect on the year of 2020/21, so much has changed. In June 2021, we received 3 years of funding from NSW Department of Community and Justice, with development of new Joint Working Agreements with our partners. This contracting period also sees the implementation of the Outcomes Framework, working towards ASES accreditation and implementing Launchpad's Reconciliation Action Plan.

Once again, COVID-19 impacted traditional methods of service delivery, but all our services remained operational throughout the pandemic. This led to most of our programs pivoting to delivery online whilst the outreach service continued in a limited capacity, and in many cases the staff dealt with a greater caseload and more complex work. Despite these changes, Launchpad provided services to 567 young people in the Sydney Youth Homelessness Hub (SYHH) and 218 young people and their children in the Sydney Young Parents program (SYPP), a total of 785 young people across the programs. Of the young people accessing services 45.2% identified as First Nation people and 8.4% as culturally and linguistically diverse.

In addition, 416 young people received brokerage with 995 applications received, enabling \$314,992.88 to be spent by the young people to set up their homes and purchase food vouchers, phone/internet, transport and education/vocational services.

I would like to acknowledge the trust and authenticity of young people who attend Launchpad. The ability to partner with young people to help reduce the burden of homelessness and enhance their capacity to experience a well-lived life is amazing. At the heart of what we do is to enable young people to feel part of the bigger community and to belong.

Thank you to our funders the City of Sydney Council and NSW Department of Communities and Justice for their ongoing support. We are appreciative of our funders and other agencies that have collaborated with Launchpad.

Following many years of dedication and commitment to Launchpad Youth Community Inc., Cindi Petersen stepped down as Executive Officer in November 2021. The Board of Management extends our appreciation for her management and contribution. This includes Cindi's work for the review of leaving care, giving evidence at the Legislative Assembly on the Protocol for Homeless Persons in Public Spaces and Legislative Rough Sleeping COVID Taskforce, representing Launchpad on Department of Community and Justice COVID-19 and industry partnerships client satisfaction surveys demonstrating Launchpad's successes and important role in our community. We welcome Angela Buckfield as Acting Executive Officer.

During this period Launchpad experienced significant loss with Loretta Allen-Weinstein standing down as Chair. Loretta has held various roles during her time serving on the Board of Management, contributing to the fabric of Launchpad. In addition, we are extremely appreciative of the contribution of Kristie Clifton who was a Board member from December 2019.

October 2021 saw the Board move to recruit suitable candidates and we look forward to welcoming new members at our Annual General Meeting.

Lastly I would like to thank the Board of Management for their commitment. I am looking forward to the year ahead when we support the Launchpad team in the first phase of developing a 2021-2023 Strategic Plan. I know that all the Board members are proud to be involved in Launchpad and seek to learn more about the ways in which Launchpad empowers young people and their families.

Antonia Ottavio

Chairperson
September 2021 - Current

Executive Officer's Report

Adapting and responding to the challenges

As we reach the end of another year of adapting and responding to the challenges of working through a pandemic, I would like to take this opportunity to give thanks.

Firstly, I would like to thank the clients of Launchpad for allowing us the privilege of being a part of your lives, witnessing your strengths, challenges and growth throughout the year, continuing to inspire us and giving us the opportunity to offer and provide support.

In the 2020-21 financial year the Launchpad team and consortium partners supported 785 young people through the Sydney Youth Homelessness Hub and the Sydney Young Parents program, with 379 of those young people being new to the service.

Launchpad would like to acknowledge and thank our consortium partners; Ted Noffs Foundation, Weave Youth and Community Services, Good Shepherd and YWCA NSW. The collaborative working relationships and combined efforts of all involved allowed for targets across all our programs to be achieved and exceeded.

Launchpad entered a new three year contract this year, with some changes to our Sydney Youth Homelessness Hub (SYHH) consortium. We would like to thank Weave Youth and Community Services for their partnership over the past 7 years and look forward to continuing to work together in the broader sector.

The Launchpad team also had some changes towards the end of the financial year, with Henry Teofilo and Danika Hardiman finishing up their contracts in June and Tim Morandini taking on a new role in October. We thank them all for their hard work during their time with Launchpad.

We have also welcomed back Alanna Lin from parental leave and have had Damien Corbridge and Rea Kay join the Case Management team; both of whom have brought experience, passion and enthusiasm and have been excellent new additions.

Our most notable change was sadly farewelling our Executive Officer Cindi Petersen in November. Cindi has led Launchpad for the past 7 years and worked tirelessly to build and develop Launchpad into the organisation it is today. We thank Cindi for creating a workplace that has not only fostered a fantastic team culture, but also developed the service into one that has seen thousands of young people access and receive invaluable support over the years. Cindi will be greatly missed, and we wish her all the best in her future endeavors.

I would also like to thank the Board of Management for their ongoing support and guidance and acknowledge and thank our funders; The NSW Department of Communities and Justice and the City of Sydney. The great work we are able to do would not be possible without them.

A huge thank you to all the Launchpad staff for their indefatigable dedication to the work and the services they deliver. I look forward to seeing what the next year ahead will bring and I am very grateful for the opportunity to be currently acting in the Executive Officer role.

Thank you all for your ongoing support of Launchpad Youth Community.

Angela Buckfield
Acting Executive Officer

Treasurer's Report

Treasurer's Report Launchpad Youth Community Inc. Year ended 30 June 2021.

I am pleased to present the treasurer's report for Launchpad Youth Community Inc. covering 1st July 2020 to 30 June 2021.

Set out below is a brief summary of this year's profit and loss extracted from the statement of income and expenditure for the year ended 30 June 2021 and the equity position of Launchpad Youth Community Inc. extracted from the statement of assets and liabilities as at 30 June 2021 compared to the previous year's profit and equity position.

	2021 \$	2020 \$	2021-2020 \$
STATEMENT OF INCOME AND EXPENDITURE			
*Income	2,558,911	2,456,677	102,234
Expenditure	2,416,693	2,242,522	174,171
Net Surplus for the year	142,218	214,155	71,937
*Income includes \$108,465.00 non-government grant income e.g. donation, interest and cash boost stimulus and other activities			
STATEMENT OF ASSETS AND LIABILITIES			
Retained earnings at 1 July	969,364	755,208	214,155
Current year surplus / (deficit)	142,218	214,155	-71,937
Capital Purchase Reserve		457	-457
Total Equity as at 30 June	1,111,582	969,820	141,761

The net surplus for 2020-2021 was achieved as a result of increase in FACS Grants, Government Cash boost stimulus and other income and donations received. Good governance practise has been adopted and an external accountant visits Launchpad Youth Community Inc. monthly to review and prepare monthly financial statements for Launchpad Youth Community Inc. These are tabled at monthly board of management meetings.

An annual budget is established at the beginning of each financial year and actual income and expenditure reviewed against that budget. Launchpad Youth Community Inc. Total equity has increased by \$142,218.00 this year.

The equity position of Launchpad Youth Community Inc. is sound in absolute terms, as it represents for one year of ordinary services expenses, which management considers prudent for an organisation of this type.

Launchpad Youth Community Inc would like to record its appreciation for the services provided by both the auditor and the accountant.

Antonia Ottavio

Treasurer until September 2021

Julia Sokolovic

September 2021 – current

Annual Financial Report

STATEMENT OF INCOME AND EXPENDITURE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
INCOME		
GRANTS		
SYPP (Sydney Young Parents)	694,702	676,010
SYHH (Inner City)	1,225,866	1,151,845
City of Syd Brokerage Income	300,000	312,578
Social Sector Transformation	10,038	-
Admin/Management Fee	219,840	215,529
TOTAL GRANT FUNDING	2,450,447	2,355,963
OTHER INCOME		
Resident Contribution	115	850
Interest Received	5,927	14,784
Donations received	344	4
Profit on disposal of assets	-	13,324
Other Grants	21,933	14,760
TOTAL OTHER INCOME	28,319	43,722
TOTAL INCOME	2,478,766	2,399,685
EXPENSES		
STAFFING COSTS		
Gross Wages	829,810	749,092
Movement in Personal Leave Provision	24,575	15,613
Movement in Annual Leave Provision	1,103	18,782
Movement in Long Service Leave Provision	10,132	7,591
Superannuation	77,914	70,369
Workers Compensation	28,139	25,277
Training	12,596	4,577
Supervision	5,040	4,690
Recruitment Costs	1,226	1,317
Contractors	5,000	850
TOTAL EMPLOYMENT EXPENSES	995,536	898,157
ADMINISTRATION		
Electricity	3,349	3,220
Postage	220	205
Stationery	2,085	2,295
Printing/Photocopy/Computer	2,777	5,010
Phone/Fax/Internet	9,218	12,438
Accounting Fees	3,000	2,750
Audit Fees	3,700	2,800
Bank Fees	-	7
Insurances	5,070	4,983
Sundry Expenses	-	577
TOTAL ADMINISTRATION	29,419	34,285

	2021	2020
	\$	\$
OPERATING COSTS		
Subscriptions	5,054	7,826
Evaluation Costs	15,000	-
Food - GST	1,689	415
Food - NO GST	742	681
Repairs/Maintenance/Cleaning	10,455	8,177
Vehicle Costs	17,803	18,069
Depreciation - Motor Vehicle	22,818	45,898
Travel Costs	1,441	3,582
Rent	43,964	47,627
Staff Amenities	248	1,127
Service Amenities - GST	233	85
Minor Equipment Replacement	3,465	11,880
Storage Costs	34,391	27,426
IT/WEB	10,651	4,370
OHS	-	620
Board Expenses	257	1,295
AGM/Annual Report	3,154	3,413
TOTAL OPERATING COSTS	171,364	182,493
PROGRAMME COSTS		
Client Brokerage (SYPP)	9,920	3,910
Client Brokerage (SYHH)	127,140	52,303
Client Brokerage (City of Syd)	177,157	205,676
Social Sector Transformation - Expenses	10,038	-
Web Design & Hosting	650	-
Weave	203,714	197,875
Ted Noffs Foundation	197,542	191,878
YWCA	327,523	318,134
Rosemount Good Shepherd	159,452	154,879
Waterloo Property	7,238	2,932
Rent - Private Rental Subsidy	-	-
TOTAL PROGRAMME COSTS	1,220,374	1,127,587
TOTAL EXPENSES	2,416,693	2,242,522
OPERATING PROFIT	62,072	157,163
ABNORMAL INCOME ITEMS		
Cash Boost Stimulus	56,254	43,746
Parental Leave Funds	23,892	13,246
TOTAL ABNORMAL INCOME ITEMS	80,146	56,992
NET SURPLUS/(DEFICIENCY)	142,218	214,155

**STATEMENT
OF ASSETS AND
LIABILITIES
AS AT
30 JUNE 2021**

	2021	2020
	\$	\$
CURRENT ASSETS		
Westpac Cheque Account	289,953	16,015
Westpac Saver	200,008	302,931
Westpac Bonus	1,000	4,694
Westpac Staff Debit Accounts	3,385	4,014
Westpac Term deposit	650,000	622,925
ING Term Deposit	210,000	200,941
Petty Cash	1,554	1,136
Bond - Rental Property	5,550	4,990
Accrued Income	1,900	941
Prepayments	3,664	4,093
TOTAL CURRENT ASSETS	1,367,014	1,162,678
NON-CURRENT ASSETS		
Motor Vehicle	150,782	127,964
Prov Depn Motor Vehicle	(150,782)	(127,964)
Furniture & Equipment	61,987	61,987
Provn Depn Furniture & Equip	(61,987)	(61,530)
Improvement at Cost	24,583	24,583
Provn Amortisation	(24,583)	(24,583)
TOTAL NON-CURRENT ASSETS	-	457
TOTAL ASSETS	1,367,014	1,163,136
CURRENT LIABILITIES		
Trade Creditors	29,720	13,336
Accrued Expenses	26,765	14,096
Provision for Annual Leave	71,684	70,581
Provision for Long Service Leave	36,372	26,240
Provision for Personal Leave	21,713	28,328
Provision for Unspent Grants *NOTE 2	29,962	-
Superannuation Payable	329	-
PAYG Tax Payable	12,438	14,059
Net GST Liabilities	26,450	26,676
TOTAL LIABILITIES	255,433	193,315
NET ASSETS	1,111,582	969,820
ACCUMULATED FUNDS		
Retained earnings	969,364	755,208
Surplus for Year	142,218	214,155
Capital Purchase Reserve	-	457
ACCUMULATED ASSOCIATION FUNDS	1,111,582	969,820

The above statement should be read in conjunction with the accompanying notes and the attached Audit Report.

NOTES TO THE FINANCIAL STATEMENTS 30 JUNE 2021

NOTE 1: Statement of Significant Accounting Policies

The principal accounting policies adopted in the preparation of the financial statements are set out below.

These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of Preparation

In the directors' opinion, the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the New South Wales legislation the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and associated regulations. The officers have determined that the accounting policies adopted are appropriate to meet the needs of the members of Launchpad Youth Community Incorporated.

These financial statements have been prepared in accordance with the recognition and measurement principles of all applicable Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board. It contains the disclosures that are mandatory under the Accounting Standards and those considered necessary by the directors to meet the needs of the members. Launchpad Youth Community Inc is a not-for-profit entity for the purpose of preparing the financial statements.

Reporting Basis and Conventions

The financial statements have been prepared on an accruals basis and is based on historic costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied.

The following is a summary of the material accounting policies adopted by the association in the presentation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

Property, Plant and Equipment

Property, plant and equipment is initially recorded at the cost of acquisition or fair value less, if applicable, any accumulated depreciation and impairment losses. Plant and equipment that has been contributed at no cost, or for nominal cost, is valued and recognised at the fair value of the asset at the date it is acquired. The plant and equipment is reviewed annually by directors to ensure that the carrying amount is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the utilisation of the assets and the subsequent disposal. The expected net cash flows have been discounted to their present values in estimating recoverable amounts.

Capital purchase reserve

A Capital Purchase Reserve is maintained to cover the costs of equipment purchases and replacements. Depreciation is expensed to this reserve throughout the financial year.

Employee benefits

Provision is made for the liability for employee entitlements arising from services rendered by employees to 30 June 2021. Employee benefits have been measured at the amounts expected to be paid when the liability is settled, plus related costs.

Provisions

Provisions are recognised when the entity has a legal or constructive obligation resulting from past events, for which it is probably that there will be an outflow of economic benefits and that outflow can be reliably measured. Provisions are measured using the best estimate available of the amounts required to settle the obligation at the end of the reporting

Grants

Grant revenue is recognised in the income statement when the entity receives the grant, when it is probable that the entity will receive the economic benefits of the grant and the amount can be reliably measured.

If the grant has conditions attached which must be satisfied before the entity is eligible to receive the grant, the recognition of the revenue will be deferred until those conditions are satisfied. Where the entity incurs an obligation to deliver economic value back to the grant contributor, the transaction is considered a reciprocal transaction and the revenue is recognised as a liability in the balance sheet until the required service has been completed, otherwise the income is recognised on receipt.

Government grants received are initially recognised as a liability, and revenue is recognised on a basis to match the recognition of revenue with costs incurred in the project.

Donations and bequests are recognised as revenue when received unless conditions are attached. Interest revenue is recognised as interest accrues using the effective interest method.

Goods and Services Tax

Transactions are recognised net of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the balance sheet.

NOTE 2: Provision for Unspent Funds

	2021	2020
	\$	\$
Social Sector Transformation	29,962	0
	29,962	0

Independent Auditor's Report

To the members of Launchpad Youth Community Incorporated

Report on the financial report

We have audited the accompanying financial statements of Launchpad Youth Community Incorporated, which comprises the Statement of Assets and Liabilities as at 30 June 2021, and the Statement of Income and Expenditure for the year then ended, a summary of significant accounting policies and the directors' declaration.

The responsibility of the Board of Directors for the financial report

The directors are responsible for the preparation and fair presentation of the financial report in accordance with Australian accounting standards (including the Australian accounting interpretations). This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian auditing standards. These auditing standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance that the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing

an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Management Committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Auditor's opinion

In our opinion, the financial report gives a true and fair view of the financial position of Launchpad Youth Community Incorporated as of 30 June 2021, and its financial performance for the year then ended in accordance with Australian accounting standards (including the Australian accounting interpretations).



Cheryl G Hastie, CA 79748
Dated this 10 September 2021

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SYDNEY YOUTH

HOMELESSNESS HUB

The Sydney Youth Homelessness Hub program is for young people who are experiencing homelessness or at risk of homelessness in the City of Sydney LGA.

In some cases this may include young people who are transient but with an association to the inner city. For this project Launchpad is the lead agency for a consortium partnering with Ted Noffs Foundation and WEAVE.

In 2020-2021 there were

567

young people provided with support



300

of these clients were new to the service

267

had also received supports in the previous financial year

SEX OF SYHH CLIENTS 2020-21



FEMALE
277
48.9%



MALE
273
48.1%



OTHER
17
3%

TOTAL = **567** 100%

CULTURAL BACKGROUND OF SYHH CLIENTS 2020-21



**ABORIGINAL AND/
OR TORRES STRAIT
ISLANDER**
258
45.5%



OTHER
263
46.4%



**BORN
OVERSEAS**
46
8.1%

TOTAL = **567** 100%

AGE OF SYHH CLIENTS 2020-21



**10-14
YRS**
21
3.7%



**15-17
YRS**
119
20.9%



**18-19
YRS**
136
24%



**20-24
YRS**
269
47.4%



**25-29
YRS**
21
3.7%

TOTAL = **567** 100%



SYDNEY YOUNG

PARENTS PROGRAM

This program is targeted at young parents and their children who are homeless or at risk of homelessness. Clients must live or have strong links in the following LGA's: Ashfield, Burwood, Canada Bay, Canterbury, City of Sydney, Leichhardt, Marrickville and Strathfield. Launchpad is the lead agency for a consortium with YWCA NSW and Good Shepherd. All agencies support clients to find stable accommodation, links to other services, access to brokerage and educational and vocational opportunities.

In 2020-2021

218

young parents and their dependants were provided with support



79

of these clients were new to the service

139

had also received supports in the previous financial year

SEX OF SYPP CLIENTS 2020-21



FEMALE
152
69.7%



MALE
65
29.8%



OTHER
1
0.5%

TOTAL = **218** 100%

CULTURAL BACKGROUND OF SYPP CLIENTS 2020-21



ABORIGINAL AND/OR TORRES STRAIT ISLANDER
99
44%



OTHER
102
46.8%



BORN OVERSEAS
20
9.2%

TOTAL = **218** 100%

AGE OF SYPP CLIENTS 2020-21



0-2 YRS
91
41.7%



3-5 YRS
12
5.5%



6-9 YRS
3
1.4%



10-14 YRS
-
-



15-17 YRS
7
3.2%



18-19 YRS
18
8.3%



20-24 YRS
82
37.6%



25-29 YRS
5
2.3%

TOTAL = **218** 100%



BROKERAGE

PROGRAM

Brokerage is a vital part of Launchpad’s model allowing the service to use flexible funding to tailor responses to prevent or address the circumstances in a young person’s life that contributes to their risk of homelessness.

Brokerage funding can support establishing or moving a tenancy, management of housing related debts, employment and education related costs, legal expenses, medical and dental expenses and childcare expenses. The flexibility of this funding allows Launchpad to address barriers to young people accessing further support such as costs associated with obtaining identification and transporting young people who are out of area back to their home where appropriate.

In the 2020-2021 financial year there were 995 applications administered to 416 young people.

The range of services provided has supported young people to exit homelessness or resolved the issues placing them at risk of homelessness. The cost of supporting these 416 young people was \$314,992.88.

GENDER IDENTITY OF BROKERAGE CLIENTS 2020-21



FEMALE
219
52.6%



MALE
174
41.8%



NON-BINARY
10
2.4%



TRANSGENDER
13
3.1%

TOTAL = **416** 100%

CULTURAL BACKGROUND OF SYPP CLIENTS 2020-21



ABORIGINAL AND/OR TORRES STRAIT ISLANDER

211
50.7%



OTHER

118
28.4%



BORN OVERSEAS

87
20.9%

TOTAL = **416** 100%

BROKERAGE DISTRIBUTION 2020-21



TOTAL = **995** 995 applications to 416 young people *some applications have more than one item



130

young people supported to **enter** Housing



157

young people supported to **maintain** Housing



24

young people entered into **private rental**



50.7%

young people identify as being **Aboriginal and/or Torres Strait Islander**

17
external agencies
accessed the
Brokerage program



- YWCA
- CRC
- Family Spirit
- Glebe Youth Service
- Good Shepherd
- KRC
- Lilian Howell Project
- Ted Noffs Foundation
- Oasis
- Peipod
- Reconnect
- Shopfront
- The Crossing
- The Settlement
- Twenty10
- Weave
- Youthblock

Assertive Outreach Case Study

Johnnie is a 22-year-old male who was referred to Launchpad Youth by the HART patrol group after being found sleeping rough on Eddy Ave, Central Station.

Johnnie had been sleeping rough for approximately 4 weeks due to losing his cash in hand work as a labourer due to the COVID-19 pandemic. Johnnie was a non-resident in Australia on an expired student visa who was eager to go home to Nepal once his work had been terminated resulting in his homelessness. Johnnie had no identification, no phone, no income for food or shelter and had recently been discharged from a mental health ward due to his mental health issues being exacerbated by his current situation. Launchpad provided Johnnie with a mobile phone through brokerage to begin engaging with Johnnie on a plan to have him accommodated and liaise with other services to assist with Johnnie's goal of returning home to Nepal. Johnnie was placed into Emergency Accommodation at a motel with DCJ funding allocated for non-residents throughout the COVID-19 pandemic.

While residing in Emergency Accommodation, Johnnie was referred to KRC for some counselling, and Launchpad Youth teamed with Wayside Chapel to support Johnnie with meals, food vouchers and to apply for a one-way travel document for his return home. Launchpad Youth held a case plan meeting with Wayside Chapel and the International Organisation of Migration who advised Launchpad to access the Non-Resident Nepali Association for airfare support. Johnnie was able to use his phone to engage with the Non-Resident Nepali Association who were able to assist with purchasing a flight to Nepal. Prior to Johnnie's flight home, Launchpad supported Johnnie to receive two doses of COVID-19 Pfizer vaccinations and a PCR test within 48 hours of his flight. Launchpad was assisted by KRC and St Vincent's Homeless Health to gather all documents of evidence for Johnnie to take with him for his trip home. Launchpad took Johnnie to Wayside Chapel to receive extra clothing and a suitcase for his flight and accessed brokerage for an airport shuttle to transport Johnnie from Emergency Accommodation to the Airport. Launchpad accessed further brokerage and gave Johnnie an eftpos card for him to purchase a meal and essentials passed the airport check-in gate where services would no longer be able to assist in emergencies.

Launchpad returned to work after the weekend of Johnnie's flight home and contacted the Non-Resident Nepali Association who confirmed that Johnnie had arrived safely back home in Nepal. Hours later, Launchpad was contacted by the motel that Johnnie had been residing in through Emergency Accommodation with several photographs of significant damages to the bedroom Johnnie had been using. Damages included a smashed TV, broken TV wall bracket and broken bedroom window along and it was noted that the keys had never been returned. Launchpad were aware that Johnnie spent a lot of his time with two other rough sleeping, non-resident Nepalese young people who were known to services for anti-social and threatening behaviour. It is speculated that these two young people had attended Johnnie's room on his final night and were the perpetrators of the motel room damages. Launchpad contacted the motel manager to apologise, discuss the damages and offered assistance to rectify the issue to keep a positive working relationship with the Emergency Accommodation provider.

SYHH
 Case Study

SYPP
 Case Study

Alison is a 16-year-old female who was referred to Launchpad Youth by Kirketon Road Centre in May 2021.

Alison was 15 at the time of her referral and was at risk of homelessness due to limited family support and breakdown of relationship with her mother.

LP case manager made contact with Alison's DCJ caseworker who confirmed that she was able to get private rental agreement with a student accommodation provider in the inner city. DCJ caseworker also informed LP case manager that although Alison was living independently, she was legally still in the custody of her mother but was able to access Centrelink Special Benefit payment.

During initial meeting with Alison, LP case manager acknowledged her resourcefulness and noted that they had never supported someone who had been able to secure a private rental under the age of 16. Alison stated that her arrangement with her current accommodation provider might not be legal as she didn't produce any formal ID upon sign up. Alison also acknowledged that the tenancy is unsustainable due to the high cost of rent and is happy to be linked in with Launchpad so she can now try to find something more stable and affordable.

Alison was very proactive in identifying her case plan goals which included studying nursing, continuing her mental health treatment, getting her learner's license and finding casual work. Alison recently completed a Cert 2 in Health Support Services but is not able to complete a Cert 3 due to legal issues that will affect placement background checks. Alison's juvenile record will be expunged once she turns 18 and she decided to put her goal of studying nursing on hold until then. She is now in the process of enrolling in a design course at TAFE for next semester.

After several months of demonstrating strong engagement with Launchpad Youth, Alison was approved for a transitional tenancy through Metro Housing. She expressed gratitude to both providers for giving her the opportunity to have her own home and continue to pursue her goals and aspirations.

Taryn is a 21yo Aboriginal female who presented to Launchpad 33 weeks pregnant, with a 12 month old child.

Taryn was couch surfing with her cousin and her 3 children, in a small 2 bedroom property and was needing to find her own accommodation before her new baby was born. Taryn was originally from Canberra and did not have many familial supports in Sydney.

Taryn had previously held a job with a prominent building and construction company and had exhausted her maternity leave with her first child, but luckily enough, her employer advised her that they would like to have her come back to work for them in the future and still look out for her. But for now, she was about to become a young Mum with 2 children and a very low income, at risk of homelessness.

Launchpad supported Taryn to get her Housing Pathways application in and started the ball rolling to get her linked in with playgroup and Mother's groups in the local area as she was keen to meet other young Mum's and get some additional social supports.

Launchpad had a transitional property become available and offered it to Taryn and her young family and were able to ensure that she was provided with an entire household set up as she had nothing. Taryn used her own money to pay her advanced rent and bond and do a grocery shop for her new unit and Launchpad looked after the rest, to ensure that this young Mum and her family were able to move in and settle before Taryn gave birth to her second child.

Taryn was so excited to have her own place again and cannot wait to get back to her construction job once her children are a little older.

Brokerage Case Study

Allen is a 22-year-old trans male living in long term community housing. He has significant mental health issues as well as an intellectual disability and has benefited from companion animals, particularly pet rats

Sadly, Allen's pet rat passed away and he decided to adopt two kittens as new companion animals. Allen then took on care of a third cat, which belonged to his cousin who was unexpectedly hospitalized. This put Allen's tenancy at significant risk as the landlord and community housing provider only allow one pet at his unit.

Allen's neighbors also contacted the housing provider and complained that there was now a flea infestation in the building due to his cats escaping from Allen's window and visiting other units in the building. The housing provider stated they would need to get pest control to inspect the building, but Allen's cats needed to be defleaed as soon as possible. These complaints resulted in Allen receiving an eviction notice.

Allen agreed to re-home two of the cats at a local animal shelter and continue to care for his cousins' cat until she is discharged from hospital. Unfortunately, any rescue centre contacted required the cats to be vaccinated and defleaed before accepting them. Allen did not have any money to pay for this.

Launchpad was able to access brokerage to cover the costs of getting all three cats defleaed and in short term accommodation at a vet clinic over the weekend. Allen then surrendered two of the cats to the animal shelter and was able to keep one cat as he had prior permission from the housing provider.

Allen working with Launchpad to rectify the issue resulted in the community housing provider reversing the decision to evict him.

Annual Industry Partnership Client Satisfaction Survey Results

For the past two years Launchpad has participated in this annual sector survey where young people provide feedback on their experience with Launchpad programs and services.



Staff have made me feel accepted for who I am



I have participated in setting my case plan goals



Staff understood my needs



Staff sensitive to ethnic and cultural background



Staff treated me with respect



Overall satisfaction with services provided



Couch Surfing

Previous	Current	Difference
30%	20%	↓10%

Living with partner/ family rent free

Previous	Current	Difference
16%	8%	↓8%

Sleeping rough/ NFA

Previous	Current	Difference
14%	0%	↓14%

Crisis Accommodation

Previous	Current	Difference
14%	0%	↓14%

Transitional Housing

Previous	Current	Difference
11%	30%	↑19%

Temporary Accommodation

Previous	Current	Difference
8%	2%	↓6%

Boarding House

Previous	Current	Difference
3%	8%	↑5%

Social Housing

Previous	Current	Difference
3%	15%	↑12%

Private rental - name on lease

Previous	Current	Difference
3%	15%	↑12%

Private rental - without name on lease

Previous	Current	Difference
0%	2%	↑2%

Acknowledgements

Partners



Funders





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