

Asylum Seekers Centre was established as a place of hospitality and welcome, a safe place for people who have fled situations of great danger. Before the pandemic, ASC provided practical support in one place at their Centre in Newtown. Their services include accommodation, legal advice, financial relief, health care, employment assistance, education, food, material aid and recreational activities. Since the pandemic, ASC has proactively pivoted their services to be delivered to people's homes (for food, medication and mobile equipment); by appointments at their primary Health Clinic and tele-health consultations; and by phone and video calls for all other services. Next month, ASC will see people face to face again safely in Newtown and in a new location in Auburn.

Summary Information		Staff	Funding Sources
Asylum Seekers Centre		FT paid staff 26	0% Federal Govt
Established	1993	PT paid staff	26% grants
Turnover	\$4.8m (2018-19)	Casual staff	69% donations & bequests
		Volunteers 400	5% fundraising events, others

Issue	Participants	Activities/Outputs
People seeking asylum can wait an average of 2.5 years, and up to 7 years for an outcome. They live, work and study in our community in Sydney. Under current COVID-19 circumstances many have lost their jobs with no access to financial aid even if they have paid tax. While the NSW government has extended some support, this group remains particularly vulnerable, at risk of homelessness and destitution.	ASC supports 5,000 people including 1,000 children, growing by 20% each year. They come from 95+ different countries seeking protection in Australia for various reasons. They have been forced to flee persecution or human rights violations such as torture, armed conflicts, crises or violence, for their ethnicity, religion, sexuality or political opinions.	ASC learnt early in the pandemic that people's anxiety increased with their social isolation, exacerbated by deteriorating mental health conditions, the loss of employment, and the lack of digital connectivity. ASC is working closely with other agencies in the sector to optimise collective resources and efforts to maintain the support and services that people need.

Use of IMPACT100 Grant	Outcomes	Impact
Fund the work of ASC including funding the pivotal role of a "front-of-house" and team leader for the receptionists for the next 12 months. This is a vital role in welcoming, directing, assisting and mentoring clients, volunteers and members of the public in two locations, Newtown and Auburn.	The role results in increased efficiency, professional consistency and better responsiveness. More broadly, ASC's support reduces insecurity and instability for families, enabling them to participate and engage in the community, and for children to progress at school and connect socially.	ASC recognises our shared humanity and believes in an Australia that opens its heart to diversity. Helping people settle has a long-term impact by: enhancing people's contribution and independence, increasing their wellbeing, and helping children thrive to become future leaders.

Further information
<p>In the first week of the pandemic, calls for help tripled while ASC restricted access to on-site services in line with the self-isolation and social distancing instructions. Hot lunches could not be served but the health clinic stayed available upon appointments and groceries and medication were delivered safely to people's homes. They endeavoured to help people revalidate their qualifications and build new job-related skills, by providing digital equipment and connection to attend their free TAFE vocational courses, English lessons, and university remote classes.</p> <p>ASC is applying its learning from the COVID-19 experience to implement a sustainable approach, harnessing the increasing offer of volunteering, and connecting communities locally rather than from one location. The goal is to support people through their journey beyond keeping them safe, helping them grow and be connected.</p> <p>Next month, ASC will bring people back within limits of social distancing in Newtown and the new centre in Auburn, building strong partnerships with local councils and community centres.</p>

Lou's Place is a community based, privately run daytime refuge for women in crisis. Most of the women who visit Lou's Place have experienced multiple traumas in their lives and the majority are facing issues of homelessness, domestic violence, mental health or addiction. Their mission is to provide an ongoing safe supportive place for all women in need, to help them heal and rebuild their lives.

Each year their case managers assist clients with referrals, counselling, advocacy, coordinating legal advice, and organise appointments for physical and mental health issues. Their clients' basic needs are met with hot meals, clothing, toiletries and washing facilities. Lou's Place has also developed tailored programs aimed at fostering dignity, growth and self-worth in clients. These programs form part of an individually tailored and holistic approach for each woman, building trust and giving them the opportunity to progress towards long-term change.

Summary Information	Staff	Funding Sources
Lou's Place	Full time paid staff 5	0% State & Federal Govts.
Established 1999	Part time paid staff 0	40% Corp/Trusts/foundations
Turnover \$850,000	Student Graduates 2	50% community donations
	Volunteers: 100+	10% fundraising activities

Issue	Participants	Activities/Outputs
<ul style="list-style-type: none"> From 2011 to 2016 homelessness increased by 48% Up to 20,000 women are homeless on any night in Sydney (ABS 2016). With the impact of COVID-19 homelessness, mental health issues, domestic violence, unemployment, substance abuse, suicide rates expected to skyrocket 40% increase in DV client numbers reported in NSW since start of the pandemic 5 million people in Australia are currently experiencing food insecurity 	<ul style="list-style-type: none"> Lou's Place is open to ALL women, including Transgender women and those struggling with drug/alcohol addiction and mental health issues Come from all over the Sydney area. Approx. 500 women visiting the service each month. Over 70% of clients are homeless women and 20% are rough sleepers. 20% of clients identify as ATSI, and we regularly support women with a disability 	<p>Lou's Place provides:</p> <ul style="list-style-type: none"> a safe, welcoming and respectful place fundamental to building trust hot lunches cooked and served on site clothing, toiletries and washing facilities programs and group activities to develop life skills individually tailored and trauma informed case management

Use of IMPACT100 Grant	Outcomes	Impact
<p>Fund the yearly food budget, providing 6,000+ nutritious home cooked hot meals in a caring and safe environment</p> <p>Contribute to emergency relief costs such as safe overnight accommodation, emergency medical care, pharmaceuticals and travel expenses.</p>	<ul style="list-style-type: none"> Meals to women who may not have anything else to eat that day Immediate assistance to women in need to ensure their safety and continued wellbeing Trust for long term engagement, towards improved wellbeing, confidence, and life opportunities 	<ul style="list-style-type: none"> Avert crisis and relieve distress Improved long term wellbeing, confidence and social inclusion Reduced government costs of health services, police, hospitals, prisons and Dept. of Communities and Justice

Further information
<p>Their experience shows the ability to assist with emergency relief funds in a flexible and tailored way to meet the needs of each individual client, can stop a crisis in its tracks. From this, Lou's Place can progress to case management and eventually to a client no longer needing their service.</p> <p>Their case workers are in constant contact with women who are experiencing hardship in our community. They hear directly from clients about the difficulties they face on a daily basis, including the long waits to assess if they are even eligible for basic support.</p>

StreetWork delivers prevention and early intervention services for at-risk young people aged 11-25 in Sydney's North, with the aim of ensuring that they have the same opportunities as their peers to grow, achieve their dreams, and develop with high self-esteem. StreetWork focuses on a young person's risk across five key areas: mental health, suicide and self-harm, youth crime, early school leavers not engaged in employment, and youth homelessness. They aim to improve access to education, training and/or employment as well as provide assistance in addressing mental health concerns, alcohol or substance misuse and youth crime. This is essential to alleviate long-term disadvantage and promote general wellbeing.

Summary Information		Staff	Funding Sources
StreetWork		FT/PT paid staff 10	0% State & Federal Govts
Established	1980	Volunteers 342	20% grants
Turnover	\$856k (2019)		60% donations & fundraising
			20% events/appeals/other

Issue	Participants	Activities/Outputs
Many young people across Sydney's North are at-risk of poor life prospects and opportunities due to disengagement from education, crime and other issues. This has serious consequences in terms of their wellbeing and fulfilment, and for society in terms of lost economic and social contributions, and additional health and criminal justice costs.	StreetWork supports 300 at-risk young people per year aged 11-25 and also engages with an additional 200 young people each week through its outreach initiatives.	'KickStart' 1-on-1 mentoring with case managers, agreed plan with short and long term goals, target areas of change and support in accessing services. 'PRIDE' 8 week programs focuses on crime prevention (boys) and mental health/wellbeing (girls).

Use of IMPACT100 Grant	Outcomes	Impact
Increase capacity of mentoring program and better respond to a recent spike in at-risk young people seeking support, particularly among young people experiencing mental health concerns, social isolation and financial hardship.	Improved access to education, training and/or employment Improved mental health Reduced alcohol or substance misuse and youth crime Improved general wellbeing	Improved life prospects in terms of personal wellbeing, health, employment and relationships Reduced social costs of welfare, health and crime.

Further information

While many organisations address a similar need, none apply a model of mentoring which focuses on connecting vulnerable young people with youth services organisations which best support their needs. Mentors will take young people to meetings (e.g. drug/alcohol counselling, employment and training services) and even sit in on those meetings, making the whole process easier and more effective. StreetWork doesn't focus on addressing just one issue impacting young people such as homelessness or drug and alcohol misuse, instead it recognises there are multiple issues affecting at-risk young people. As a result, they do not fit government funding models and it has been almost impossible to attract recurrent government funding.

This is a high cost approach reflecting the scale of the challenge some young people face in turning their lives around (average total cost is \$5,000 per person), however this increases depending on the complexity of the risks affecting the young person, but their statistics demonstrate they have a high rate of success.

StreetWork has a strong focus on measurement, using Huber Social to assess and track changes in their young person's wellbeing. A 2013 PwC study assessed their SROI as 16:1 based largely on suicide prevention, reduction in homelessness and re-engaging young people in education, training and employment. But this doesn't reflect the transformative effect they have on young people's life trajectories, which is hard to quantify or attribute. StreetWork support young people to make real changes to their life which would otherwise include low employment or long-term unemployment, poor health outcomes, possible incarceration and poor wellbeing. They are currently exploring how to package and replicate their approach in other geographical areas (including NZ and the Central Coast). They have adopted a two-pronged approach to service delivery during COVID-19: the structured KickStart Mentoring and the PRIDE Empowerment programs, plus outreach services. The enforced use of outreach (remote) operating has had some benefits in allowing their Youth Case Workers to connect with more young people each day, and encouraging young people to more readily get in touch.

Weave provides a way up and a way forward, supporting children, young people, families and communities facing complex situations. In Sydney today there are many people, mostly children, young people and women, impacted by intergenerational trauma and complex social issues resulting in significant disadvantage. Weave Youth and Community Services (Weave) exists to level the playing field for those people, who so often fall through the cracks. Their mission is to empower people to change their lives. Around 70% of the people supported through Weave are Aboriginal people.

Summary Information		Staff	Funding Sources
Weave		FT paid staff 50 total, 35 FTE	60% State & Federal Govts.
Established	1976	PT paid staff	25% grants
Turnover	\$4.2m (2019)	Volunteers: 200	25% donations, fundraising

Issue	Participants	Activities/Outputs
Domestic Violence (DV) is one of our society's most shameful issues. One woman per week is murdered by her current or former intimate partner. It can be extremely difficult for women and children in such circumstances to escape, and overcome the multiple barriers to establishing a new, safe and better life. Aboriginal women are 33 times more likely to be hospitalised through intimate partner abuse, and they are less likely to seek help. There are multiple complex reasons for this including lack of trust due to historical and current experiences of injustice.	Women and their children who need support to leave a violent relationship and establish a new life for themselves. Since employment of an Aboriginal and Maori Caseworker on this program, the percentage of Aboriginal women supported, increased from 11% to over 50% of total participants.	The program provides a broad range of strengths-based, culturally safe, wrap-around support, specifically tailored to the needs of each individual woman and her children. Support is long term, which allows for meaningful, lasting change and ensures these women do not re-enter unhealthy relationships in the future. The women are supported to understand the impacts DV and abuse has on children.

Use of IMPACT100 Grant	Outcomes	Impact
Support the DV program to assist more women and children to feel safe in their own home or in an appropriate new home. Impact100 North Sydney funds would be used for security upgrades for an additional 166 women; or relocation to a new home with necessary security equipment and basic supplies and support to set up a new home and settle children in new schools etc.	Women and children experiencing DV have the opportunity to live a life free from violence and abuse. With \$50,000 Weave can provide security upgrades and support for an additional 166 women and their children who want to leave an abusive relationship. More than 50% of these women are Aboriginal.	Women and their children change their life trajectories with increased wellbeing, self-sufficiency, participation and contribution. The cycle of violence is broken and these children go on to have healthy relationships free from violence.

Further information
<p>The impact of Weave's support for women experiencing DV is profound and life-changing. They provide whatever support women and children need to escape and live safely. Security in their existing or new home is fundamental. Something as simple as changing locks on doors and windows can make all the difference.</p> <p>They have a very pragmatic approach to the logistics of women separating from abusive partners, with a small team of regular tradesmen who appreciate the need to respond quickly and be sensitive to the situation of the women affected, including: carrying out security assessments with each client and fitting what will make them feel safe; installing CCTV with access via smart phone if necessary; moving a woman and whatever belongings she can take at very short notice. This efficient and smooth process is essential for women to be prepared to take the big step of separating from an abusive relationship.</p> <p>Additionally, the Weave DV Program plays a key role in advocating for systemic and attitudinal change in our society around the issue of DV. They facilitate community education and awareness-raising workshops and events and an annual "Be The Change" event aimed at inviting everyone to step up to be accountable and responsible for eliminating DV from our society.</p>