

SOCIAL IMPACT REPORT 2018



PROJECT
INDEPENDENCE

PROJECT INDEPENDENCE

ACCESS TO HOME OWNERSHIP FOR PEOPLE WITH AN INTELLECTUAL DISABILITY IN AUSTRALIA.

Project Independence (PI) is committed to enabling people with an intellectual disability to have the right for the opportunity to own their own home. We understand that living independently does not mean living on your own, it means having a choice.



CONTENTS

WELCOME

MISSION

STRATEGY

OUR WORK

OUR IMPACT

HOUSING SUPPLY

RESIDENTS

-OUR REACH

-OUR RESIDENTS

-RESIDENT PATHWAY

-RESIDENT ENGAGEMENT

-RESIDENT EXPERIENCE

-RESIDENT WELLBEING

-CASE STORY: TERESA BRYAN, PI RESIDENT

FAMILY WELLBEING

-CASE STORY: PETER HALL, FATHER

ECONOMIC EMPOWERMENT

HOUSING SOLUTION

OUR LEARNINGS

e enquire@projectindependence.com.au

t 02 6203 9500

a 2 King Street, Deakin, ACT 2600

w projectindependence.com.au

ABN: 46 160 299 409



WELCOME

(insert own words)

- Pleased to produce our first social impact report.
- From securing land, building and facilities to our residents moving in we are now in a position to share stories with our supporters and explore the impact that the Project Independence model is having on our residents, their families and the community.

SIGNATURE HERE

NAME HERE



MISSION

To provide a place of safety for residents to grow their independence both financially and socially with guidance and support whilst living within a sustainable, safe and caring community.

VALUES

- Committed to service
- Accountability
- Open Communication
- Teamwork
- Respect



STRATEGY

To provide accommodation options for persons with a disability with a preference given to people with an intellectual disability, which supports transitions to independence through upholding their dignity and building their confidence. This is achieved through sourcing, developing and managing residential properties which typify living arrangements for people who do not have disabilities.

The objectives of PI are:

- ✔ To provide adequate individualised support that promotes continuous growth enabling ownership by residents of the accommodation.
- ✔ To provide a person centred model of housing development which encourages freedom of choice and engages the residents in developing joint activities, their own rules and a sense of commitment and community.
- ✔ To help grow ownership of accommodation by disabled residents to provide a pathway to future independent housing options
- ✔ As a social business to engage with other like-minded organisations, such as Government, business or not-for-profit organisations to develop future housing options for the disabled, as long as they meet the other objectives of the organisation.
- ✔ To cooperate with other organisations in the furtherance of these objectives.



OUR WORK

This year PI staff, volunteers, supporters, residents, families and communities have been involved in a number of efforts that support PI to create sustainable, safe and caring communities.

Some of the highlights from this work include:

- Project Independence became recognised as a non-profit which indicates support for this new innovative model of home ownership.
- Friends of PI was set up enabling families and communities to work together to further PI objectives.
- Funding was secured for four houses in order for PI to establish a new site for residents.
- The development of new resources to support resident wellbeing include:
 - Workplace health and safety manual
 - Emergency Evaluation Plan and training for residents
 - Resident daily life skills strategy

OUR IMPACT

In order to evaluate the impact that the new project independence housing model is having PI reflected on what we are trying to achieve, reviewed our program logic and set priority impact areas. For each area we outlined outcome indicators then applied various tools to capture information and evidence for these indicators. We analysed the data and have presented findings in this report.

The Priority Impact Areas are:

- ✓ **Housing Supply:** Increased access to suitable, safe and affordable housing for people with an intellectual disability.
- ✓ **Resident Wellbeing:** Residents have increased financial responsibility, choice and control over housing options, improved social connections and independence.
- ✓ **Family wellbeing:** Family and carers feel supported and have improved independence, increased confidence in housing options and reduced stress.
- ✓ **Economic Empowerment:** Economic services and mechanisms support home ownership for people with an intellectual disability giving them economic empowerment.
- ✓ **Service Delivery:** Quality assured housing protects rights of residents, meets suitability requirements and fosters independence and wellbeing.
- ✓ **Mainstreaming, advocacy and engagement:** Improved status and engagement for people with an intellectual disability in community and demonstrated commitment from communities and stakeholders toward PI Impact.

HOUSING SUPPLY

FOR PEOPLE WITH AN INTELLECTUAL DISABILITY.

Lee had lived in a not for purpose house for 30 years, sharing a bathroom and it became increasingly difficult for Lee to manage the stairs up to his bedroom. After applying to become a PI resident, at 59 years old, Lee now has his own home.



HOUSING SUPPLY

There are limited mechanisms in Australia which enable people with an intellectual disability to achieve ownership of a property. This leaves people with unsafe, unsatisfactory or no housing options. It impacts their ability to achieve independence and increases pressure on families and carers. Project Independence is the first organisation in Australia where people with an intellectual disability can achieve ownership of a property.

Here we discover why our residents sought the PI housing solution:

11

Parents house: Residents had never moved away from home before due to inadequate accommodation options for their abilities and disabilities.

2

Residential facility for people with a disability: No financial empowerment hence the residents felt trapped in the facility cycle unable to progress their independence and abilities.

1

Living with a sibling: Sibling was unable to provide the care required due to financial constraints of having to complete paid work.

2

Social housing shared group home: Shared bathroom, no controls over nutrition, entry or exit of people to the house, no financial empowerment leading to social housing dependency.

1

Social Housing: Inappropriate social housing due to the house size 1 person in a 5 bed roomed house, this led to depression and feeling of loneliness.

1

No housing option in home state, resident moved to be with brother but unable to reside in the family home. PI was the only accommodation option that suited needs and abilities.

HOUSING SUPPLY

NEW RESIDENT.

PI is pleased to be welcoming a new resident in September 2018. This resident is in their 30s and currently living in an aged care facility due to the lack of appropriate accommodation in the regional town of Goulburn.

Since moving into the aged care facility the parents have noticed a decrease in activity and “young way” of thinking. Parents want appropriate accommodation that will give independence with people of a similar age and ability.



RESIDENTS

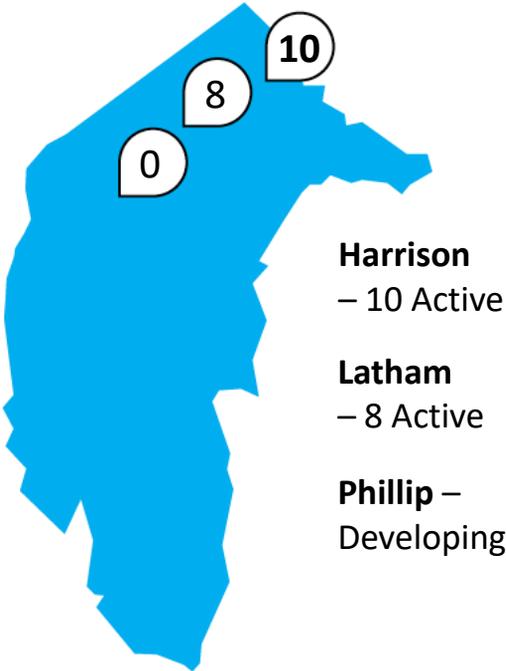
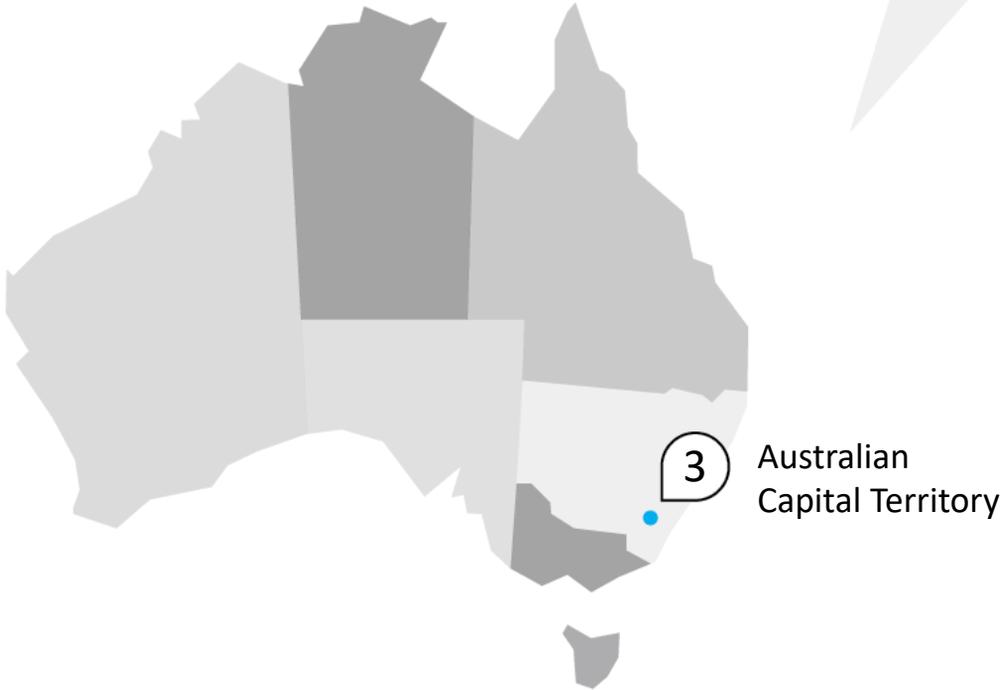
Since our first residents moved in in 2016, PI sites in Harrison and Latham have become homes. With 17 residents now permanent, PI strategies such as stringent selection criteria and a try before you buy period, has supported our team in engaging residents suited to PI.

Greater choice, freedom and transition to independence is at the heart of PI and our resident pathway is important in capturing resident progress. In just two years, we are seeing our residents grow with their newfound independence.

In this section we present our reach, our residents transitions through the PI housing model along with their engagement, experience and wellbeing.



OUR REACH



18 Individual residents living in their own units



OUR RESIDENTS

Females



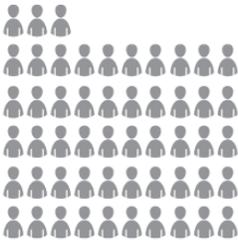
8

Males



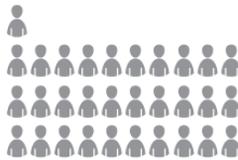
10

Age



53%

19-35 YEARS



31%

35-50 YEARS



16%

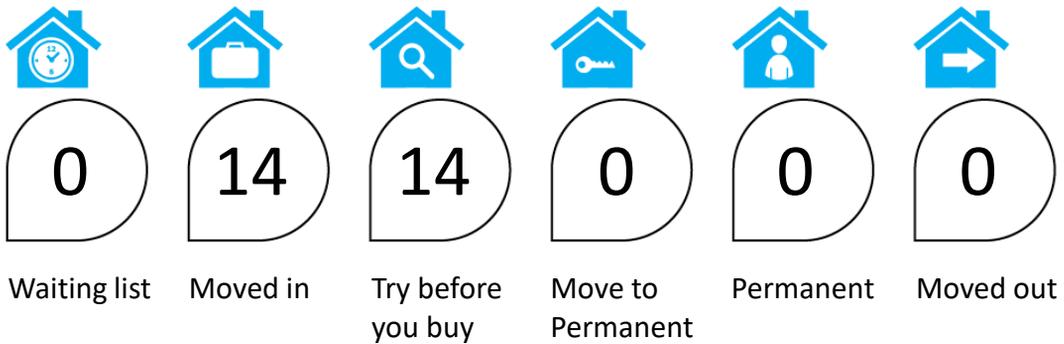
50-65 YEARS

ALL

of PI residents are disadvantaged by mild intellectual disability, requiring three or less hours of support per week.

RESIDENT PATHWAY

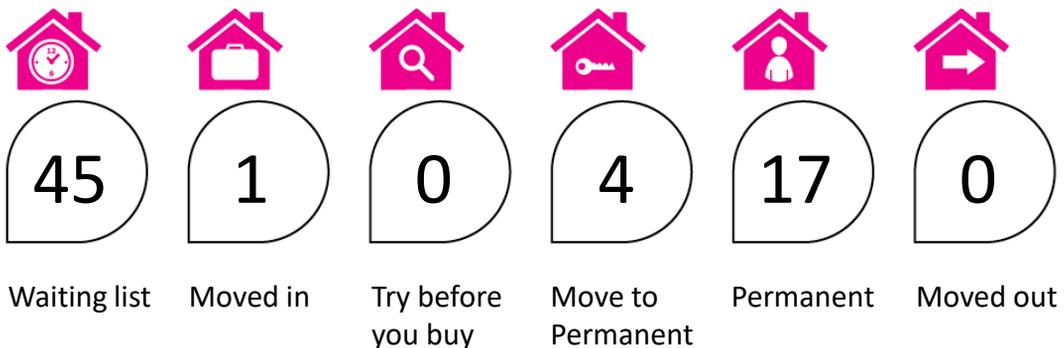
ACT, 2016



ACT, 2017



ACT, 2018



RESIDENT ENGAGEMENT



13 from 14

of the first PI Residents to move into PI in 2016 are now permanent residents of PI



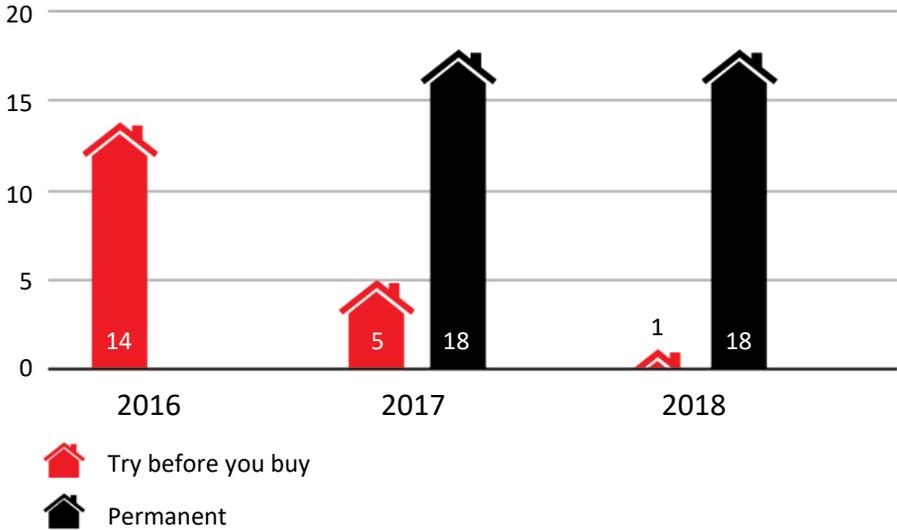
Since 2016

PI try before you buy engagement period has identified 94.7% of residents decided that PI was the best accommodation option for their needs.



PI residents in permanent PI accommodation contributing loan repayments toward home ownership.

PI Permanent Residents



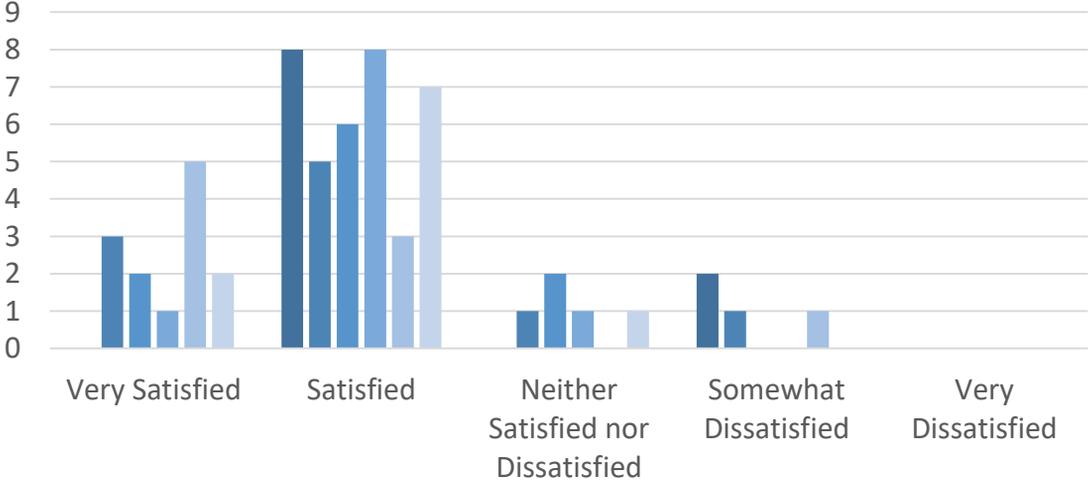
RESIDENT EXPERIENCE



8 out of 10

of PI Residents surveyed said that the overall PI experience had been satisfying.

Resident Satisfaction with PI



- How do you feel overall with your PI experience over the past 12 months?
- How satisfied are you with the design of your home?
- How satisfied are you with regard to the level of privacy in your home?
- How would you describe your satisfaction with the security of your home?
- Overall, how satisfied are you with your neighbourhood as a place to live?
- How satisfied are you with the way you are treated by the live in resident coordinator?

RESIDENT WELLBEING



10 out of 10 of residents surveyed say living in a project independence house has made them more independent.



10 out of 10 of residents surveyed say living in Project Independence has enabled them to feel part of a community.



7 out of 10 residents are very likely or likely to recommend Project Independence to their friends.



7 out of 10 residents say that living in Project Independence has enabled them to cope more effectively.



7 out of 10 residents are satisfied or very satisfied that their rights as a resident are upheld.

INDEPENDENCE

FOR PEOPLE WITH AN INTELLECTUAL DISABILITY.

In order to explore how living in PI can lead to independence outcomes for residents, PI interviewed Teresa Bryan, PI resident since March 2016.



CASE STORY

**Teresa Bryan, PI Resident
March 2017 - Present.**



PROJECT
INDEPENDENCE

New Housing model is optimising independence outcomes for residents.

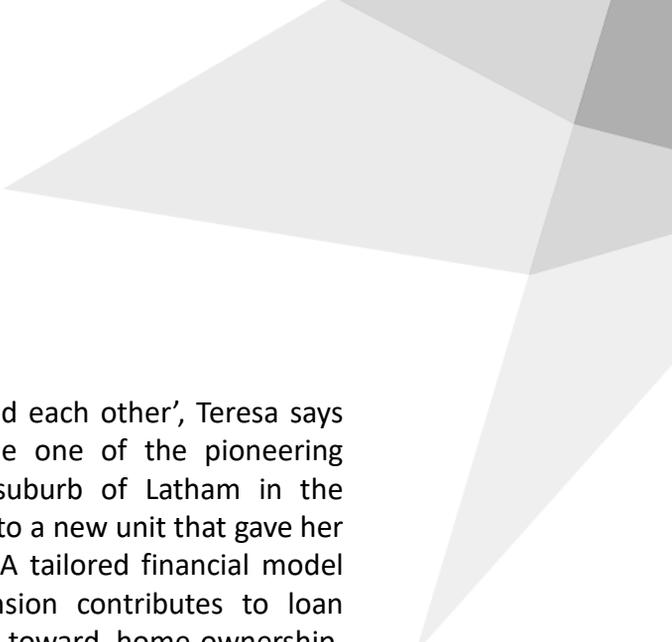


Within an empowering environment, project independence is enabling choice and control in day-to-day living for people with an intellectual disability.

One year on from losing her mother, Teresa came home one day to find her father too had passed away. Teresa's life changed dramatically. As she says, 'Mum and Dad died, and I couldn't live in the house by myself.' Teresa had lost both her parents and with them, her immediate support structure. Despite her brothers' best efforts to create a stable living environment for Teresa in their own homes, everyone was challenged to suitably adapt. It soon became apparent that the family needed a sustainable living solution.

Teresa was in her mid-fifties and like most people, her own space and freedom of routine were important to her. Teresa was not eligible for community housing and facilities like aged-care or drug and alcohol rehabilitation were not appropriate. Following a recommendation for Teresa to be institutionalised the family felt at a loss. The prospects of finding somewhere for Teresa to comfortably settle down and call home again seemed faint.

Then, in late 2016, Teresa's family became aware of a unique opportunity. A newly established social business, Project Independence (PI) was offering an innovative solution that champions freedom of choice in day-to-day living for people with an intellectual disability. PI had constructed residential properties which typify living arrangements for people who do not have disabilities.



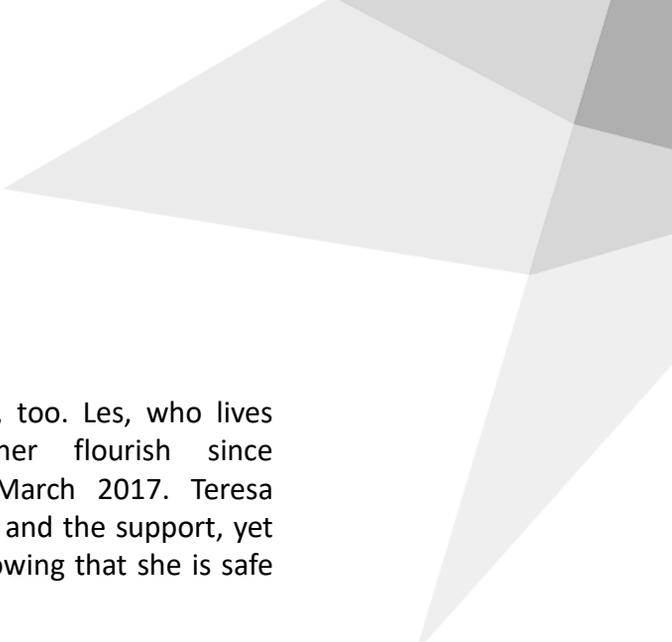
‘When we found out I got it, we just hugged each other’, Teresa says with her brother Les. She was to become one of the pioneering residents at the PI development in the suburb of Latham in the Australian Capital Territory. Teresa moved in to a new unit that gave her privacy, independence, choice and control. A tailored financial model means part of her disability support pension contributes to loan repayments enabling her financial growth toward home-ownership. Teresa has her own bedroom, bathroom, lounge room, and TV with support structures including live-in resident coordinator, cleaning and maintenance services.

Now, three years after her world was turned up-side down, things are looking the right way up for Teresa.

In fact, in her 16 months at PI Teresa is becoming more independent in ways that didn’t seem possible to her family. Her new, self-managed routine includes getting up whenever she likes (‘nobody to boss me around!’, she says), doing her shopping, washing her own clothes (which her dad had always done for her previously), going to cooking classes and playing bingo with new friends. For added luxury, Teresa has been going to sleep in her very first double bed. Teresa says her favorite feature of her new home is being able to eat Tim Tams on her own private balcony.

Teresa is now enjoying evening meals with other PI residents made by the resident coordinator and preparing her own breakfast and dinner. When asked how she feels now about doing her own washing Teresa said, ‘I don’t want anyone else to do it for me now!’ She also says she gets out and about more than before and ‘that’s better’. When compared with the other housing (aged care) options looked at, Teresa says ‘this is different, better.’

Regarding the resident coordinator’s cooking, Teresa cheekily says she’s getting bored of his pasta: ‘I said to him, I would like roast lamb next Wednesday, he said he would make it for me with roast vegetables’. When asked if her health habits have changed since moving in Teresa says: ‘He (resident coordinator) tries to encourage me to eat fruit, I had a banana yesterday.’ She then stands up to show her pants are baggy implying she has lost weight.



Teresa's brothers have noticed the change, too. Les, who lives nearby in Canberra, has watched her flourish since he helped her move into her unit in March 2017. Teresa still needs some crucial support from family and the support, yet PI has allowed her brothers to rest easy knowing that she is safe and settled.

Her other brother was so impressed with Teresa's newfound independence that he felt confident enough to take her on a once-in-a-lifetime holiday to Disneyland in America. The trip went off without a hitch and was the perfect occasion to celebrate Teresa's newfound independence. Teresa says she 'had a ball!'

The PI model facilitates an engagement period (try before you buy) allowing time to establish mutual accountability, commitment and respect between residents, family and the project. This month, Teresa is excited to pass another milestone as she has just been offered permanency by PI, further supporting her independence pathway. When asked how she felt about being accepted, Teresa gives an enthusiastic thumbs up, 'I got a high five from the resident coordinator MJ, I told him, I'm getting my own place, and he gave me a high five, that made me feel good and proud'.

Teresa's journey toward home ownership via PI has been challenging yet rewarding. The loss of her parents – particularly her Dad, who was her primary carer, moving to Canberra, facing limited accommodation options and navigating newfound independence are big changes in a short period of time for Teresa.

PI has enabled her to have the right to live independently while building her confidence and developing the life skills needed. PI has supported Teresa's transition to her new lifestyle and offered a place that she can call home again.

FAMILY WELLBEING

People with an intellectual disability are often dependent on family care, when care givers are no longer able to provide care it leaves families and carers asking:

- ✓ Where will my child live when I die?
- ✓ Will they be safe?
- ✓ How does my child make the step to independent living?
- ✓ Is it possible to save for future housing options?

PI works closely with families and carers in order to support the transition to living at PI. To discover how PI has had an impact on families and carers, PI interviewed Peter Hall, Father of PI Resident Aimee Hall.



CASE STORY

**Peter Hall, Father of PI Resident
Aimee Hall
March 2017 – Present**



PROJECT
INDEPENDENCE

Generating economic opportunities for people with an intellectual disability and their family.



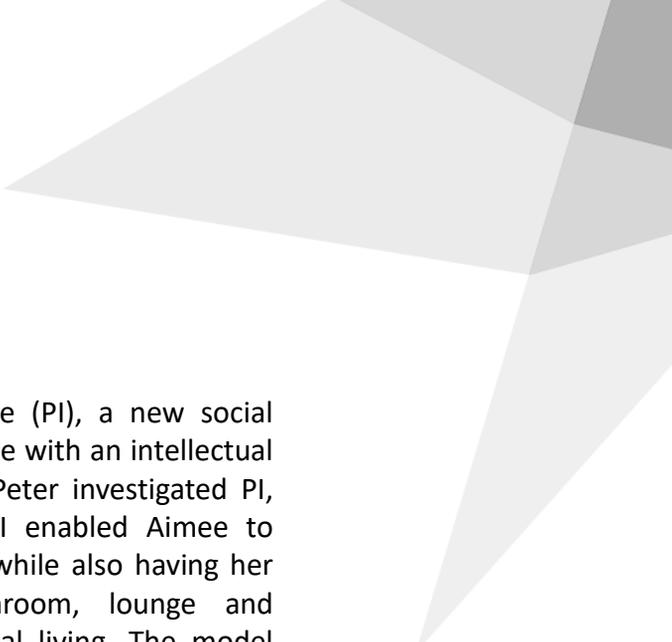
Home ownership was something Aimee always wanted, with Project Independence, father Peter Hall now believes in her inspired vision for the future while simultaneously re-working his own.

Peter, like many fathers, loved having his daughters living at home. Aimee, the tidier of the three, would be out of the house and at work at the Commonwealth Bank by 8:30am. Having a shorter work day than he, by the time Peter was home from work, the house was clean with the washing inside and folded. In addition, atypical to Gen Y in their 20s, Aimee would contribute to the household with her income and disability support pension.

Hearing Peter's contentment, one might wonder why Aimee has now moved out of the family home.

'It was Aimee,' Peter explains, 'she always said she would move out'.

Indeed, Aimee, who works in Canberra City, would one day like to own her own unit close to her office. The Hall's, who recognise that young people with an intellectual disability have the least percentage of home ownership in Australia were keen to support their daughter in her dream. They researched potential pathways that would service Aimee toward property ownership.

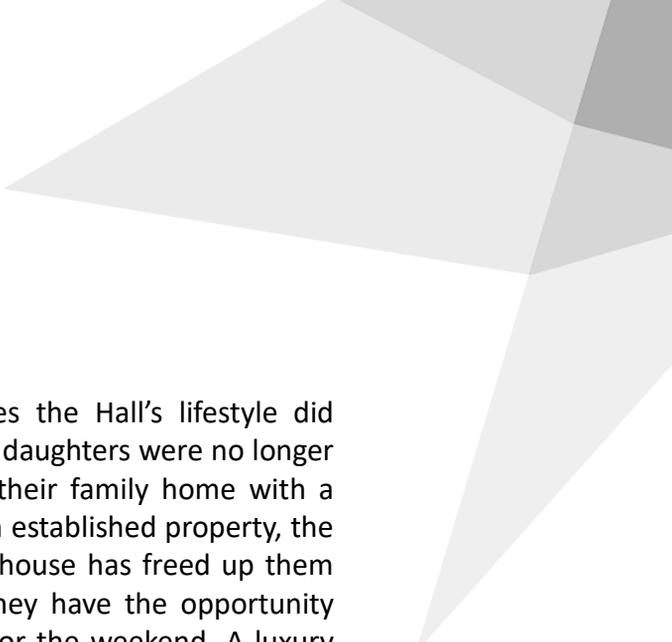


The Hall's discovered Project Independence (PI), a new social business providing the opportunity for people with an intellectual disability to own their own home. When Peter investigated PI, compared with shared accommodation, PI enabled Aimee to grow as a person by moving out of home while also having her own private unit with bedroom, bathroom, lounge and kitchenette that models standard residential living. The model fitted with Aimee's capabilities; providing independence with support of a live-in resident coordinator. Peter recognised PI as an opportunity for Aimee to develop her financial and social independence, putting her in a better position for the future.

When Aimee moved out of home and into PI's location at Harrison in the Australian Capital Territory, Peter says he was more at a loss than Aimee was. His daughter was special to him, he misses the cuddles and of course the washing not being in every day. Sometimes there are days and days he won't hear from her, Peter admits, 'I was more worried not having her around – she's been fine!'

The relationship changed with Aimee when she moved out. The family makes more of an effort to go out to dinner, go to the Canberra Raiders home games (Aimee buys members tickets every year for her father's Birthday). Peter says although she has moved out, he's still required to do the things you normally have to do for your daughters including house maintenance and gardening.

Naturally Aimee is facing some challenges in the new environment. Despite separate units, PI residents share a kitchen and resident coordinator. Peter explains that Aimee is learning to co-exist in her new community. She loves where she is. It's her place, and she loves her place. She's comfortable where she is and is still keen to continue to the goal of somewhere close to the city one day.

A decorative graphic in the top right corner of the page, consisting of several overlapping, semi-transparent geometric shapes in shades of grey and white, resembling a stylized star or a cluster of triangles.

Despite missing Aimee, Peter acknowledges the Hall's lifestyle did change when Aimee as well as his other two daughters were no longer living at home. Realising they didn't need their family home with a large garden and the high maintenance of an established property, the Hall's decided to downsize. Their new townhouse has freed up them up to spend more time with the family. They have the opportunity now to close the townhouse and go away for the weekend. A luxury more difficult with a larger home. Peter also notes it has freed up choices such as spur of the moment social drinks at their favorite Parlour bar in the City.

Reflecting on the change PI has had on their lives Peter says, 'PI have done a magic job. They have the interests of residents at heart and are all about the wellbeing of residents'. He says it's terrific what they are doing to change the representation of young people with an intellectual disability owning a home. 'They (PI) have had the initiative to go out and lobby and come up with an alternative solution', Peter says.

The Hall's nest is now empty. All three of Peter's daughters have had the opportunity to move out of home, and onto independent living. One out of three was given that opportunity by PI. Like her sisters, Aimee now sees her parents when they help with the garden, go out for dinner and of course when the Canberra Raiders play!

ECONOMIC EMPOWERMENT

PI aims to support residents to grow financially, improving their position in the housing market over time. Supporting economic empowerment for residents, their families and carers can lead to reduced stress concerning housing insecurity. PI financial model is enabling more choice and control for future housing options and resident independence.

Home ownership for PI Residents:

- ✓ PI is pleased to report that more than 75% of PI permanent residents have at least a 20% equity share in their homes as a result of their loan repayments.

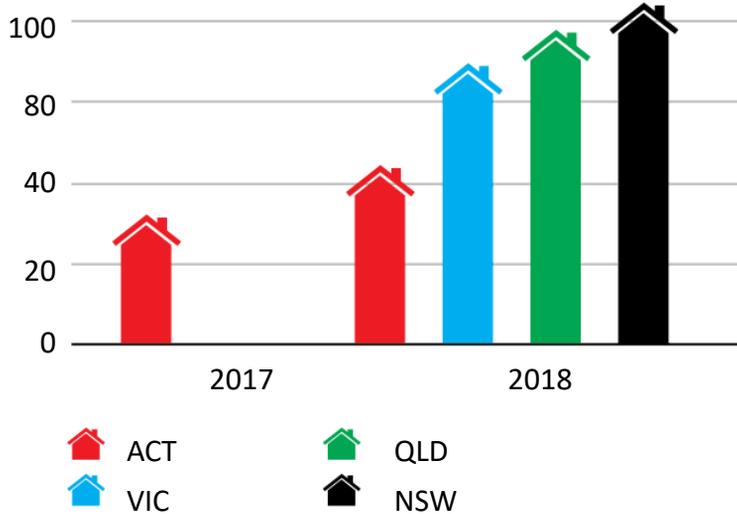


HOUSING SOLUTION

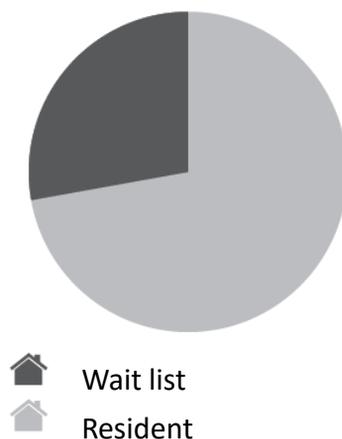


PI housing demand has increased across 3 Australian States and 1 Territory in the past year. PI now has more people on their waiting list than in homes.

Project Independence Waiting List



PI wait list to PI Resident ratio in ACT in 2018



OUR LEARNINGS

Following our first Social Impact Report, Project Independence is intending to apply three key learnings in order to improve our programs.

These include:

- ✓ We have learned that building harmonious communities take time. We have committed to developing a Model of Care that will be a targeted program to ensure wellbeing of residents. The aim of the model of care is to i) protect and improve the rights of residents, ii) promote a safe and secure environment.
- ✓ We have learned that demonstrating impact takes time. We are committed to measuring the changes that are occurring as a result of our program. This includes improving our systems to collect indicators of change and experiences of residents, families, communities and stakeholders within our Priority Impact Areas.
- ✓ We have learned that in order to have a greater impact we require greater investment. PI must continue to be commercially savvy in order to support our work . We will continue to refine our financial model in order to operate effectively in the market while upholding our core values and focus.



THANK YOU

PI would like to thank the individuals, groups and organisations that enable us to have an impact on our residents, their families, carers and the wider community.

We would specifically like to acknowledge our ongoing Supporting Partners:

- ✓ The Snow Foundation
- ✓ Meyer Vandenberg
- ✓ Ernst and Young
- ✓ Aspen Medical
- ✓ Actew AGL
- ✓ Oz Harvest
- ✓ Deloitte
- ✓ Infinite

Thank you for allowing us to have an impact.

