



**END OF 2019/2020
FINANCIAL YEAR SUMMARY**



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EXECUTIVE SUMMARY



EXECUTIVE SUMMARY

Home Share Melbourne (“HSM”), a program of Homeshare Australia and New Zealand Alliance Inc (“HANZA”), has completed its second financial year of operation. The Program has grown significantly: a second worker was recruited, and both the disability and homelessness programs have enjoyed greatly increased awareness, largely through networking efforts and use of the media. The Program’s social media channels and website have also been improved significantly. We have grown and developed our thinking, and now offer a service that fills a much-needed gap within the disability and homeless sectors. We are moving towards financial viability.

This year HSM has developed two distinct homeshare programs.

- A fee-for-service program with a heavy focus on disability.
- A housing program that assists people who are experiencing, or are at risk of, homelessness.

We have supported people seeking asylum, young people with limited supports, and an international student.

We have also grown the service offering for the disability program significantly. The service now includes comprehensive assessments of the client’s needs, assistance to obtain Individualised Living Options (ILO) funding under the National Disability Insurance Scheme (NDIS), support to find housing, a flatmate matching service, and ongoing support.

CLIENT STATS

We made five aged and disability matches across the year, and eight matches within the homelessness program.

SUCCESS STORIES





SUCCESS STORIES

We assisted a woman who is bedbound due to myalgic encephalomyelitis (also known as chronic fatigue syndrome). She has been unable to leave her house for seven years, and her confinement brings with it many challenges. We matched her with a young student, who has many shared interests: both make music on their computers and love to chat. Our client has told us that her flatmate “brings the outside world in”. She also highlights the benefits of having people in her life who are not paid workers, and the profound impact that this has on her self-esteem and mental wellbeing. The arrangement has also had a positive effect on her flatmate: he is able to live close to the university at which he studies, and he has a supportive new friend. The pair have now been living together for 12 months and say that they feel they remain together for the foreseeable future.

We assisted a young Thai international student who lost her employment as a result of the COVID-19 restrictions. She had no savings and her parents were not able to support her. She was unable to return to Thailand due to border closures, was ineligible for any Australian Government payments, and eventually lost her accommodation. When she contacted HSM, she was living on someone’s couch. We assisted her to move in with a welcoming family, with whom she developed a friendship. (She later expressed that this was her first real experience of Australian culture as she had always lived with other Thai students previously.) She was able to live with this family rent-free for two months, at which point she was able to find work and a rental to move into.

only a minimal payment (\$400 per fortnight) from the government, meant she was unable to afford a home. Instead, she was couch-surfing in overcrowded environments. She told us, “I have never had a home before as a home is somewhere where you feel safe and live with people who love you. I have never had that.” HSM was able to help her move in with a caring community member and her cat. They are now living happily together, sharing meals together every night. The arrangement has brought a great deal of joy to the pair and a deep friendship has developed.

We assisted a young woman from Pakistan who had escaped an arranged marriage. She had no family support due to her experience of violence, which was perpetrated by family members. She had received a scholarship to study at university, but was struggling with her studies due to her housing situation: her lack of work rights, along with being eligible for

KEY ACHIEVEMENTS

The Program has advanced and professionalised significantly over the last financial year. It has moved from being a good concept with promise to becoming a fully functioning program that is both changing lives and becoming financially viable.

GRANTS

We received a number of grants from the City of Port Phillip, Jack Brockoff, Streetsmart and Flatmates.com.au. We have also received income from the Flatmates.com.au community café as well as a loan car from Honda for six months of the financial year.

CLIENT DATABASE

We established a client database that enables clients' details and documents to be stored securely, and also allows easy generation of reports based on client data.

FINANCIAL MANAGEMENT

Our bookkeeper has taken over the management of Quickbooks and Invoicing for client fees. This arrangement has allowed us to ensure that a good financial management system is in place.

THE DIFFERENCE INCUBATOR

We have worked intensively with the Difference Incubator (work funded by the Lord Mayors Charitable Foundation from 2018-2019 FY.) The Program Manager and a HANZA Board Member took part in a business accelerator course, and we have received ongoing support around business planning and the move to sustainability. This has been instrumental in securing the Program's future as a sustainable social enterprise and upskilling the team in business planning.

RESEARCH

We have developed a research framework and have been capturing data on client wellbeing to evidence the positive impacts of homeshare on people's lives. We have been utilising Survey Monkey as a means to collect and review data. We have advocated for other programs across Australia and New Zealand to complete the same research so that we have comparative, qualitative and quantitative data. Collective data from across programs will assist in future-proofing homeshare programs' ability to obtain grants and ensuring that the service is made available through My Aged Care. Building Networks and Community Awareness We have spoken at events such as the Asylum Seeker Comedy Gala, attended networking meetings and conducted talks at various asylum seeker groups. Our increased online presence on social media and through the website has resulted in increased community awareness and uptake in the program.

MEDIA

Both the Disability Program and the Homelessness Program have featured in mainstream media. The Age ran an article on our first asylum seeker match that highlighted the friendship which had developed between the match.

Our first disability match was featured on ABC's documentary series Insight which explored the challenges of living in a confined environment for a long period of time, as well as looking at the impacts of COVID-19 on people who live with a disability.

FLATMATES.COM.AU PARTNERSHIP

Flatmates.com.au provided 20 staff members for half a day through a "Hack Day" to make significant improvements to the website.

NATIONAL DISABILITY AGENCY

The HSM Program Manager and a HANZA board member have engaged in meetings with the NDIA to ensure that homeshare was included in the NDIS Price Guide. Significant headway has been made here and we are confident that the homeshare can be adequately funded through NDIS Participants' plans, which will create a steady income stream for HSM.

VOLUNTEERS

This year we recruited our first skilled volunteer, who is assisting with the development of the business. We have further interest from a potential second volunteer who we hope to bring on board in the coming weeks.



FINANCIAL PERFORMANCE



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The diagrams show the sources of revenue and how funds were spent. Revenue for the year was \$104,506 and expenditure \$93,905 resulting in the program finishing in surplus.

Revenue includes donations from several private donors and a corporate donor, Flatmates.com.au, submission based grants from Jack Brockhoff Foundation, Streetsmart and the City of Port Phillip and COVID-19 financial assistance from the Federal Government. Fee revenue from the fee-for-service disability program increased significantly over the prior year.

Staffing costs increased due to the recruitment of a second part-time employee and the overall growth of the program. There were costs associated with the one-off cost of setting up a research and client management database. The Program continues to operate in a lean manner with minimal costs outside of staffing.

REVENUE



TOTAL
\$104,506



EXPENDITURE



TOTAL
\$93,905



FINANCIAL TARGETS AND OVERVIEW OF PREVIOUS YEARS

YEAR	EXPENDITURE	CLIENT FEES	PERCENTAGE	
2018-2019 FY	\$49,350	\$5,100	10.3%	ACTUAL
2019-2020 FY	\$91,019	\$16,480	17%	ACTUAL
2020-2021 FY	\$155,270	\$80,040	51.5%	PROJECTED

Note: 2019-2020 figure excluded the Paid Parental Leave.



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