



Brisbane, QLD

[www.youngcare.com.au](http://www.youngcare.com.au)

## Venture team

Marina Vit, CEO

## Board of Directors

David Conry (Executive Chairman)

Simon Lockyer

Nicholas Bonifant

Matthew Lawson

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*"The plight of young Australians with high care needs has been ignored for far too long. SVA has been critical in helping us stay focused and providing a resource for our strategic planning work so that we can achieve real policy change and reform."*

Marina Vit, CEO

## Purpose

Youngcare exists to create awareness, drive change and create choice for young people with high care needs.

## Model

Youngcare delivers greater choice for young people with high care needs through a range of initiatives. These include raising awareness of the issue and securing support to fund Youngcare's work. This is achieved through: lobbying government to drive policy change and systems reform; operating three key programs including Youngcare Connect, a support and advice hotline and providing an At Home Care Grant program; and finally building Youngcare accommodation specifically designed for people with high care needs.

SVA began working with Youngcare in 2009, having become aware of the plight facing many young people with high care needs. Across Australia, there are currently 6,500<sup>1</sup> young people with high care needs due to disability, who are forced to reside in residential aged care homes because there are no alternatives. An aged care facility is no place for any young person. The realities of aged care mean that young people will share a residence where the average age is 86 and the average life expectancy is just three years. More importantly, in most cases the specific care needs of these young people will differ greatly to those of the elderly residents. In this environment, young people's quality of life is poor, with for example, 44 per cent of young people in nursing homes receiving a visit from a friend less than once a year. Over 700,000<sup>2</sup> people under 65 have a severe or profound core activity limitation, and although exact numbers are unknown, it is likely that many families in Australia are also struggling with the significant care needs of a family member. The cost of caring for these families is great with research showing that approximately 60 per cent of carers are moderately to severely depressed. Youngcare believes that there is more than enough money and goodwill in the system for



appropriate care and accommodation to be achieved – it just needs direction. Youngcare works to improve how the system currently operates, rather than as a direct care provider. By driving policy change and facilitating the co-operation of community, business and government to enable the construction and operation of Youngcare Apartments, Youngcare works to put hope, possibilities and dignity into the lives of young people with a high-needs disability and their families.

SVA believes Youngcare has the potential to grow beyond its Queensland base to drive fundamental change in the way that high-needs disability care is viewed and managed for young people in Australia, enabling them to live their lives with dignity and social connectedness.

SVA understands that Youngcare's ability to create lasting change and function sustainably as an innovative non-profit organisation, is underpinned by core needs that go far beyond multiyear funding. In financial year 2009/10 Youngcare accessed a range of services from skilled SVA team members to help meet the challenges of growth. In-kind and pro bono support was provided including a finance review and a strategic direction review workshop.

<sup>1</sup> Senate Standing Committee on Community Affairs (2005). Quality and equity in aged care.

<sup>2</sup> Australian Institute of Health and Welfare 2007. Current and future demand for specialist disability services. Disability series. Cat no. DIS 50. Canberra: AIHW.

In financial year 2009/10 Youngcare worked with SVA to achieve the following:

- The disability sector has formed an alliance around the National Disability Insurance Scheme (NDIS). Youngcare met with the vast bulk of key stakeholders in relation to this issue and is seeking an active role in campaigning for the NDIS.
- The Australian Government has asked the Productivity Commission to look at a new system to improve long-term care and support services for people with disability and their carers and families. Youngcare has provided a submission to the Inquiry in support of the NDIS as well as appearing at the Commission Hearings.
- With the support of SVA, Youngcare has developed a clear set of national policy objectives and presented these to political parties throughout Australia.
- Youngcare's plans for a new Youngcare facility at the Gold Coast QLD was launched by Premier Anna Bligh on 1 June 2010. Construction is due to commence in September 2010. The project will increase the number of available places for people with high care needs.
- Youngcare has increased Corporate Funding and Trust & Foundation Funding by 40 per cent (from June 2009 to June 2010)
- Pro bono contributions have grown by 68 per cent and consist of legal, accounting, marketing, media and website development services, together with contributions from across the building industry to assist with the construction of the new Youngcare Head Office.

## VENTURE ACHIEVEMENTS

### Growth Goal as agreed with SVA

#### Youngcare's Strategy (2009–2014)

Create awareness through marketing and fundraising campaigns; drive change through the lobbying program; and create choice for young people with high care needs through initiatives such as Youngcare Connect, At Home Care Grants and Youngcare accommodation.

### Goals and Performance Indicators by 2014

- Aim to ensure sufficient funding for care and accommodation for young people with high care needs (YPHCN), through lobbying government for policy change.

#### Performance indicators

- 2011 – 1 participant in one national YPHCN forum
- 3 new policy positions which are actively circulated
- Submission on NDIS to Productivity Commission

- Aim to increase accommodation for young people with high care needs (YPHCN).

#### Performance indicators

- Gold Coast by April 2011 – 7 YPHCN accommodated
- Sydney project by Sept 2012 – 16 YPHCN accommodated
- Melbourne Project by Sept 2013 – 6 YPHCN accommodated
- Second Brisbane Project by 2014 – 6 YPHCN accommodated
- Document Youngcare standard of care for residents of high care accommodation and provide to stakeholders – 2011 documented
- Establish Disability Housing Viability Project to increase in disability housing by 2014

- Aim to establish Youngcare Connect as a nationally recognised single point of contact to assist young people with high care needs, their friends and families.

#### Performance indicators

- Given the nature of the program, the indicators for Youngcare Connect must have a qualitative focus rather than quantitative focus
- Number of calls per month together with 90 per cent of user satisfaction with Youngcare Connect service provision
- Referral database is reliable and accurate with 85 per cent user satisfaction ratings

- Aim to establish and grow the At Home Care Grants program as a significant national program supporting people with high care needs to stay in their own home.

#### Performance indicators

- Baseline – \$127,000 distributed 09/10, 16 YPHCN assisted
- \$300,000 target in QLD and NSW by 2011 (minimum 30 YPHCN assisted)

Full detailed performance indicators are contained in Youngcare's Strategic Plan.

### Income

- Since beginning a partnership with SVA in 2009, Youngcare's income has grown at a CAGR of 32.64 per cent (financial year 2009/10).
- Total distributions to date to Youngcare from SVA are \$245,600 (up to and including 2010).
- For the year ending June 2010, SVA distributed \$185,600 to Youngcare, which constitutes 5 per cent of Youngcare's total income for the year.
- The remaining 95 per cent of income was sourced from:
  - Corporate funders (34 per cent)
  - Trusts & foundations (12 per cent)
  - Events Revenue (18 per cent)
  - Other funding (31 per cent)