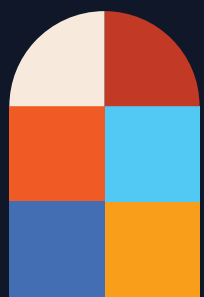


VERSION 1.0

Impact Report

September 2023



Liverty™
Housing



Introducing Liverty Housing



Welcome

The National Disability Insurance Scheme (NDIS) provides housing payments for people with disability who need housing that allows them to access support, and is designed to maximise independence. This housing payment is called Specialist Disability Accommodation (SDA)¹.

Since SDA payments were introduced in 2016, we - under the name Summer Housing - have become one of Australia's largest SDA providers. Our focus has been to build high quality, contemporary disability housing across the country to support hundreds of people with disability to move into their new home and live as independently as possible.

We have become one of the country's most innovative SDA providers, pioneering new approaches that are now being replicated around the country.

Now as the NDIS and SDA enter a new era, our organisation must evolve. In this new era, our focus will be on setting a new benchmark in service excellence in SDA.

And for that new era, we have a new name... Liverty Housing.

A new name for a new era, but with the experience and history as one of Australia's leading SDA providers.

A history which will be the foundation of success for Liverty Housing.

About this report

This report provides an overview of the impact we have had since we launched in 2017.

To report our impact we are using the Impact Management Project's (IMP) five dimensions which include: what, who, how much, contribution and risk (further information available on page 28).

We also use icons throughout the report that reference the relevant United Nations Sustainable Development Goals.

Given this is our first impact report we have made the best use of available data. We have completed an Impact Risk Classification (IRC) (see page 22) to assess how robust that data is and to assess the level of thought and focus

we have given to how we expect to generate impact.

Our goal is to be a leader in understanding and reporting on our impact. The IRC will provide us with guidance to develop new systems and processes in the next 12 months to collate and analyse a wider range of impact data including our environmental impact.

While this report covers the impacts we have had on the lives of our tenants and on the broader community over the past six years, in future we will report annually. We commit to doing that in a clear and honest manner so that our tenants, partners, investors and staff can all see what we are doing well, and where we can improve.

Our impact



What?

What outcomes Liverty Housing contributes to

Prior to Liverty Housing

Prior to Liverty Housing (previously called Summer Housing), the predominant model of disability housing in Australia was group homes where people with disability are expected to live with 3 or more people with disability².

Group homes were a positive development in the 1970s as they replaced larger disability institutions with more person-centric care³. In group homes, people with disability are often segregated from the community and live according to rigid staff routines, rosters and work priorities⁴. In turn, this negatively impacts the choice and control of their housing and support, as well as their community participation⁵.

The need for contemporary disability housing

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability heard evidence that around 17,000 people with disability live in group homes, and are vulnerable to violence, abuse and neglect. Likewise, the NDIS Quality and Safeguards Commission has conducted recent investigations into group homes, revealing widespread issues and the need for more quality and safety in the provision of these homes.

Living in a built environment that is generally not adaptable to the needs of people with disability, diminishes choice and control and increases support costs⁶. Although group homes in Australia vary in their age and configurations, residents generally have limited – if any – say about who they live with⁷. Group homes also have few inherent drivers to foster independence and reduce support needs over time⁸.

Liverty Housing is not opposed to group homes in principle. For too long they have been the only option for many people with disability who need access to 24/7 support. Some people with disability will choose to live in a group home or remain living in a group home. Ideally, living in a group home should be an informed choice and just one of many disability and mainstream housing options available to people with disability⁹.

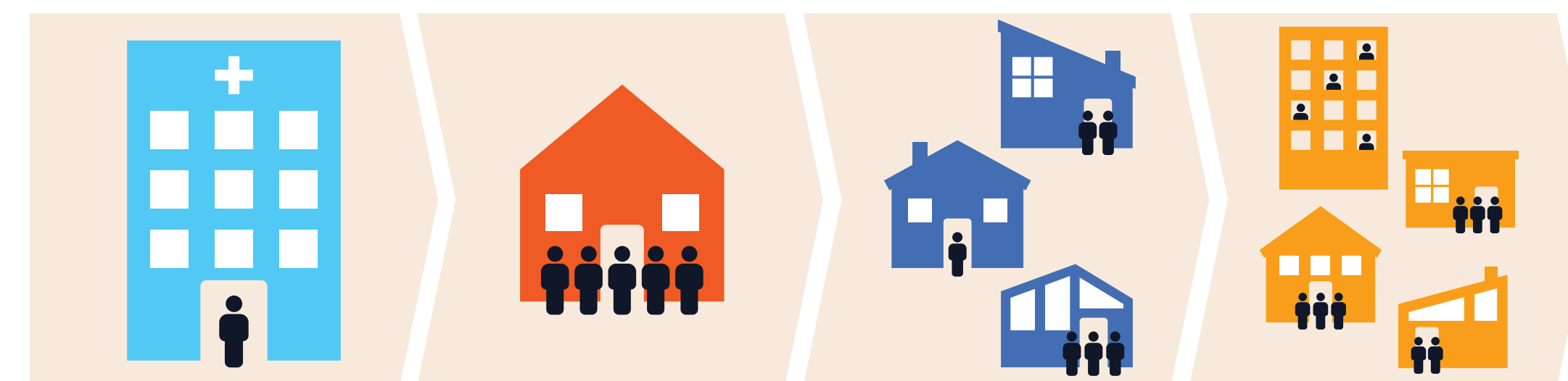
Many Australians with disability have limited control over their housing. In assessing Australia's observance of the United Nations Convention of the Rights of People with Disabilities (UNCRPD), the United Nations raised concerns about the existence of 'disability-specific residential institutions' in Australia that limit the autonomy of people with disability.

The UNCRPD states that people with disability have the right to choose where and with whom they live. Article 19 of the UNCRPD imposes obligations upon Australia to ensure that:

Persons with disabilities have the opportunity to choose their place of residence and where and with whom they live on an equal basis with others and are not obliged to live in a particular living arrangement¹⁰.

Worldwide, housing for people with disability is moving away from congregated living (e.g. institutions and group homes) and towards individualised models of housing. Individualised housing aims to provide choice regarding living arrangements and the option to live in dwellings in the community, just like people without disability.

Changes in housing for people with disability over the past 50 years¹¹



1970s Medical

Nursing type care
Rigidly rostered staff
Institutionalised routines

1980s Developmental

Skill development focus
Staff rostered to house
Move toward individual approach within house

2000s Supportive

Person-centred planning
Aspirational
Support provided as required
Flexibility in accommodation

2020s Individualised

Separation of housing and support
Greater range of housing and support options
More mainstream housing options available

Pioneering a contemporary model of disability housing

In this new model Liverty Housing purchased 10 apartments off the plan that are modified to maximise independence of people with disability. One additional apartment is also purchased and used as a base for 24-hour onsite support staff. Apartments are situated within a larger private residential development (e.g. more than 70 apartments) that is located near accessible public

transport and other amenities. This '10+1 model' was founded on the premise that well-located housing with appropriate design, technology and support will result in better quality of life, increased independence and reduced lifetime care costs for people with disability and complex care needs. More specifically, the 10+1 model was developed to enable people with high support needs to be able to live in their own apartment but be co-located to enable the cost-effective provision of support.

Liverty Housing has changed thinking in Australia about what type of housing and support is possible for people with severe disabilities. Other SDA providers have replicated the 10+1 model and there are over 1300 10+1 SDA Apartments enrolled with the NDIA.



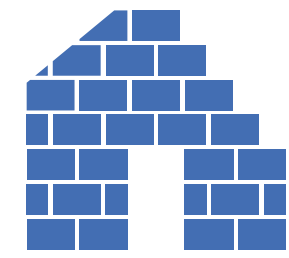
Our properties*



444
SDA Dwellings



374
Dwellings settled
and available for tenants



70
Dwellings under
development

439
Built to High Physical
Support (HPS) design

(with 105 allocated to tenants
with Fully Accessible funding)

3
Built to Improved
Liveability design

2
Built to
Basic design

Locations*



157
in VIC



100
in NSW



90
in QLD



45
in SA



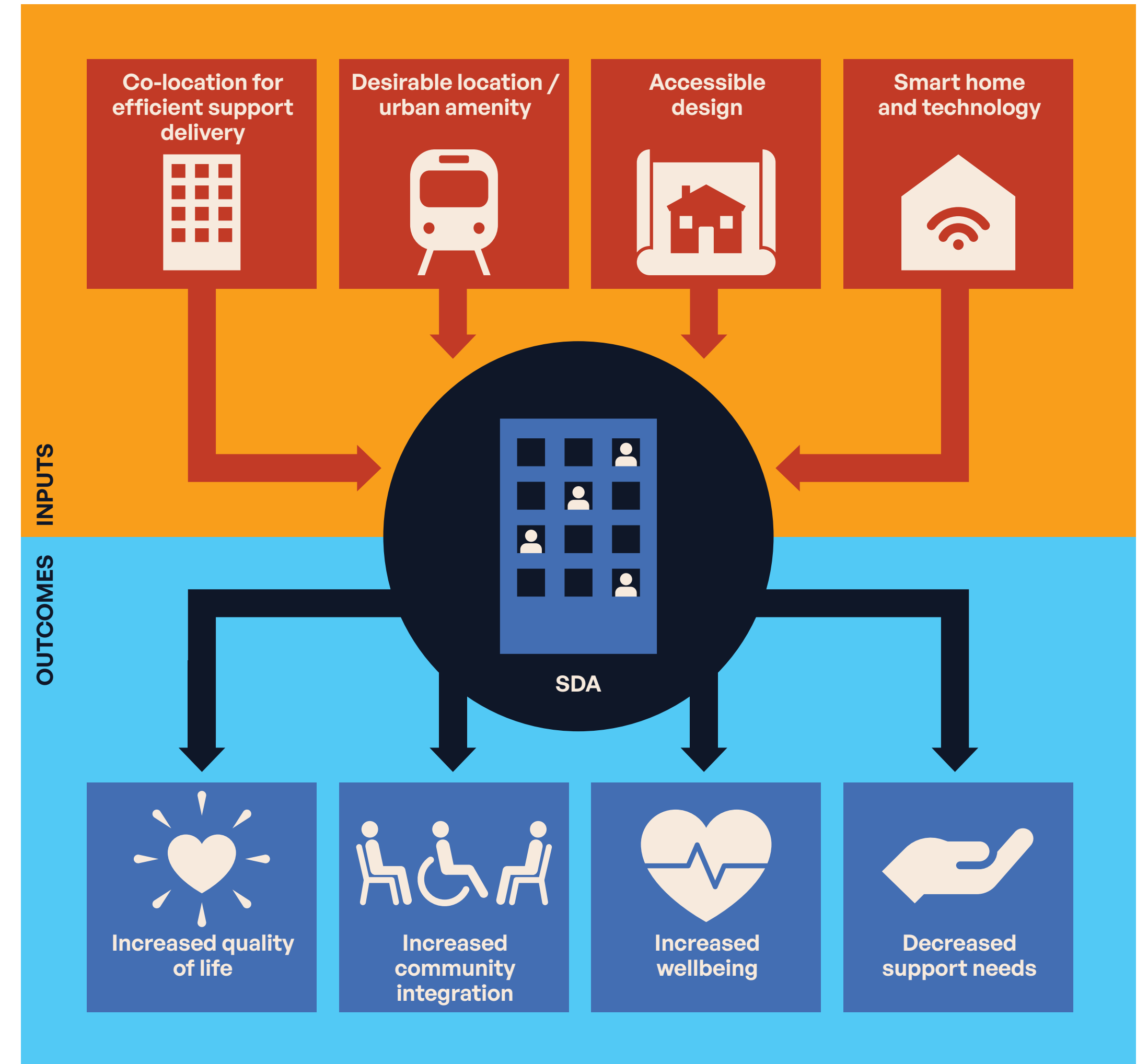
32
in WA



20
in ACT

* As of June 2023

Liverty Housing theory of change¹¹



Who?

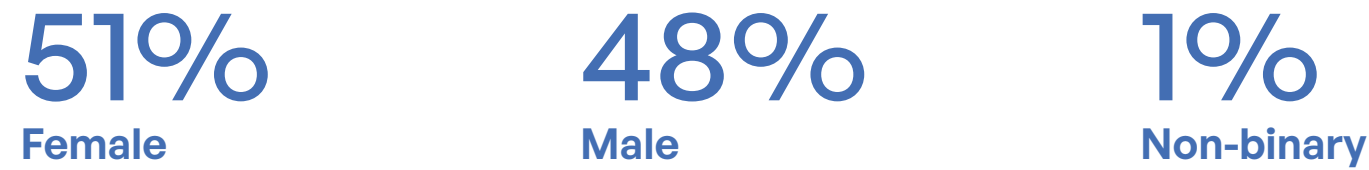
Who does Liverty Housing's work impact on?

SDA exists for NDIS participants with extreme functional impairment or very high support needs. There are approximately 23,000 people with SDA funding in their NDIS plans. Most of the people with

disability receiving SDA payments are still living in old stock that does not meet contemporary standards.

Since 2017 we have focused on supporting people who would otherwise be underserved by the SDA market including younger people living in aged care or at risk of admission to aged care.

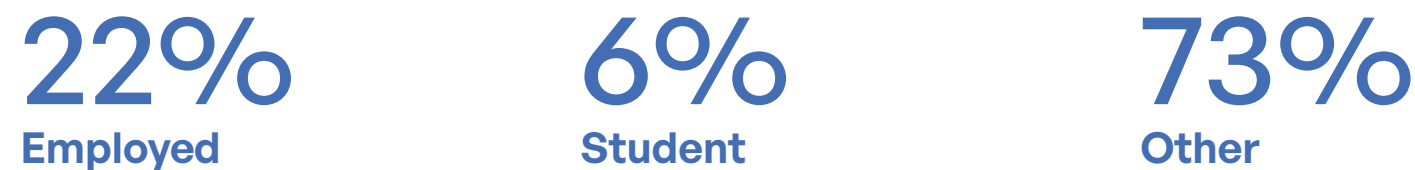
Gender status*



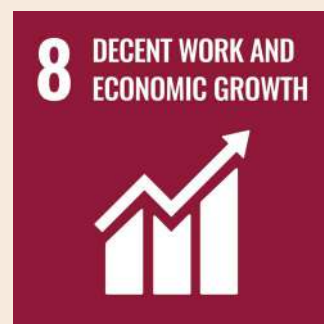
Women with disability were more than twice as likely to report sexual violence as women without disability. Liverty Housing provides safe and stable housing for 175 of the most vulnerable women with disability who need access to 24/7 support.



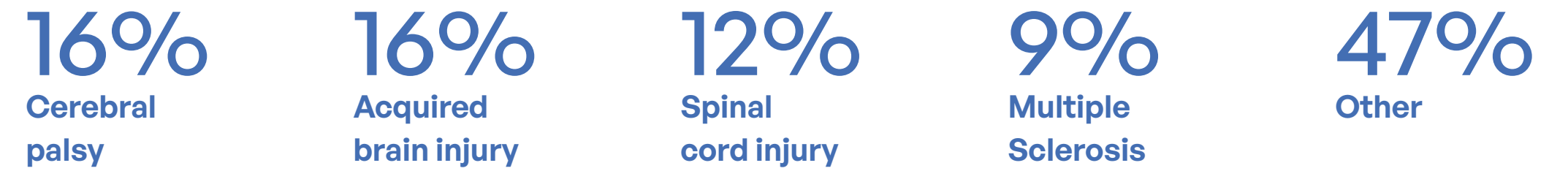
Employment status*



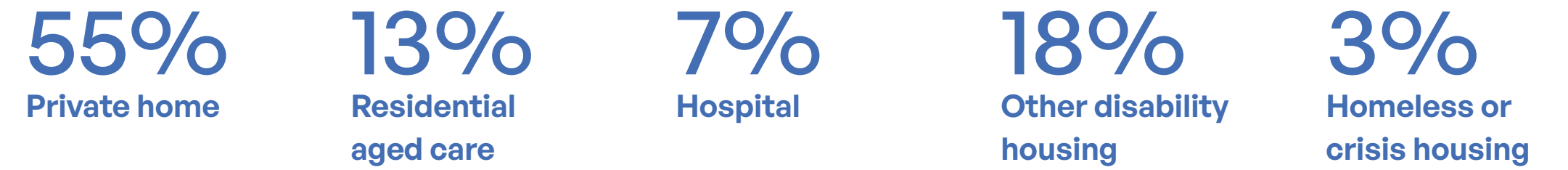
Stable housing is a critical enabler of employment and education. Liverty Housing enables 46 people with disability to participate in the workforce and 12 people to study. Future Liverty Housing properties will also look to create versatile living areas that readily accommodate working from home.



Primary disability*



Prior living situation*



Age ranges*

Age	%
18-29	13%
30-39	18%
40-49	17%
50-59	26%
Over 60	25%

Marital status*

Status	%
Single	71%
Separated	5%
Married	10%
Divorced	10%
De facto	3%

14% of Liverty Housing Tenants have dependent children*

* As of April 2023

Developing the systems, processes and culture to deliver service excellence

Representation of people with disability is critical to Liverty Housing becoming the industry leader in customer excellence. Liverty Housing has two directors who are people with disability.

The inaugural SDA tenant survey found that 74% of Liverty Housing tenants were satisfied with their housing¹². This survey provided valuable and specific insights into how Liverty Housing can provide better property maintenance and customer service to tenants.

A workshop was held with Liverty Housing tenants to better understand the current tenant journey in order to design and implement systems and processes to deliver an excellent tenant experience. One of our directors with lived experience will also be working with tenants to determine how Liverty Housing can best engage tenants as experts in order to continually improve the housing and customer service delivered.

An independent SDA tenant survey found that 74% of Liverty Housing tenants were satisfied with their housing.

While this is a positive result, we don't believe this is good enough. We are working hard to identify the sources of dissatisfaction and to remedy those concerns.

We are implementing a regular feedback loop with tenants to ensure their views – both positive and negative – are represented at the Board table. The feedback loop includes regular tenant surveys and follow-up reporting, as well as a Tenant Advisory Committee that is chaired by a Board member with lived experience of disability and navigating the NDIS.



Why do we use the term 'tenant' rather than NDIS participant, client or occupant?

Because that's what they would be called if they didn't have a disability. Most people living in disability housing in Australia do not have the same tenancy rights that the rest of us take for granted. Some people with disability are not afforded choice about where they live, who they live with or who provides intimate personal supports. At Liverty Housing we are passionate about people with disability realising their rights and living like everyone else.

I'm feeling valued. Rather than just a job or a chore to be done. I feel like these people who are helping me get ready, are invested in the fact that I feel ready to go out. And it changes your outlook on facing the day.

CHRIS, TENANT

Trevor's story

In 2019 Trevor moved into one of our apartments in Maribyrnong, Melbourne and it's been life-changing for both him and his mother, Linda.

Trevor was born with cerebral palsy and lived for a number of years in a group home.

"Trevor did not like living there. If I wanted to visit him, I was told I had to make an appointment. He had no choice and control. Didn't get to choose what belongings he had around him, what he ate and when he ate, nothing," Linda said.

"And care plans weren't followed and that resulted in multiple hospital admissions."

The decision to move into SDA was 'easy' for Trevor and Linda and they liked the Maribyrnong location for its proximity to the train station, city and local shops.

"It's important that Trevor can access the community. Since moving Trevor has been out to a lot of live shows. He comes home whenever he pleases," Linda said.

"Since moving into the apartment, his health has improved to the point where the amount of medication he needs is down to almost nothing. He has put on weight, his personality has come back... he's living the life of an average person... he's never been happier."

"You just can't even compare his life now to when he was in a group home. It's like chalk and cheese."

And Linda has been able to return to work and have more independence in her life as well.

"For me the world's my oyster now," Linda said. "I'm not living with my phone as my second heartbeat any more. It's the best move we ever made."



You just can't even compare his life now to when he was in a group home. It's like chalk and cheese.

LINDA, MUM OF TREVOR, TENANT IN MARIBYRNONG, VIC

How much?

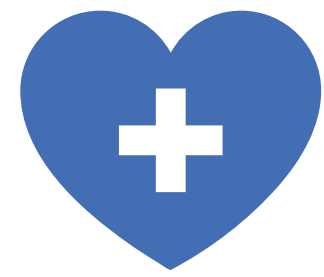
What is the extent of the impact?

Scale

We have supported 385 people to become tenants in our properties.

Depth

Overall there was an improvement in the health, well-being and community integration of people with disability who moved to Liverty Housing dwellings¹³:



60%

of tenants had improved health following the move to Liverty Housing dwellings (measured via EQ-5D-5L¹⁴)



66%

of tenants had improved well-being following the move to Liverty Housing dwellings (measured via WEMWBS¹⁵)



73%

showed increased community integration following the move to Liverty Housing dwellings (measured via CIQ¹⁶)

Occupancy

Statistic	Months
Mean	19.6
Median	19
Standard Deviation	12.6
Min	1
Max	51

Months	%
0-6	22%
7-12	15%
13-18	12%
19-24	9%
25-30	17%
31-36	20%
37-42	3%
43-48	0%
49-54	2%

Note: The varied occupancy rates reflect the fact that Liverty Housing has a pipeline of new dwellings that are being delivered and tenanted.

Providing housing that is integrated into mainstream society rather than segregated, enables social and economic participation and is foundational to reducing inequities experienced by people with disability.



“I’m 10 times better than I used to be. I’m not in bed as much anymore.”

SAM, TENANT

Contribution

What contribution did Liverty Housing make to that impact?

Housing

The La Trobe University longitudinal study measured health, well-being, community integration and support needs both pre-move and post-move¹³. We have rigorous evidence that providing Liverty Housing dwellings have a significant positive impact on the lives of tenants.

However, the qualitative data collected during in-depth interviews conducted as part of the pilot study indicates that there is scope for having even more positive impact¹⁷. Housing is an important foundation for NDIS participants; however the quality of support provided within their home is also critical to maximising impact on health, well-being and independence.

Shared support

There is significant variation in the quality of shared support provided in Liverty Housing dwellings. Some shared support providers tend to have predetermined ideas about the staff roster required for tenants who are living in co-located dwellings. However, tenants need a model that is tailored and responsive to their diverse and changing needs. There is an opportunity to get more regular feedback

from tenants in order to improve the quality of service delivered by shared support providers.

When this model was initially implemented, it was envisaged that every couple of years tenants would have an opportunity to review the quality of service provided and consider engaging a new shared support provider at each residential development. In the next 12 months, Liverty Housing will co-design and implement a process to support tenants to review and make a joint decision regarding their shared support provider.

One of the challenges of providing shared support services is clearly communicating to both tenants and workers the scope of what is included in the shared support service and what aspects of 1:1 support needs to be funded separately. It is important to make sure that tenants, particularly those who move from a group home environment, have realistic expectations regarding the scope of shared support services.

Liverty Housing will also work with tenants, support providers and the NDIA to co-design a model for funding and delivering shared support in co-located dwellings. This co-designed model of shared support will deliver high quality support efficiently and be sustainable for providers while demonstrating value to both the tenants and the NDIA.

“ Things are much more settled. In terms of support work, in terms of – I don’t know how to phrase it. Just the general daily living stuff. You’ve got the normal stresses that might come with that, but it’s not – it’s just life now. ”

FRANKIE, TENANT

Impact risk

The risks Liverty Housing faces in creating impact

The Impact Management Project in collaboration with Social Value International, identified nine types of impact risk for investors and enterprises to consider¹⁸.

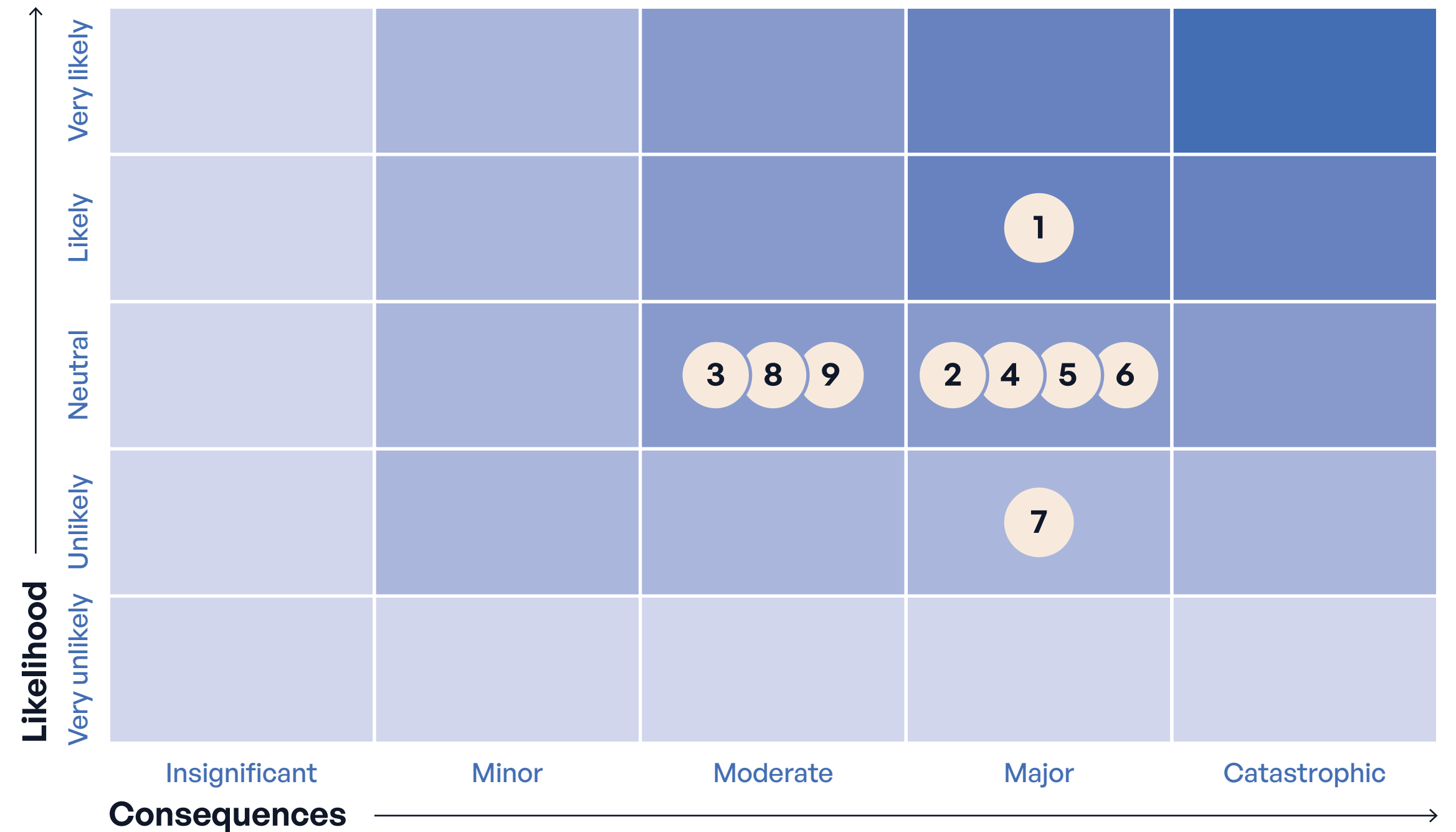
Impact Risk Definitions

Impact Risk	Definition
Evidence risk	The probability that insufficient high-quality data exists to know what impact is occurring
External risk	The probability that external factors disrupt our ability to deliver the impact
Stakeholder participation risk	The probability that the expectation and/or experience of stakeholders are misunderstood or not taken into account
Drop-off risk	The probability that the impact does not endure and/or that negative impact is no longer mitigated
Efficiency risk	The probability that the impact could have been achieved with fewer resources or at a lower cost
Execution risk	The probability that the activities are not delivered as planned and do not result in the desired outcomes
Alignment risk	The probability that impact is not locked into the enterprise model
Endurance risk	The probability that the required activities are not delivered for a long enough period
Unexpected impact risk	The probability that significant unexpected positive and/or negative impact is experienced by people and the planet

Assessing impact risk across these categories supports enterprises to better understand potential risks and actively work towards decreasing their

likelihood and severity. The impact risk materiality scatterplot below is a summary of Liverty Housing's impact risks.

Liverty Housing's impact risks



Key

- | | |
|-----------------------------------|---------------------------|
| 1. Evidence risk | 6. Execution risk |
| 2. External risk | 7. Alignment risk |
| 3. Stakeholder participation risk | 8. Endurance risk |
| 4. Drop-off risk | 9. Unexpected impact risk |
| 5. Efficiency risk | |



How do we measure impact?

Five Dimensions of Impact

The Impact Management Project (IMP)¹⁸ defined five dimensions of how an enterprise affects people or the planet. This includes all impacts: intended and unintended, positive and negative. Liverty Housing uses IMPs five dimensions as a framework for measuring and reporting overall impact. The five dimensions include: what, who, how much, contribution and risk.

How much relates to measuring the outcomes experienced by Liverty tenants. Contribution considers what is likely to have occurred anyway (i.e. the counterfactual). Liverty Housing has partnered with La Trobe University and the Summer Foundation to measure the outcomes of tenants and the contribution of Liverty Housing.

Impact risk assesses the likelihood that an enterprise's impact performance will diverge from expectations. Impact risk is evaluated using the nine types of risk identified by the Impact Management Project in collaboration with Social Value International¹⁸.

Home & Living Outcome Framework

The Home & Living Disability Framework was developed through rigorous peer-reviewed research to understand the impact of people with disability moving into SDA. La Trobe University research is using this framework to investigate the experiences, outcomes and economic impact of people with disability moving into SDA. The Framework fills an urgent need in the SDA market by using valid, reliable, and tested outcomes measures. Outcomes measured include:

- Overall health
- Emotional wellbeing
- Care and support needs
- Community participation

This impact report includes pilot data from a study using this Framework that is specific to Liverty Housing tenants.

La Trobe University recently received an Australian Research Council (ARC) Linkage grant for a 3-year, \$1.64 million study which will expand on this study and measure the outcomes of NDIS participants living in a range of SDA dwelling types including Liverty Housing tenants. The health, wellbeing, community participation, support outcomes and lived experience of people with disability will be measured before moving and over 2 years after they move.

The study provides the opportunity to identify the personal, disability, housing and support factors that shape outcomes for people with disability. The knowledge generated will inform policy, build evidence across housing, technology, support and disability sectors and ultimately benefit people with disability by fostering innovative practice in housing and support.

Sustainable Development Goals

We also align our impact with relevant United Nations Sustainable Development Goals¹⁹ to enable investors to aggregate their impact at a portfolio level.



Impact risk classification

Our goal is to be a leader in understanding and reporting on our impact and to do that we rated the evidence used in this report against the Impact Risk Classification (IRC) framework²⁰.

The IRC is not designed to assess the level of an organisation’s impact, but rather how robust an organisation’s evidence of impact is, and how much thought and focus the organisation has given to how it (expects to) generate impact.

Liverty Housing’s current evidence of impact rated against the IRC framework

	Expectations within IRC framework	Score	Commentary
Principles	Enterprise’s intentions reflect impact goals. Business success factors depend on generating impact.	2	Liverty’s business model is dependent on providing high quality housing and services that meet the needs and preferences of NDIS participants.
Purpose	Mission statement. Better understanding of who experiences the effect, the resulting outcomes and their importance.	2	Mission statement and theory of change require a review and clarification to set Liverty Housing up for the next phase of delivering impact.
Outputs	Limited output data that only partially demonstrates impact, reported in an ad hoc format. No context or trend analysis. Output data that is out of date.	1	Most of the output data related to tenants in this report comes from the Housing Hub. Liverty Housing now does their own tenant finding and matching. Liverty Housing is rebuilding IT systems and processes to deliver key metrics that clearly demonstrate the quality and quantity of their housing, property management and tenancy services. Data will enable tracking against targets, trend analysis and benchmarking.
Outcomes	Some outcome data and case studies demonstrating positive effect on people/planet of the business. Starting to track duration of effect and any unintended consequences. Beginning to assemble the evidence base for the causal links.	2	Pilot outcome data collected by La Trobe University demonstrates positive effects on the health, wellbeing and community integration of tenants moving to Liverty Housing dwellings. The recently funded La Trobe University ARC Linkage study is longitudinal and will follow up tenants 2 years post move. The use of multilevel linear modelling in this research will generate evidence on the personal, built design, technology, and support determinants of individual outcomes and their interactions with each other.
Impact	Developing approach for understanding how the effect relates to what is likely to occur anyway, by benchmarking or reference to context in output/outcome data analysis.	2	La Trobe University have published the results of a pilot study which demonstrates the acceptability, feasibility, and sensitivity of the quantitative data collection methods utilised. The receipt of an ARC Linkage Grant is evidence of the rigour of the tools and method of impact measurement.

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