Case Study

Yallah Youth Housing Program

Community Care

November 2014

Helping churches provide affordable housing.
Prepared and submitted by

Rob Powell, Project Manager
Donna Easthorpe, Research Assistant
Megan Powell, Intern

for

Department of Family & Community Services
Housing NSW

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Foreword to Yallah Research Report

It has been with some excitement and anticipation that we at Churches Housing put forward this research report into the Yallah Youth Housing Program. It presents as a unique and overwhelmingly effective initiative to provide transitional housing and community for youth who are homeless or in danger of becoming homeless. In many ways you would think that the Lighthouse initiative at Yallah is wrong; its location is nowhere near many essential services, transport or areas of high employment. Yet this transitional housing program appears to be a lot more than just transitional; it appears to be genuinely transformative. With 67% of participants ending up in secure accommodation and 49% in full-time employment or training upon completion, this program has something special.

The first I heard about the Lighthouse initiative was a few years ago when working with Anglicare. Anglicare Illawarra commenced partnering with Lighthouse to deliver personal training to a group of young women who were in danger of becoming homeless, part of the Yallah program. This personal training program, delivered twice weekly, saw this group transformed. Many were dealing with much anger, frustration and past abuse, while some did not even have a pair of shoes to train in. Over a period of months the personal training saw this group compete in the local Illawarra Aquathon, of which Anglicare is the main charity beneficiary. Complete with new shoes and tri-suits, (thanks to some corporate sponsorship) this group of ladies not only competed, but felt so empowered afterwards that they commenced to recruit some of their friends to participate with them in another event. However, personal training was not the primary goal. The personal trainer shared with me that she knew she was there primarily as a life coach, looking to build long-term relationship in order to foster self-esteem. Relationship was the key!

The NSW Government’s own “Going Home Staying Home Reform Plan”\(^1\) seeks to reduce repeat homelessness, increase the proportion of clients who can establish and keep long-term accommodation and reduce the need for temporary accommodation. The Lighthouse initiative does all of this, but how? The key that comes through loud and clear through the client interviews is relationships; specifically caring relationships that build community, along with links into a broader caring community outside of the program itself. Some programs may evaluate success based on the number of beds made available, the number of interventions made or the number and types of services delivered. However, the defining measurement must be the outcomes that occur at the end of the program itself. Has genuine transformation begun, have the participants learned to become independent, have they secured long-term accommodation and are they either gainfully employed or in training to be so? Delivering services is simply not enough; services must be delivered in the context of a caring community and relationships that foster a sense of self-worth.

\(^1\) Going Home Staying Home Reform Plan, NSW Government (FaCS),
We hope that our state government benefits from the insights given in this report and can support and encourage programs that deliver more than just services. We hope that other church and community groups will be inspired by the findings in this report and can be encouraged to implement new and innovative programs to target youth in their own communities. Finally, we also hope that this report will be of great benefit to Lighthouse itself in evaluating, planning and making any necessary changes to ensure this program continues to be successful into the future.

Sincerely

Magnus Linder
Executive officer
Churches Housing Inc.
Executive Summary

The Lighthouse Church has been operating a service to homeless youth in the Illawarra for over 20 years. During this time the Lighthouse Youth Initiative has undergone a number of changes. Most recently it has established itself at the old Yallah Woolshed property south of Dapto. This twelve bed facility caters for male and female youth (16-24) who are homeless or in danger of homelessness.

The Illawarra Region has one of the highest rates of unemployment in NSW, especially amongst youth aged 16-24. Increasing unemployment is one of the major factors leading to the rise of homelessness amongst youth in the region. A second factor which contributes to homelessness is the lack of appropriate affordable housing. The latest Anglicare snapshot indicates that there were no affordable rental properties (costing < 30% of income) available and only 4 (<1% costing < 45% of income) in the next bracket. These factors indicate that there will be a need to increase youth homelessness services in the region in the future. Unfortunately the Yallah program recently lost its funding in the latest round of government cost saving measures.

The Lighthouse youth program is built around three aims:

1. For residents to develop strong, positive community connections
2. To be involved in work and/or further education
3. For residents to transition into long-term, independent accommodation

To achieve these aims clients live on site for an average of six months in a facility displaying many of the characteristics of Foyer based services. Whilst in residence, clients are taught new living skills, aided in their applications with Centrelink, given counselling, and assisted in establishing study routines. They are also given opportunities to; volunteer in community work, improve physical fitness, be prepared and assisted in finding employment, and be mentored by members of the Lighthouse community.

All of these activities have at their heart connecting with communities including; the Lighthouse community, local volunteer and sporting organisations and the wider local community.

Both staff and clients have a very high opinion of the program’s quality and effectiveness. Interviewees indicated that client’s lives had been changed for the better and were more able to cope with the challenges of independence. Restoration of relationships with family and friends was a also major positive factor.

67% Program graduates from the last three years of participants are now in long term, secure accommodation and 49% are in full-time employment and / or training.

The Lighthouse Youth initiative is a not-for-profit, using a break even financial model underwritten by the Lighthouse Church. Until recently 50% of funding has come from a
government grant supporting 1.5 residents. With the loss of funding in the recent State Government cost cutting, the program has been seeking alternate funding from the corporate and churches sectors. Their future plans include the expansion of the service from 12 residents to 28 in purpose built apartments on the site at Yallah.

This paper concludes that:

- Lighthouse church shows a concerted dedication to do more than just provide accommodation with a desire to achieve more than they were funded to do
- Highly committed staff affect the outcomes for residents
- Exit interviews and independent client interviews indicate that the program has a good success rate in achieving its three main aims.
- The community connection this program provides makes it unique and is a major contributor to the turnaround in client’s lives.
- Government contributions over a number of years have also helped this program to continue, grow and develop to a point of independence.
- The program is making an impact on homeless youth and those in danger of becoming so.

This paper makes recommendations in the following areas

1. Improved record keeping.
2. Creation of financial and resource partnerships with both corporate and faith-based organisations.
3. Increased staff training in homelessness and social work.
4. A review of procedures which monitor client progress.
5. An independent investigation into better site security.
6. The employment of more paid staff.
7. More effective advertising of the program
8. Regular reminder to staff of the program’s three main aims.
9. The promotion and funding of similar programs by the State Government.
10. That FACS considers partnering with Lighthouse by providing seed funding for their planned expansion.
1. **Introduction and Background**

1.1 **About this Report**
This report presents the results of an independent evaluation of the Lighthouse Community Care Youth Housing Program based at Yallah in the Illawarra (hereafter referred to as the Program).

This independent case study has been undertaken by Churches Housing Inc. on behalf of one of its members, Lighthouse Community Care. CHI is the peak body for the faith based housing sector.

The case study began in May 2014 and was completed in November 2014.

Because of the scant availability of historical records this report can only accurately comment on the last 3 years.

1.2 **Overview**
The Program had its origins over 20 years ago and has been partly funded by the NSW State Government for the last 20. The phase under review covers the last 3 years funded under the Supported Accommodation Assistance Program (SAAP) as part of the NSW Homelessness Action Plan (HAP).

Lighthouse Youth Housing (previously called “my|place”) is part of the Lighthouse Youth Initiative. It supports, develops and empowers young people to break the cycle of homelessness. Through this initiative, youth are encouraged and equipped to make a positive contribution in their community. Lighthouse Youth Housing provides safe, affordable semi-independent accommodation located at Yallah, approximately 20km south of Wollongong.

2. **Evaluation Scope and Methodology**

2.1 **Terms of Reference**
In evaluating the Program this paper will concentrate on the following areas:

**A. Funding**
- Funding model
- Affordability and cash flow
- Plans for expansion – new funding model

**B. Program**
- Program details – history, mission/pathways, turnover of clients
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- Site details – original and planned
- Length of tenancy
- Wrap around services

C. Outcomes
- Measures of success for both Lighthouse and its clients
- Clients and their stories, current and past
- Evaluation of Client outcomes against mission objectives
- Benefits to the Lighthouse church

2.2 Methodology
The Study collected and analysed data in the following areas:

- Research into rents, demographics and incomes for the area
- Organisational information from Lighthouse Community Care
  - Mission statement
  - Financials
  - Business plan
  - Service details
  - Exit Interviews
- Interviews with staff members
- Interviews with past and present clients
- Evaluation against the criteria set out in the Regional Homelessness Action Plan 2010-2014 for the Illawarra of which the Lighthouse was a contributing member.
- Evaluation against other youth homelessness projects.

2.3 Definitions

2.3.1 Homelessness

Homelessness Australia currently uses the Australian Bureau of Statistics (ABS) statistical definition of homelessness.

The ABS statistical definition states that when a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:

- is in a dwelling that is inadequate; or
- has no tenure, or if their initial tenure is short and not extendable; or
- does not allow them to have control of, and access to space for social relations.
The ABS definition of homelessness is informed by an understanding of homelessness as 'home'lessness, not 'roof'lessness. It emphasises the core elements of 'home' in Anglo American and European interpretations of the meaning of home as identified in research evidence (Mallett, 2004). These elements may include: a sense of security, stability, privacy, safety, and the ability to control living space. Homelessness is therefore a lack of one or more of the elements that represent 'home'.

The definition has been constructed from a conceptual framework centred around the following elements:

- Adequacy of the dwelling;
- Security of tenure in the dwelling; and
- Control of, and access to space for social relations.

Mackenzie and Chamberlain's (1992) definition includes three categories in recognition of the diversity of homelessness:

- **Primary homelessness** is experienced by people without conventional accommodation (e.g. sleeping rough or in improvised dwellings);
- **Secondary homelessness** is experienced by people who frequently move from one temporary shelter to another (e.g. emergency accommodation, youth refuges, "couch surfing");
- **Tertiary homelessness** is experienced by people staying in accommodation that falls below minimum community standards (e.g. boarding house accommodation and caravan parks).

This definition was adopted by the Commonwealth Advisory Committee on Homelessness in 2001 and is widely used in the homelessness sector.

### 2.3.2 Foyer Model

The Foyer Model originally aimed to provide quality, hostel-type accommodation with on-site services to assist young people with low support needs with access to education, training and employment services (Quilgars et al., 2008). The definition of the Foyer Model as set out by Anderson and Quilgars is an ‘integrated approach to meeting the needs of young people during their transition from dependence to independence by linking affordable accommodation to training and employment’ (Anderson & Quilgars, 1995). Each foyer is different in terms of its structure and aim and within its unique context (Randolph & Wood, 2005).
Foyer projects traditionally have the following characteristics:\textsuperscript{2}:

- **Local management**: Each foyer is managed by a Steering Group made up of local members of the public, elected representatives, business people and professionals who *share the desire to enable young people to take their place in society*.

- **Housing**: A foyer is a place to "hang one's hat" on arrival, to find one's feet in the town, to think out one's plan of action and to find a job. A refuge which becomes a springboard.

- **Services**: Training and support together with advice (on employment, administrative paperwork and social security entitlements) in the framework of a mutual contract.

- **Social mix and group living**: Foyers are not social "ghettos", but a broad based microcosm, with peer group support and the opportunity of drawing on a wide range of experiences and training. Here differences are valued and a culture of respect for the individual promoted in the context of group solidarity.

- **Economic requirements**: Nothing is free, but everything is affordable. The service providing organisations are genuine business undertakings offering services direct to the young people (who are the clients, not objects of assistance) and to members of the general public living in the local community or town. About 80\% of revenue comes from clients and 15\% government subsidy in one form or another. (Foyer Federation for Youth, 1997).

### 3. Program Description

#### 3.1 Environment

##### 3.1.1 Unemployment in the Illawarra

Unemployment in the Illawarra is high when compared to the rest of NSW. All of its regions, except the Southern Highlands, are higher (figure 3.2) than the state average of 5.4\% and the national average of 5.8\% (figure 3.3). Although it has remained steady over the last 12 months some regions have seen a fall in in actual unemployment, offset by a dramatic increase in the Shoalhaven. This high rate translates into high youth unemployment in the Illawarra.

The 2014/15 State of the Regions report, from the Australian Local Government Association (ALGA), said the gap between rich and poor regions would continue to widen unless there was better infrastructure investment and more opportunities for the nation’s young job seekers. The report also found that in all but a small number of inner-city metropolitan regions, youth unemployment prospects were bleak - and in the Illawarra they were worse. In 2014, 18.4\% per cent of Illawarra young people aged 15 to 24 were unemployed, which was well above the national average of 12.6 per

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\textsuperscript{2} Randolph & Wood, 2005
Anecdotal data indicates that the search for employment for youth in the Illawarra is also getting harder.

‘Youth unemployment is one of the most significant economic and social issues facing the Illawarra region. For the past two decades at least, the region’s young people have experienced a consistently high rate of unemployment relative to most other regions. Intergenerational unemployment is a factor in many areas across the Illawarra region, with some people facing a fourth generation of unemployment in their families. Where young people are in employment, they tend to be employed in lower skilled service industries such as retail trade and accommodation and food services; they also have low representation in both managerial and professional occupations compared to older workers partly reflecting the length of skills development needed to be equipped for such work.’

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3 The Illawarra Mercury - Illawarra ranked fifth for youth unemployment
4 DOCS Regional Education, Skills and jobs plan
3.1.2 Homelessness in the Illawarra
Estimates of homelessness in the Illawarra show a large increase between the 2006 and 2011 censuses (482 = 61%, figure 3.5). Most of the increases have occurred in Wollongong (368 = 84%) and Kiama-Shellharbour (71 = 77%). Although these are significant the estimates of homelessness per head of population were well below the state average (0.2% v 0.34% in 2006 & 0.31% v 0.4% in 2011).
Homelessness is slightly lower in the Illawarra, 0.352%, than in NSW, 0.408% and Australia, 0.489% in 2011\(^5\). Yet these hide the fact that three of the four regions which constitute the drawing area for the program have seen increases in the number of homeless people, dramatically so in Wollongong, 84% (figure 3.4). The increases between 2006 and 2011 have far outstripped population growth of the same period, and are also higher than the increases in NSW (27%) and Australia (17%).

The accommodation profile for homeless people has changed slightly, with less living in boarding houses and more living in severely crowded accommodation and improvised dwellings. This shift may indicate that the number of facilities for homeless people is not keeping pace with the increase of homelessness in the Illawarra region.

\[\text{Figure 3.4 – Homelessness Trends in the Illawarra & Shoalhaven} \]

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3.1.3 Accommodation in the Illawarra
As single youth are the intended clientele for the Program, this report will focus on that style of accommodation. The graph below (figure 3.7) clearly shows that rents for 1
bedroom accommodation have increased dramatically in Dapto (17.6%), Kiama (25%) and Wollongong (8.7%) in the last 12 months. All areas of the region show an increase of 30-40% over the last 5 years. This development adds yet more pressure to housing affordability and housing stress in the region, thereby affecting the number in danger of becoming homeless. The Anglicare Rental Affordability Snapshot (Figure 3.8) for the last 4 years has also indicated a drastically short supply of affordable rental accommodation for singles on *Newstart* or *Youth Allowance*. Those youth who are no longer able to live at home because of domestic issues and are unemployed are forced to look for other shared accommodation which may put them into the homeless category.

![Average Weekly Rent - 1 Bedroom](image)

**Figure 3.7** – Average weekly rent for 1 bedroom apartments (source: Family & Community Services – Rents, Metropolitan Postcodes, sorted by Statistical Area Level 3 and Rents, Rural Local Government Areas, sorted by Statistical Area Level 3)

<table>
<thead>
<tr>
<th>Results by Household Type</th>
<th>April 5-6, 2014 (total 1,037 properties)</th>
<th>April 13-14, 2013 (total 1,215 properties)</th>
<th>2012 (total 1,063 properties)</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single (Newstart Allowance)</td>
<td>None (0%)</td>
<td>4 (less than 1%)</td>
<td>None (0%)</td>
<td>6 (less than 1%)</td>
</tr>
<tr>
<td>Single, 18+ years (Youth Allowance)</td>
<td>None (0%)</td>
<td>None (0%)</td>
<td>None (0%)</td>
<td>None (0%)</td>
</tr>
</tbody>
</table>

**Figure 3.8** – Anglicare Rental Affordability Snapshots for the Illawarra Region, 2011-2014

### 3.2 Program Details

#### 3.2.1 History

Lighthouse Youth Housing has been operating for over 20 years.
There have been 4 stages of supported housing service provision to young teenagers and adults.

- **Stage 1** commenced in 1993 when Lighthouse rented one and then two houses in North Wollongong for young people from the church to live together in a self-supported environment. Youth Leaders also lived there to provide regular voluntary advice and support.

- In 1998, (Stage 2), the service moved to a large boarding house building for up to 24 beds on Gladstone Ave Wollongong known as Hebron House. This next stage service was successful in obtaining Supported Accommodation Assistance Program (SAAP) funding from DoCS and employed onsite paid support staff to operate the service.

- **Stage 3** saw the service relocated to two separate private rental cottages in West Wollongong for young men and women in 2008 where more detailed self-help skills were developed by house parents, and later, rostered staff.

- **Stage 4** began in 2012 when Lighthouse relocated the service to its recently acquired Yallah Homestead for 12 residents in two houses. This service has been able to use the large house and extensive grounds for a range of personal and community developmental activities.

### 3.2.2 Aims and Mission

The mission of the program is to see the lives of the clients transformed, physically, mentally and spiritually. It plans to deliver this by using short to medium term transitional accommodation that includes life development services.

Its intended aims are three-fold:

4. For residents to develop strong, positive community connections
5. To be involved in work and/or further education
6. For residents to transition into long-term, independent accommodation

#### 3.2.2.1 Positive Community Connections

One of the traits of homelessness is the lack of connection with the community, especially friends and family. Strong and positive community connections are vital to the wellbeing of all human beings. So the Program has made its first goal to promote community in the lives of the clients.

Although community amongst young people develops quite naturally with a group living on site together, the program does not seek to establish this sort of community as is the case with the Foyer model. Instead, it fosters connections with the wider community and discourages clients from regarding the site as home. It seeks to connect them with specific communities; church, workplace, study, sport and community service. This policy has two effects; firstly, the creation of a positive relational context in which to live upon graduation
from the program, and secondly that the clients develop a sense of usefulness and worth built on loving relationships.

3.2.2.2 Involvement in work and/or further education

In order to prevent people falling back into homelessness and to enable sustainable independent living, programs need to be developed to enhance employability. For many homeless youth, work and study have not been strong suits. By giving them experience in work environments and by coaching them in how to study, clients can gain new skills that will aid them into the future. The program achieves this by partnering the clients with mentors for work, and partners with both TAFE and University to help with study disciplines.

3.2.2.3 Transition to independence

The transition to independence has at its heart the learning of life skills. The program, through a series of experiences, exposes the clients to a discipline of caring for their own needs and developing skills needed for independent living. Volunteers help mentor and teach these skills to each client.

3.2.3 Service Delivery Model

The program displays many of the characteristics of Foyer models: local management, housing, services; social mix and group living, and economic requirements. In fact the Program pre dates official Foyer model discussion and implementation in Australia (1998-2002). At other points it goes beyond the Foyer definitions in that it provides life skills training and access to education and employment in the context of making relational connections with living communities.

The focus on relationships assists young homeless people not only to transition to independence, but also to transition to active participation and membership of communities (socialisation on a personal level). In this the community is defined, not simply as that with the other clients, but with the communities they will transition into. One of the realisations that the Lighthouse has come to, is that forming too solid a community amongst clients is detrimental to their later transition out of the program.

3.2.4 Target Group

The program is targeted to single homeless youth aged 16 to 24, both male and female. Enrolment in the program is open to any from this demographic who satisfy the definitions of homelessness previously mentioned.

Another requirement, assessed on application, is that the applicant must have a desire to change their circumstances and lifestyle. The accommodation is provided not just as temporary emergency accommodation or a refuge, but as a transition from homelessness into independent living and engagement with community.
3.2.5 Program
The program runs as short to medium term residential (approximately 6 months). During the six months clients take part in a program which includes:

- Initial assessment which may include a mental health assessment and referral onto a Mental Health Plan
- Weekly one-on-one assessment of their goals and aims
- Engagement in either work or further study
- Physical training with a personal trainer, twice a week
- Weekly chore roster
- Facilitation at the local TAFE Open Day
- Attend church services on Sundays (voluntary)
- Helping in the Community Kitchen meals outreach at Lighthouse central on Thursday nights serving other homeless people.
- Life skills training (shopping, cooking, budgeting, gardening, household cleaning and basic maintenance).

After the six months a review and assessment of the client’s readiness for transition to independent living is made.

During the last 3 years there have been 68 people who completed the program.

2011 (July 1st – 31st December) 10
2012 (Jan 1st – 31st December) 20
2013 (Jan 1st – 31st December) 18
2014 (Jan 1st – 31st July) 20

3.2.6 Staff
The program is currently staffed by a combination of paid and volunteer workers.

3.2.6.1 Paid Staff
The paid staff members consist of a full time manager and two case workers. Currently, staff qualifications range from having a Certificate IV in youth work, to a degree in Psychology. Regular on the job training keeps the staff up to date and increases competency with specific client cases and issues as they arise. This training is both in-house, (with the visit of a practicing psychologist), and external, making use of the government training programs in their region.

To date, all staff members have been recruited from within the church community. Although there is no requirement for church attendance or of committed Christian faith, the Lighthouse believes that these values and connections are most beneficial to achieving the positive outcomes for clients outlined in their three-fold aims.
Staff members are on site in overlapping 6 hour shifts from 8am-8pm Monday, Tuesday, Thursday and Friday, and 9am-5pm on Wednesdays. Paid staff are rostered on call at night and on weekends.

### 3.2.6.2 Volunteers

The volunteer staff members assist with the life skills program described below. They are made up of members of the Lighthouse Church community. Lighthouse volunteers are given a chance to clearly express their faith through charitable works. They generally spend one or two days a week helping with things like giving financially, donating time to supervise resident’s Learner’s Permit hours, how to shop/cook on a budget, gardening plus other client specific living skills. They also provide a backup for the paid staff so that they are never on the property alone.

### 3.2.7 Client services

Lighthouse offer a range of services to clients as needed. Unfortunately there is no statistical data available to show which services were provided when to each client.

- **Personal Fitness**

  A local personal trainer in partnership with Anglicare Wollongong visits twice a week and takes the clients through a fitness program. She also coordinates the Lake Illawarra Bike Ride which raises funds for the program’s future development. Clients are invited to assist and participate in the community event.

- **Mental Health**

  Clients are provided with access to 3rd party mental health services. A local Psychologist visits when requested.

- **Counselling / Life Coaching**

  Each week the Case workers spend 1hr with each client. They help them to talk through and set personal goals and aims. This process helps to keep residents accountable for their decisions and life directions. Staff members are also available to the clients on an informal basis when needed. Access to help with finances, Social Security entitlements and personal issues are provided during the counselling sessions.

- **Volunteer Work & Community Involvement**

  Clients are provided with opportunities to volunteer in the Lighthouse church’s community kitchen each week. This is strongly encouraged as it helps them to see their worth in serving others who are also struggling with life issues.
Although involvement in the church community off site is optional, weekly visits from church members for a BBQ as well as daily interaction with volunteers guarantees that the clients have exposure to at least some broader community involvement.

Other community involvement with sporting teams and service organisations like the volunteer fire brigade is strongly encouraged and facilitated by the staff team.

- Life Skills Development

The life skills development program consists of training in a number of basic living skills which are necessary if clients are to transition to independent living. They include; gardening, laundering, cleaning, cooking and involvement in church community. These provide physical, mental and spiritual learning which serve to enrich them and the communities they will eventually be part of.

- Study & Work Experience

As with Foyer models, engagement with study or work experience has a high priority in the Program. If clients are to remain independent after leaving the program, they must have a way of earning enough to support an independent lifestyle, or be capable of training to do so.

Formally this is facilitated through the weekly case management. The case worker will discuss goals with the client and begin to help them form a plan with accountability in order to achieve those goals. These goals may start with going to see an employment service or checking out courses at TAFE and University.

There are also some informal ways which help to engage them in work. The Program aims to involve as many people from the community as they can weekly on site. Bringing the community to them is the best way to start getting them engaged in healthy community.

Out of this interaction a number of mentorships have been set up. An example of this is with one of the current residents, John. John had done some small roofing work in the past. One of the volunteers, who owns a roofing company, was having dinner with the residents. They got talking and soon enough he was offered some casual roofing work and now has started his apprenticeship with the volunteer. Another example is a resident who was offered work experience at a café owned by a lady who attends the Lighthouse church. Both of these volunteers offered more than a job, they took on the role of mentor.

3.2.8 Client Follow-up

Informal follow-up after the Program occurs for some clients who continue as members of the church. Others are mentored in business and work by church members.

Formal follow-up is carried out by case workers with former clients who have requested it. There is no set format as its shape is determined by the client. It is also possible for Clients
to re-enrol in the program but only after having been assessed as to whether this is the best course of action.

3.2.9 Future Directions & Longer Term Viability

Lighthouse Inc. has plans to upgrade the facility to a capacity of 28 beds. This is despite the loss of funding from the State Government. A development application for the construction of 4 x 7 bed units, which will see 28 beds with sequential occupancy certificates, has been submitted to Wollongong City Council.

Over a number of years a future assets fund has been created through an annual bike ride round Lake Illawarra. In 2014 this raised $22,000 after costs. Funding for this development has been underwritten by Lighthouse Inc.

The new operating financial model is yet to be determined after the withdrawal of government funding. It is expected that it will be funded through corporate sponsorship and possibly partnerships with other churches. This has already started to happen, with a number of corporate sponsors on board.

Other finance options include:
   a) Letting out the Woolshed to commercial operations to fund the Program and the expansion mortgage
   b) Increasing client rent
   c) Staffing cuts
   d) Re-modelling finances
   e) Down-sizing.

Of these options b), c) and e) will only be considered if the program is in danger of closing.

A survey of service provision in the area shows a gap in services offered to homeless male youth. It is a possibility in the shorter term that the program may specialise in this area. With the building of the larger service this may be reviewed.

Rebecca’s Story*

“My parents had split up and I lived with mum for a while, then I lived with dad for a while, then I couldn’t live with either of them – so I had to move out. Then I got kicked out of the place that I was living, so I had ended up staying with friends from church. They could only accommodate me for a short time, so then I was lucky enough to get a spot at Yallah.

I just needed someone to listen and help me sort through my life. Prior to mum and dad splitting up and dad selling our home, I was involved in a domestic violence situation with my now ex-partner. I hadn’t really told anyone, as there was nobody in my life who was listening to me at the time. I really needed to tell someone – and at Yallah there are staff that actually listen to you – the workers there would stop whatever they were doing and sit down with me if I felt that I needed to talk. All of my needs – physical, mental and emotional - were met while I was there.
I already knew how to take care of myself practicality-wise, but I found that I learned other life skills, like where and how to ask for help when I needed it and not to try and struggle along on my own until life gets out of control.

What made it special for me was that the workers were always attentive – night or day, it didn’t matter to them – they were always there to help. I think I will also be friends with the residents that I shared my time at Yallah with for a long time. When I first arrived, I didn’t really know anything about the program at Yallah – I just needed somewhere to stay. I loved the fact that I finally had my own room, and when I met the other residents, my story was fairly similar to theirs. That made it really easy to fit in.

Since completing the program, I am currently enrolled in a Bachelor of Social Work and I’m in an independent living unit. I’m stronger in myself and moving in a good direction. I am able to stand on my own two feet now – I know I’m able to achieve what I want to achieve. Completing the Yallah program made a great difference to my quality of life – I came to realise that I’m a lot stronger than I ever understood and that there are good people out there who care for me.”

* not her real name

4. Findings – Analysis of Client & Service Outcomes

4.1 Exit Interviews

Outcomes for those who graduated from the program from Jan 1\textsuperscript{st} 2013 to 31\textsuperscript{st} July 2014:

- 67% (22 out of 33) exited to a positive accommodation option. These included independent accommodation and returns to families. 27% (9 out of 33) of these residents returned home.
- 49% have been engaged in employment or study. Out of the 39 residents since the commencement of 2013, 10 have gained paid employment including 2 apprenticeships. Four residents have gained regular work experience. 12 were studying or were in training including two commencing university degrees. Four were completing their HSC and six were completing TAFE certificates.
- 73% have been linked to positive and pro-social community activities through volunteering, sport or fitness activities.

Using the Key Performance Indicators (KPIs) from the Interim evaluation of the Miller Live ‘N’ Learn Campus (Randolph & Wood, 2005) we see this comparison:
### Case Study - Yallah Youth Housing Program

<table>
<thead>
<tr>
<th></th>
<th>Miller</th>
<th>Lighthouse</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>#</td>
<td>%</td>
</tr>
<tr>
<td><strong>1. Living</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1. Number of residents entering independent accommodation.</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1.2. Number of residents living in safe and stable accommodation (other than in 1.1)</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td><strong>2. Learning</strong></td>
<td>4</td>
<td>40</td>
</tr>
<tr>
<td>2.1. Number of residents undertaking and / or completing a recognised education or training course.</td>
<td>4</td>
<td>40</td>
</tr>
<tr>
<td>2.2. Number of residents achieving agreed learning objectives that are linked to specific living or earning outcomes.</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>3. Earning</strong></td>
<td>3</td>
<td>30</td>
</tr>
<tr>
<td>3.1. Number of residents in paid employment</td>
<td>3</td>
<td>30</td>
</tr>
<tr>
<td>3.2. Number of residents achieving an equivalent situation in non-paid or training position.</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

*The KPIs were trialled in relation to the ten residents interviewed for the second round of interviews.

#### Figure 4.1 – Outcomes Comparison: Miller Live ‘N’ Learn vs Lighthouse

It must be noted that there is significantly more data for the Lighthouse project so it is hard to do a fair comparison. But what can be seen is the outstanding outcome for living in independent or safe, stable accommodation that Lighthouse has achieved. A majority of clients are better off either educationally or in employment than they were when they entered the program.

In comparison with a later evaluation completed on the Miller Campus project\(^6\) a number of observations can be made.

1) Lighthouse has achieved a greater success in graduating clients out of the program and into independence. In the Miller report long term stable housing included those staying long term in the campus accommodation (12-24 months) which distorts the figures\(^7\).

2) There are no figures available from Miller with regard to study and work outcomes although 100% were ‘helped’ (provided with services) as they are in Lighthouse.\(^8\)

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\(^7\) Deacon, pp33-34.

\(^8\) Deacon, p39.
Case Study - Yallah Youth Housing Program

Statistical comparisons with other more traditional youth homelessness services\(^9\) has proved difficult as they don’t function as residential programs but aim to ‘Deliver integrated service responses’\(^{10}\). These responses concentrate on alleviating need whereas the Lighthouse program seeks to also transform lives.

4.2 Client Interviews

Four current clients and four graduated clients were interviewed to ask questions not covered in the normal exit interviews. The purpose was to gauge their view of the program, its effectiveness and to determine how they had benefitted by taking part in it.

- The interviews indicated that most of them were not sure what the program entailed before they enrolled. They also wondered whether there would be any benefit from the program. Prior to participation, the general consensus seemed to be that Yallah was just another refuge, a place to stay, only. These impressions were brought about by three factors; their own feelings of helplessness, other refuges they’d lived in and descriptions of refuges that friends had lived in. All indicated that this view was challenged and changed within the first few weeks of the program.
- When asked about how Yallah was different to other refuges / programs, all 8 mentioned the personal, caring interaction with the staff members. They felt valued, especially in comparison to other refuges and programs they had either experienced or heard about. They felt treated as people rather than being left to their own devices as just another resident.
- All reported that the Program had or was meeting and / or exceeding their needs. (91% satisfaction)
- Despite notes of the accommodation being a little cold in winter (cracks in floor boards) accommodation was rated good or excellent (91% satisfaction).
- Most of the residents interviewed had only received education to year 10 or 12
- All indicated a positive change in their attitude to life, future outlook or self-worth.

Here are some of the skills and lessons the clients indicated they’d gained during the program:

- Respect
- Manners
- Accepting what you are given can be life changing
- Yard work
- How to structure a week
- Hygiene

\(^9\) For example “NSW Homelessness Action Plan Evaluation”s by ARTD Consultants for : Rural Homelessness New England project (5.6b), South East NSW Community Connections project (5.10), Riverina Murray HAP project (5.6a).
\(^{10}\) ARTD, Riverina, p16.
Case Study - Yallah Youth Housing Program

- Cooking skills
- I am stronger than I think
- Communication skills
- I am worthwhile
- People actually care
- Independence
- To seek help
- Patience
- Who I was and how I needed to change
- To go the extra mile for others
- Domestic Cleaning
- Learning to Drive

For those Clients who had graduated from the program we asked a series of questions to determine how satisfactorily their needs were met.

- Job Readiness Skills 56%
- Living Skills 83%
- Physical Fitness needs 88%
- Enablement for Volunteer work 81%
- Suitability of Accommodation 94%

Job Readiness seems to be low in comparison to the others results but a number of the clients had come to the realisation that they needed to complete further studies (which they had started) before they would admit to job readiness.

We also asked if they would be likely to refer others to the program and found an 88% willingness to refer others to the Program.

4.3 Staff Questionnaires

Every member of staff (3 paid and 3 volunteer) was surveyed to ascertain their thoughts on the strengths and weaknesses of the program, its further development and their reasons for being involved.

All staff members express a high level of passion for their work not just as a job, but because of the positive impact it makes in the lives of the residents. They are passionate about seeing broken people mended. Their personal motivation comes from their connection with the Lighthouse church and its vision, problem solving and seeing breakthroughs in the lives of young people.

A majority of Staff members indicated that relationship building was one of the favourite parts of their job and that this was slow but effective. This is reflected in their view that the
effectiveness of the Program has been enhanced by their efforts in helping clients to make individual choices based on a balance of boundaries, guidelines and principles. As a result, many ex-residents have kept stable accommodation and re-connected with family in last 2 years.

When it came to identifying the aims of the Program, only the manager could remember all three, with staff members being able to articulate at least one. It will be critical as the program expands that all staff should know these aims so that they can cohesively work in the same direction.

All have noted the need for more staff (paid and volunteers) and better facilities.

Paid staff members although qualified for their positions, see the need for more training in homelessness / social work.

There is a great desire to see an increase in community involvement both with the church communities and the greater community.

The staff noted the following as strengths and weaknesses of the program:

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Team – positive, supportive and open environment</td>
<td>• Need more training in homelessness and social work</td>
</tr>
<tr>
<td>• Good assessment process</td>
<td>• Facilities are in need of an maintenance or an</td>
</tr>
<tr>
<td>• 3 stage program</td>
<td>• Staffing levels</td>
</tr>
<tr>
<td>• Resident focussed program</td>
<td>• Stages of client progress not clearly followed</td>
</tr>
<tr>
<td>• Community engagement</td>
<td></td>
</tr>
<tr>
<td>• Godly principles and practices</td>
<td></td>
</tr>
<tr>
<td>• Balance of structured and free time</td>
<td></td>
</tr>
<tr>
<td>• Definite guidelines and boundaries</td>
<td></td>
</tr>
<tr>
<td>• Sets up youth for success</td>
<td></td>
</tr>
<tr>
<td>• The awesome staff – trained and passionate</td>
<td></td>
</tr>
<tr>
<td>• Community support and partnership with businesses</td>
<td></td>
</tr>
</tbody>
</table>

When asked about how the program should change and develop the following suggestions were made:

- More staff (paid & volunteers)
- A bus to transport clients
- Greater level of integration into a positive and healthy community
- An upgrade of site security
- Longer staff cross over periods
- Longer hours for current staff (paid)
- Larger facilities
- More community projects on site
- New building project - expansion to 28 beds
- For the Program to be better known in the Illawarra
- The building of stronger community partnerships
- Better bridging of the gap between the program and local communities
- Make more professional services available on site
- Encourage greater involvement with the wider community
- Bigger and better program and facilities

4.4 Illawarra Regional Homeless Action Plan 2010-2014
The Homeless Action Plan for the Illawarra outlined 5 priority areas for action:

- Improve access to long term housing
- Strengthen homelessness prevention and early intervention approaches across the service system
- Increase access to sustainable social housing for Aboriginal people
- Support to sustain tenancies for people with mental illness
- Improve service coordination

Of these priority areas, the strengthening of homelessness prevention and early intervention features in the service performed by the Lighthouse program. The Program is aimed at youth in danger of homelessness, in line with research which says “Experiencing homelessness under the age of 18 is a significant risk factor for long-term homelessness”. 11

Four of the youth interviewed indicated that they had recently become or were in danger of becoming homeless before they entered the program. They all mentioned how quickly their cases were reviewed and were accepted into the program. The two who have graduated from the program are now in long term stable accommodation.

The Program has not been positioned to address the other four priority areas, although its doors are open to homeless youth who are indigenous.

4.5 Benefits to the Lighthouse Church
- An opportunity for members to live out their Christian faith.
- The satisfaction and joy that comes from helping and supporting others.
- A greater connection with the local community showing that the church is relevant.
- A reputation as a church which cares and acts.
- A supply of volunteer workers for its soup kitchen which reaches out to those in the community who are struggling.

11 Illawarra Homelessness Action Plan 2010-2014
The vitality that even troubled youth bring to any community.

Daniel’s Story*

Although Centrelink is still his primary source of income, Daniel is currently employed as a casual worker in the hospitality industry. Having completed Year 10, he was living in the family home with his father.

Daniel enjoyed the fact that living in the apartment on site gave him an independent living accommodation, but having the support of the staff on site if needed. He didn’t enjoy the personal training aspect of the program, but you can tell from the expression on his face that he understands that it is good for him anyway!

“Just after New Year’s, I was kicked out of my mum’s house and I couch-surfed with friends for a while and then I moved in with my dad. He had recently come off an AVO with my mum – and I guess it was alright there for a few weeks – but then there was an incident, and now I have an AVO out on my dad. This led me to see that I had no accommodation options, so I looked up a church I had been to as a kid and the pastor there put me onto Yallah.

The interview process was pretty relaxed – they wanted to see who I was and if I would be a good fit for the program. It was so good, because I got to move in that day! It was pretty awkward the first 5 minutes, but we all realised that we were pretty much the same person, so I got really well with all the other residents straight away.

Aside from accommodation, I really needed help as a person. I used to just play X-box all the time and I didn’t really want to do anything. Living here has definitely made me more self-disciplined, with a good work ethic and now I only play the X-box once or twice a week!

Some of the practical skills I’ve learned include yard work, feeding the chooks and taking the bins out. So it has really taught me how to structure my week so that I can get through all the things I need to do, and leave enough time for the things that I want to do.

During my stay at Yallah, I came to a realisation of who I was and how I needed to change. I have become really good friends with all of the staff and residents. My personal hygiene and manners have really improved since I came to Yallah, and now that I have been taught how to care for myself, I have so much more confidence. Now I feel much more at ease going out to meet people.

Most refuges in the Illawarra just give you a room and then they let you go about doing your own thing – they don’t really help you other than giving you somewhere to stay. The staff and the program at Yallah help you on so many levels to improve your skills and progress in life as a person. All my old friends have commented on how much I have changed and that now they love to hang around with me!
5. Findings – Program Funding

Currently the Program runs on a break even basis as a not for profit organisation with any shortfalls underwritten by Lighthouse Inc. All paid staff members are remunerated at the award rate. Government funding under SAAP has provided 50% of the budget until recently. Of the 12 places available to clients in the program only 1.5 were funded under SAAP. Despite this, through partnerships and efficient use of funds, the program has been able to fund an average of 8 to 9 beds on the budget of 3.

In 2014, because of the planned withdrawal of SAAP funding in July, Lighthouse budgeted to run at a loss. A last minute reprieve has seen the temporary reinstatement of funding so that the program can either transition its clients to another organisation or find replacement funding. At the time of writing the extent of the assistance was unknown.

The current Lighthouse philosophy is that they will not close the service because of a lack of funds. This philosophy has seen a vision for increasing the scope of the program rather than closing it down. The viability of the program has always been dependent upon the church having excess funds to underwrite it. Plans are currently being made to mitigate this risk. The Lighthouse is seeking corporate sponsors, partnerships with other churches and faith based organisations and the commercial leasing of the Woolshed property to replace the lost SAAP funding and provide enough funding to expand the program.

Figure 5.1 – Budget Income Sources
Like most Foyer models, the program has aimed to supply services and accommodation at an affordable rate for clients. Although above the threshold of rental affordability (30% of income) it includes, over and above the rent, the services detailed in 3.2.7.

The fortnightly rent calculations are as follows:

- Youth Allowance: $414.40
- CRA: $126.40
- Total: $540.80
- Rent: $280.00 (51.7% of client income)
- Balance: $260.80

6. Conclusions & Recommendations

6.1 Conclusions
The growth in homelessness and the already high unemployment in the region, with the lack of affordable housing, indicates that there will continue to be a growing need for more facilities to help break the cycle of homelessness amongst youth in the Illawarra.

Over the last 3 years the Program has achieved a good success rate with its clients. There are a number of factors which have helped this model succeed:

- Dedication of an organisation to do more than just provide accommodation
- The desire to achieve more than they were funded to do, has enabled the move towards a self-sustaining model not dependent on Government funding.
- The difference that the staff make.
- Exit interviews and independent client interviews indicate that the program has a good success rate in achieving its 3 aims of residents to develop strong, positive community connections, being involved in work and/or further education and transitioning into long-term, independent accommodation.
- Community aspect. Like the Foyer model the Program builds community but building community at the facility is not the focus. Its interest is the wider community. It both brings the wider community in to meet the clients and also takes them out to be a contributing part of the wider community. The Program also encourages the clients to make useful contributions to society beyond education and vocation, through volunteer work and giving back to the community into which the clients are being transitioned.
- Government contributions over a number of years have also helped this program to continue, grow and develop to a point of independence. With the withdrawal of that funding the Lighthouse will need to find funding partners in the near future to be able to continue the program and enable its expansion.
- Although the Program does not address all aspects homelessness it is making an impact on homeless youth and those in danger of becoming so.
6.2 **Recommendations**

Despite the evident success of this program, there are a number of areas in which it needs to change in order to continue developing and improving the outcomes for its clients. CHI makes the following recommendations:

**To Lighthouse:**

11. That record keeping procedures be revised and new systems put in place so that more accurate evaluations of the service might be possible in future. This includes collecting data on services supplied to clients (when and how many), data on client outcomes 6, 12 and 24 months after graduation from the program and client expectations before entering the program. The employment of a clerical assistant (or dedicated volunteer) may be required to accomplish this.

12. **Partnerships**
   
a. Financial Partnerships
   
   If the Program is going to continue, let alone expand, new sources of funding will have to be found. These could be sought from the local corporate sector, faith-based charities or like-minded churches.

   b. Resource Partnerships
   
   A major part of the Program is the support provided to clients by the volunteers and mentors. As the program continues and expands more of these will need to be found so that a) volunteers are not relationally overloaded and b) a more diverse range of training, expertise and opportunities might be made available to clients. It is recommended that the Lighthouse seek partnerships with other churches and faith-based organisations to increase the volunteer base and opportunities for mentoring apprenticeships and the daily program.

13. That opportunities to train staff in homelessness and social work be sought and funded.

14. That staff review the procedures for taking clients through each of the program stages to ensure that clients receive the best help at each stage.

15. An independent investigation into better site security.

16. The employment of more paid staff as and when client numbers increase.

17. More effective advertising of their program. Although the Program is known and gets referrals from other services in the region, its public profile is small. Few of the clients interviewed were aware of what services were being offered before they signed up. Its profile could be enhanced as other churches and faith-based organisations are invited to partner in the work.

18. That all staff are regularly reminded of the Program’s 3 main aims:
   
   - For residents to develop strong, positive community connections
To be involved in work and/or further education
For residents to transition into long-term, independent accommodation

To the Department of Family & Community Services:

1. That more programs focused on relationships and community are promoted and started with seed funding from the State Government.
2. That FACS considers partnering with Lighthouse by providing seed funding for their planned expansion.
Appendix 1 – Site Photos

- Common Area
- Chook Shed
- Shared Dining Room
- Community Vegetable Garden
- Main House (9 beds)
- Independent quarters (3 beds)
Appendix 2 – Resident Intake Assessment Flowchart

Potential Client or organisation rings Lighthouse Reception

Receptionist books potential client into an assessment with support worker at Lighthouse

Receptionist emails list of assessment to support worker and manager before close of business the day before assessments

If Client is a ‘No Show’ Ring contact number provided to re-schedule. If they were referred by an organisation, then call them to feedback on situation

Assessment

Review paper work, discuss with manager, ring references / other services, ask them to produce income statement to check financial viability

Contact client within 48 hours of assessment

Feedback to potential client within 48hrs

Immediately Unsuitable

ie: in need of eg. drug/alcohol rehab or in need of crisis accommodation in the short term

Admits that the program would not be suitable for their needs

Complete unassisted persons on SHIP

Suitable

Complete unassisted persons on SHIP within 24 hours

Client does not accept:

Suitable

Arrange a time to either pick up client from Lighthouse Central or for them to be dropped at Yallah at a time convenient for LYH. Clients are not to be picked up from previous place of residence unless it is another youth refuge (Not DOH)

If suitable

Immediately Unsuitable

Give details for TCC / 180TC or DOH

Unsuitable:

Waiting list, higher needs then we can provide for, information provided at assessment was false, etc

Clearly explain to client way they cannot fit into the parameters of our program currently.

Unsuitable:

Waiting list, higher needs then we can provide for, information provided at assessment was false, etc

Clearly explain to client way they cannot fit into the parameters of our program currently.

Inform other team members and residents of new arrival immediately

Fully Complete intake procedure within 24 hours after arrival at Yallah

Complete Unassisted persons on SHIP within 24 hours
Appendix 3 – Questionnaires

Questions for Lighthouse Inc.

1. Program History
   - How did the program start?
   - What were the driving forces and factors that made it a reality?
   - What part has Government funding played in the life of the program?

2. Service delivery model (e.g. Foyer model)
   - Which service delivery model are you using?
   - Why was this model chosen over other model types?

3. Funding model, affordability and cash flow
   - Where does your funding come from?
   - How is this negotiated? (how often and length of funding)
   - Have you used any special fund raising projects / schemes? What are they?
   - Has your cash flow been adequate for operating without extra cash injection?
   - How sustainable is this program long term (with and/or without Govt. funding)?
   - What changes have you made to the model over time? What were the subsequent outcomes? Were there any unexpected consequences?
   - What Govt. grants have you received? Is this continuing? Why / why not?

4. Service details
   - Target group
     - Are you targeting any particular demographic group?
     - Which group(s) and why?
     - What criteria are used in selecting clients for the program?
   - Capacity & client flow
     - How many clients can you deal with at any one time?
     - How long do clients remain in the program?
     - What is the length of stay at the facility (define short, long and average)?
     - Where do you refer people when your service is at capacity?
     - Do you have a waiting list?
     - Is there any statistical data already gathered
   - Aims
     - What do you hope to achieve with the program?
     - How are you measuring success?
   - Staff training
     - What training do you provide for your staff?
     - What Tertiary qualifications do you require in your staff? Position related?
     - What role does faith and Christian character play for staff?
   - Program
Case Study - Yallah Youth Housing Program

- Outline your program
  - Length
  - Aims
  - Outcomes
  - Rationale
  - Major milestones

  o Client services
    - What help do you offer clients? (financial, practical, education etc.)
    - Do you partner with other agencies to provide services? Which and how?

  o Client follow-up
    - How are clients who have graduated from the program followed up?
    - What ongoing support do you offer?
    - Have any of the clients returned to the program after graduating?
    - What does a “successful” graduate look like?
    - How many have graduated and when?
    - What number or % would be deemed to be successful?

5. Measures of success
  - Lighthouse criteria
  - Client criteria
  - Is there any other criteria? (i.e. Community)
  - Government criterion to be met for continued funding

6. Benefits of the program to the Lighthouse Church community
  - How involved is the Church community in the program?
  - What wrap around services do they provide?
  - How have individual members benefitted from involvement?
  - How has the Church been affected by this program / ministry?

7. Future plans
  - We understand you are planning to expand the program. How is this being funded?
  - Why the expansion?
  - Capacity, demographics, model
Hi! My name is Meg and I am doing some research on the Lighthouse Community and the Yallah project that you are involved with. I have permission from the church to do this research and it is completely voluntary on your part. There won’t be any details that can identify you personally; we are just trying to give some information to the church about all aspects of the program and how it is or isn’t meeting your needs, as well as seeing if it could be reproduced successfully in other parts of the country.

We’d also like to video this interview. The video will be used to help with accuracy and to present the findings of this study.

Will you give us permission to do so? Y / N
Would you like us to keep your identity anonymous? Y / N

1. What is your gender? M / F (circle correct answer)

2. What is your current age? ________________________________

3. What is the highest level of education you have completed? (circle correct answer)
   - Primary
   - Year 10
   - Year 11
   - Year 12
   - TAFE
   - University-Undergraduate
   - University-Postgraduate

4. Are you currently in paid work? (circle correct answer)
   - Not currently
   - Casual
   - Temporary/Part-time
   - Full-time

   4a. If you answered yes, please indicate the type of industry you work in
   ___________________________________________________________________________
   ________________________________________________________________

5. What is your primary source of income? (circle correct answer)
   - Salary/Wage
   - Parental Allowance
   - Centrelink Payments
   - Other – please comment

   ___________________________________________________________________________
   ________________________________________________________________

6. Immediately before you came to Yallah, where did you live? (circle correct answer)

________________________________________________________________________
________________________________________________________________________
### Case Study - Yallah Youth Housing Program

<table>
<thead>
<tr>
<th>Family home</th>
<th>Other family</th>
<th>With friends</th>
<th>On the street</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own property</td>
<td>Rental/share house</td>
<td>Emergency housing</td>
<td>University housing</td>
</tr>
<tr>
<td>Caravan Parks</td>
<td>Other – please comment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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7. How would you rank the standard of your accommodations at Yallah? (circle correct answer)
   - Poor
   - Basic
   - Adequate
   - Good
   - Excellent

---

8. Please comment on what you like about your accommodations at Yallah.

---

9. Please comment on what you DON’T like about your accommodations at Yallah.

---

10. How did you find out about the program here at Yallah and when did you take part?

---

11. What made you think that you might benefit from coming to stay at Yallah for a period of time?

---
12. Describe to me (if you are comfortable) a bit about where you were at in your life before you came to Yallah.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

13. What particular needs did you have in your life that you thought the program at Yallah could assist you with?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

14. From your #13 answers, to what degree do you feel that your needs were met while you were at Yallah?

1  2  3  4  5
Mostly unmet  Partially met  Needs met & exceeded

15. What did you think about the intake/interview process?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

16. How did you find settling in with the other residents?
17. What are some of the practical skills you learned while staying at Yallah?

________________________________________________________________________
________________________________________________________________________
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18. What are some things you learned about yourself as a person while you were there?

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19. Did you have any negative experiences that you would like to mention?

________________________________________________________________________
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20. What difference did your stay at Yallah make to the quality of your life?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
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________________________________________________________________________
21. If you were helping to raise funding for Yallah, how would you describe what it does? What does it do that other programs don’t do?

________________________________________________________________________
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22. If you found out that Yallah had to close, and you were asked by a reporter, “what is irreplaceable about Yallah?” What would you say?

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23. Do you feel that your time at Yallah has been successful for you? How so?

________________________________________________________________________
________________________________________________________________________
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________________________________________________________________________

Only complete the following questions if you have graduated from the program!
Case Study - Yallah Youth Housing Program

24. What does your life look like since you have graduated from Yallah? (Accommodation, work/education?)

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

25. Are you able to contact the staff at Yallah if you feel the need? Y/N

26. Would you feel comfortable doing that? Y/N

27. What are some of the things you feel you have learned during your time at Yallah?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

28. On a scale of 1-5, and based on your own experience, how likely are you to suggest Yallah as a possibility to other young people if they are struggling?

1  2  3  4  5
Very likely Not at all likely

29. On a scale of 1-5, how do you feel the program at Yallah addressed your needs for Job Readiness?

1  2  3  4  5
Mostly unmet Partially met Needs met & exceeded

30. On a scale of 1-5, how do you feel the program at Yallah addressed your needs for Living Skills?
### Case Study - Yallah Youth Housing Program

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<td>Needs met &amp; exceeded</td>
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31. On a scale of 1-5, how do you feel the program at Yallah addressed your needs for *Physical Fitness*?

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32. On a scale of 1-5, how do you feel the program at Yallah addressed your needs for *Volunteering*?

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33. On a scale of 1-5, how do you feel the program at Yallah addressed your needs for *Accommodation*?

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Paid & Volunteer Worker Questionnaire

What position do you hold in the Lighthouse Community Care Youth Project?

a) Paid Worker       b) Volunteer

What qualifications do you hold?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

What experience do you have and with whom?

a) In homelessness
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

b) In other social work
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

What does your role at the Project involve?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
Case Study - Yallah Youth Housing Program

What motivated you to take on this role?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

What is your favourite part of your role? What gives you job satisfaction?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
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What are the aims of the Program?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

How effective (in your opinion) is the program?
___________________________________________________________________________
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What are the strengths and weaknesses of the Program?
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
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___________________________________________________________________________
What about the program would you change (if anything)?
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

What do you see the program going in the next 5 years?
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
References

Anglicare Rental Affordability Snapshots for the Illawarra Region, 2011-2014
Australian Government Department of Employment – Labour Market Information Portal 2014
Family & Community Services – Rents, Metropolitan Postcodes, sorted by Statistical Area Level 3
Family & Community Services – Rents, Rural Local Government Areas, sorted by Statistical Area Level 3
Going Home, Staying Home
Illawarra Homelessness Action Plan (c.2006)