



Evaluation of Launch Housing's Education Pathways Program and Children's Specialist Support Service

Survey participant information Sheet

October 2025

Introduction

Context

Thank you for supporting the evaluation of Launch Housing's services for children and families.

Launch Housing has engaged ACIL Allen to evaluate the Education Pathways Program (EPP) to better understand whether it is working and how it could be improved.

The EPP aims to address educational disadvantage among children experiencing homelessness by supporting enrolment and engagement in education and addressing learning challenges. It does so by providing educational case management support to children aged 3-12 years old in two locations – South Melbourne and Dandenong (Viv's Place).

This survey

We would like your feedback, as a parent or carer of a participant, on your experiences with the EPP. We encourage you to be as honest and open as you are comfortable with in your responses.

The survey will also ask if, during you and your child's involvement with EPP, you accessed other supports provided by Launch Housing through their Children's Specialist Support Services.

The survey will take approximately 15 minutes to complete.

What will I be asked about?

You will be asked about how you came to be involved with the program, what your experience was and what benefits you may have experienced for you or your children. You will also be asked about your own wellbeing and safety prior to and since being involved in EPP.

Do I have to participate? Can I change my mind?

Participation is voluntary. If you don't wish to take part, you don't have to. Choosing not to take part in the research will not impact you or your child's involvements with the EPP or access to any other supports.

Your responses to the survey are anonymous. We won't know which responses belong to you. However, we will not be able to remove your data from the evaluation.

Are there any risks for me if I participate?

The approach has been designed to minimise any risks for you if you choose to participate.

However, we know that reporting personal experiences can be tough. While telling us about these things might make some participants uncomfortable, we've designed the survey to make everyone as safe as possible. If you or your family need support, there are supports listed <https://www.launchhousing.org.au/get-help/>

Costs and incentives

There are no direct costs or incentives associated with participation in this survey.

You will receive a \$35 gift card for your time to complete this survey. This recognises the value of you sharing your experience with the evaluation. However, it is important that this payment does not influence your responses to the survey. You will still be paid even if you report a negative experience. Launch Housing will **not** be told who has completed the survey, and the information recorded for payment will be separated from your responses to other questions.

You will be asked to enter your details to receive this payment upon completion of the survey.

Benefits

Your participation will help Launch Housing to understand how well the EPP and CSSS are working. The information gathered will help Launch Housing to plan for how these programs can support families into the future and what could be done better.

How will my information be stored? Will it be confidential?

All data provided through this survey are anonymous. We will remove your information used for payment from your survey responses and we will not share any information with Launch Housing to identify you or your responses. Launch Housing will not be able to link your responses to you or your family.

ACIL Allen must comply with the Australian Government's Privacy Act 1988 and the Australian Privacy Principles.

ACIL Allen project staff will have access to your responses, and your responses may be included in the project report provided to Launch Housing, but your identity will not be used, and your confidentiality will be protected.

Reporting and communication of findings

ACIL Allen will prepare an evaluation report for Launch Housing. Launch Housing will use this information to improve the services they provide and may also use it to seek access to funds from government or other organisations to provide more services to children and families. If you would like to hear about the outcomes of the evaluation, you can contact Launch Housing at the details provided.

Review by independent Human Research Ethics Committee

The Bellberry Human Research Ethics Committee has reviewed and approved this study. The Bellberry Human Research Ethics Committee has reviewed and approved this study in accordance with the [National Statement on Ethical Conduct in Human Research \(2023\)](#). This Statement has been developed to protect the interests of people who agree to participate in human research studies. Should you wish to discuss the study or view a copy of the Complaint procedure with someone not directly involved in the research, you can call the Operations Manager, Bellberry Limited on 08 8361 3222.

Consent

By pressing "Next" you confirm that you are over 18 years of age and consent to participate in the survey.

For questions regarding privacy or this survey, contact Dr Joyce Cleary, Project Manager at j.cleary@acilallen.com.au. Alternatively, you may contact Edgar Daly, Monitoring and Evaluation Lead at Launch Housing edgar.daly@launchhohousing.org.au.

Melbourne

Suite 4, Level 19, North Tower
80 Collins Street
Melbourne VIC 3000 Australia
+61 3 8650 6000

Canberra

Level 6, 54 Marcus Clarke Street
Canberra ACT 2601 Australia
+61 2 6103 8200

Sydney

Suite 603, Level 6
309 Kent Street
Sydney NSW 2000 Australia
+61 2 8272 5100

Perth

Level 12, 28 The Esplanade
Perth WA 6000 Australia
+61 8 9449 9600

Brisbane

Level 15, 127 Creek Street
Brisbane QLD 4000 Australia
+61 7 3009 8700

Adelaide

167 Flinders Street
Adelaide SA 5000 Australia
+61 8 8122 4965

ACIL Allen Pty Ltd
ABN 68 102 652 148

acilallen.com.au