



TFN Live Events | Impact Report

Thank you for completing this Impact report so we can share with our network the outcomes of the project/program that you pitched at a TFN event. Please answer as accurately/comprehensively as possible, although we appreciate that you may not have exact answers to everything. If you raised funds after the event because of your pitch, we are keen to know about your success as we track this information. To save and resume your report later, click the SAVE button at the bottom right of the page. When complete hit SUBMIT. Thank you.

1. Organisation name

First Step

2. Your name and position

Patrick Lawrence CEO

3. Email address

patrick@firststep.org.au

4. Date of the TFN event at which you presented

29/04/2020

5. Please outline the project/program and funding you pitched for at the TFN event.

I pitched funding a care coordinator position at First Step to support clients with complex needs who are accessing multiple forms of support.

e.g. We pitched to employ a Volunteer Coordinator for 2 days per week...

6. Please describe how the funding was used and the implementation of the project/program.

Because we got considerably more funding than we had even hoped for we were able to extend the care coordination role to two days. A good care coordinator supports many clients simultaneously and this extra funding meant that a lot of vulnerable Victorians received exactly the support they needed from the multi-disciplinary team at First Step in an integrated and continuous manner, adhering to the best principles of care.

e.g. We employed our Volunteer Coordinator in month and he/she did...

7. Please describe the impact that the TFN funding has had on your organisation.

Beyond making the care coordinator role possible and covering relevant organisational overheads for that role, the TFN funding also served as a considerable and high-profile morale boost to the team. As CEO I made a lot of noise about our partnering with TFN and the success of the evening and it increased the board's confidence in our support networks and added to our credibility and profile.

e.g. Having a dedicated Volunteer Coordinator has enabled us to increase the number of volunteers who support our program and to develop a more in-depth training program to support more young people...

8. How many people have been supported by programs or activities that were funded by the TFN donations?

Approximately 55 adults were supported at one time over the last twelve months by the care coordinator. They all received support from multiple clinicians and other staff at First Step (eg. GPs, counsellors, mental health workers) and had that supported and organised by the care coordinator.

e.g. 45 young people participated this year, which is 25% more than last year, thanks to the new Volunteer Coordinator resourcing.

Also, consider and tell us about any indirect beneficiaries if you can.

9. Please tell us a short story about someone who has benefited from this funding.

'Jeremy' is 41 years of age, a man of aboriginal/Torres-strait islander heritage, who was referred to First Step Mental by a local homeless outreach worker who believed that the First Step approach would be of great benefit to Jeremy. After an anxious initial meeting with a mental health nurse, Jeremy felt comfortable consenting to a referral to the First Step for ongoing collaborative support and treatment. Jeremy had suffered an horrific physical assault which resulted in significant ongoing physical & mental health issues. Prior to this assault Jeremy had been high functioning and had worked full-time advocating for vulnerable people.

At the time of the referral Jeremy:

- was homeless and having to couch surf with people who were unsupportive,
- was disconnected from the community & support services,
- did not have a GP,
- did not have adequate legal representation
- was managing his mental health using a series of ineffective chemical substances (both licit & illicit).

Jeremy also presented with an inability to maintain a healthy nutritional intake because:

he was lactose and gluten intolerant,

he did not have access to stable food storage due to homelessness,

he was unemployed for the first time in his life, and unable to get employment due to the injuries of the assault,

Jeremy was ashamed for not being able to cope better, having previously (prior to the assault) been able to manage daily living and financially support himself. He now presented with low mood, nightmares, excessive anxiety and tiredness.

Using the TFN funded position Jeremy was assigned a care coordinator to work with the homeless outreach worker to assist Jeremy with applications for stable and secure long-term housing, which he subsequently obtained enabling him to start to look at building himself up for employment in the future. The mental health nurse worked with Jeremy around developing strategies to better manage his mental health and now is working with strategies to overcome his fear of going out, managing nightmares and approaches to start to reintegrate with the community.

Again with support from the care coordinator Jeremy was linked in with a First Step GP who assisted and supported Jeremy in developing a medication regime that supported his medical and mental health problems; as well as referring him to specialists who can assist him with the larger physical complications that resulted from the assault, as well as prior gastrointestinal concerns. The First Step GP has referred Jeremy to a psychiatrist who has been able to provide assessment, to assist him with future treatment pathways as well as providing evidence that will assist him in his victims of crime application.

The care coordinator then referred and attended the first meeting with First Step Legal (our onsite community legal centre), which has enabled support for Jeremy with his victims of crime appeal, as further compensation is needed to fund future surgery plans to treat injuries that occurred from the horrific assault.

Sitting down several times with his care coordinator Jeremy was able to develop clear goals for his recovery and is committed to getting his life back on track, although he is still working on learning to manage the mental health fallout from his recent trauma, as this has changed his whole perspective on life. He is gradually processing the impact of the assault, and now realises that in life he is not as invincible as he thought he was prior to the assault. Jeremy is still processing how to cope with the trauma, but is committed to getting corrective surgery and working on his mental health, with the

10. How much funding did you receive through the TFN event for your project/program?

11. Please provide a budget breakdown on how the funds raised at the TFN were used.

0.4 EFT Care Coordinator for 12 months - \$46,069
Wage oncosts - \$6,988
Operational overheads (inc. tenancy) \$13,920

e.g. Training - \$1500, New equipment - \$3000 etc

12. Describe if, and why, any of the funding was used differently from what you described in your original pitch/budget.

Only that we were able to pay for two days instead of one!

e.g. Due to Covid, it took about 6 months to employ the Volunteer Coordinator so some of the funding was redirected to....

13. What measures did you use to assess the impact?

The only relevant and easily obtainable measures were the number of people assisted (55).

e.g. We asked volunteers to complete a survey after they had been volunteering with us for 6 months etc..

14. Describe three ways that your organisation has changed in the past 12 months since the event. (You can also describe here how Covid-19 restrictions have impacted on and changed the way you work).

Better trained CEO
Better connected through Kilfinnan
Eager to gain more support through bold public presence

e.g. We have grown in size, maintained funding levels, improved services, reduced staff, relocated, secured corporate sponsorship etc...

Please upload photos of the work supported with TFN funding.

These will be published on our website and sent to donors.

Videos

If you have any videos, please provide link for downloading or sharing here (e.g. YouTube, Dropbox, Vimeo, WeTransfer)

15. Over the past 12 months, did you receive any additional financial support from anyone you met through TFN?

No

We do not make any claim on additional funding you've received. We simply want to keep track of the leverage effect of introductions made through TFN.

16. Over the past 12 months, did you receive any goods in-kind and/or pro-bono services from anyone you met through TFN?

Yes, pro-bono services

Please provide more detail

Mentoring with Kilfinnan

TFN uses this information to track post-event impact. All information will be treated in the strictest confidence. Please estimate number of hours or days if pro bono time.

17. How important was TFN funding in helping you achieve your objectives this year?

We would have found it difficult to achieve our objectives without TFN funding

18. Has the TFN pitch coaching and mentoring helped you successfully secure funding from other sources after the TFN event?

No

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{if  
(_17HasTheTFNPitchCoachingAndMentoringHelpedYouSuccessfullySecureFundingFromOtherSourcesAfterTheTFNEvent = "Yes")}
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Please provide more details

{PleaseProvideMoreDetails}

TFN uses this information to track the impact of our pitch coaching. All information will be treated in the strictest confidence.

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{ end if }
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19. What were some of the other benefits of participating in TFN?

I think I mentioned everything above.

e.g. pitch coaching, access to a new supporter base, greater self confidence, a greater ability to articulate your proposition etc.

20. Do you have any other comments or feedback on the TFN experience or funding process?

It was a great experience and I was the whole organisation all the best.