

National Homelessness
Research Network

**Developing
homelessness research
from the ground up**

**Proceedings from the
homelessness research
workshop—28 May 2010**

**Australian Housing and Urban Research
Institute**

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- Associate Professor Eileen Baldry – Associate Dean (Education), University of New South Wales

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- Mr Shane Austin – Leader Community Strategy, Lord Mayor's Charitable Foundation
- Dr Christine Birdsall-Jones – Research Associate, Curtin University
- Ms Elizabeth Giles – Manager Homelessness Unit, Sydney City Council
- Mr Shaun Lappin – National Advisor on Homelessness, Mission Australia
- Dr Andy Marks – Senior Researcher, St Vincent de Paul Society NSW
- Mr Tony Nicholson – Executive Director, Brotherhood of St Laurence

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- Ms Elizabeth Giles – Manager Homelessness Unit, Sydney City Council
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- Mr Tony Keenan – CEO, Hanover Welfare Services
- Dr Rebecca Bentley – Research Fellow, Centre for Women's Health, Gender and Society, University of Melbourne

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An audio recording of the conference proceedings can be obtained at the [National Homelessness Information Clearinghouse web site](#). Thank you to Paul van Reyk for producing this.

A copy of the presentations by Associate Professor Eileen Baldry and Dr Andrew Hollows (AHURI) can be viewed at:

http://www.ahuri.edu.au/calendar/event.asp?ContentID=homelessness_20100528.

Thank you also to the Gadigal people of the Eora nation, and their elders past and present on whose land the event was held.

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BACKGROUND

This report provides a summary of proceedings and outcomes of the inaugural meeting of the National Homelessness Research Network. This event, hosted by AHURI at the SMC Function Centre in Sydney was attended by 82 delegates. The event provided the opportunity for network members to meet and identify critical issues to inform homelessness research.

The event was structured around a morning and afternoon session. The morning session involved all delegates. The keynote address was by Associate Professor Eileen Baldry (UNSW), with a response from Mr Sean Lappin (Mission Australia). Following this, a panel discussion facilitated by Dr Andrew Hollows (AHURI) was held to highlight some of the critical issues in homelessness policy, practice and research. The opportunity for questions from delegates produced lively debate.

The afternoon session was structured around four concurrent research workshops, which were attended by 60 delegates. These workshops provided the opportunity to discuss and identify research priorities for the National Homelessness Research Network. These workshops were themed as follows:

1. The economics of homelessness and service provision.
2. Family homelessness and justice.
3. Homelessness in urban areas and Indigenous homelessness.
4. Homelessness and its linkages to employment, health, education and mental health.

The outcomes of these sessions were recorded and are reported here.

National Homelessness Research Network

The National Homelessness Research Network is a collaborative open access network combining the expertise of research policy and practice partners and the private sector. The aim of the network is to contribute to the cumulative evidence base on homelessness through high quality research and active engagement with the policy and practice communities. The network is supported through the [AHURI National Office](#).

The Network is open to homelessness researchers, and policy and practice partners (through their respective institutions) who bring a range of skills in quantitative and qualitative research, policy and practice advice, and research dissemination. A full list of current partners is provided at the end of this document and includes:

- Academic researchers based in a number of universities across Australia.
- Researchers based in a range of non-government organisations and who are an integral part of the national research effort.
- Capital city councils and other municipal councils with an active interest in understanding and addressing homelessness.
- Private consultants with an active and demonstrable interest in homelessness research for the public good.
- Key stakeholders involved in homelessness policy and practice including philanthropy.

The role of the AHURI National Office is to act as research broker, coordinating the research and dissemination activities of the Network through accessing funding for

research conducted by the partners and being the promoter of research findings through events and publications.

The implementation of a National Homelessness Research Network will:

1. **Add to the evidence base.**
Through effective coordination and drawing upon the research, policy and practice capacities of the Network, there is a greater prospect of adding to a shared evidence base about different aspects of homelessness pertinent to the policy and practice communities.
2. **Inform through active engagement.**
By informing homelessness policy and practice through active engagement between the research, policy and practice communities.
3. **Enhance knowledge exchange.**
By using the capabilities of the network across research, policy and practice to create and a constructive dialogue in the dissemination and publications of research findings.
4. **Increase cross-sector collaboration.**
By fostering national collaboration between researchers, policy makers and practitioners with an interest in homelessness research.
5. **Increase innovation and excellence in new research.**
By developing collaborative arrangements with international research partners.
6. **Increase research capacity.**
By building and developing existing research capacity including early career researchers.
7. **Contribute to informed policy debates.**
By actively contributing to public debate through the open exchange of ideas that are evidence based.

Outcomes of the National Homelessness Research Network event proceedings

The plenary session and the Research Workshop discussions centred on the following themes:

- Policy context for homelessness research.
- Engagement between research and policy.
- Knowledge transfer and research dissemination.
- Role of the National Homelessness Research Network.
- Research methodology.

This paper provides an overview of these themes, and is followed by an identification of the research priorities that emerged from the proceedings of the event.

Policy context for homelessness research

The establishment of the National Homelessness Research Network has occurred at a time of heightened political interest and policy activity around homelessness. The Australian Government's White Paper on Homelessness has elevated the issue of homelessness reform to a national level with a particular focus on prevention, improving and expanding services and breaking the cycle of homelessness. Homelessness is also a significant work area for all governments with the

implementation of the National Affordable Housing Agreement. The intent is to improve integration between the homelessness service system and mainstream services. State and territory governments have developed homelessness strategies and implementation plans. These developments complement the activities of the Australian Government and build on current initiatives with the non-government sector.

Awareness of the current reform agendas informed much of the discussion at the event. Associate Professor Eileen Baldry (UNSW) noted in her keynote address that these reforms create a sympathetic landscape for homelessness research. This was reiterated several times in the course of the day. The opportunities presented by the existence of a national homelessness strategy for new and significant research in this field were highlighted. The importance of ensuring that research endeavours reflect the broad focus of the current reform agenda, rather than providing evidence that relates only to the particular interests of particular cohorts was stressed by Mr Tony Nicholson (Brotherhood of St Laurence) during the panel discussion.

Engagement between research and policy

A central aim of the event was to consider the impact of research and how this can be enhanced through engagement between researchers and the policy and practice communities. Dr Andrew Hollows directed discussion towards the 'so what?' of research, the importance of asking the right questions and looking at how this can inform the development of new policy and practice. The need to examine the existing evidence base with these questions in mind was identified as an important direction for future research efforts. In some cases there is not a need to conduct more research but to make better use of the existing evidence base.

The view that the policy community is frustrated by passive research, that is, research that does not assert its application to practical and immediate concerns was expressed. The lack of connection between research activities and the targets that the policy community is currently working towards was raised by Mr Tony Nicholson (Brotherhood of St Laurence). He argued that the imperative for the research community to produce research that supports evidence informed practice is strong.

The tension between the imperative to do fast turnaround research to inform the immediate policy agenda on homelessness while ensuring research is of a high quality was discussed. While the research community recognises the need to provide a quick response to policy concerns as they arise, Dr Tony Eardley (UNSW) and other researchers noted that unless research is rigorous and methodologically sound it cannot meaningfully contribute to the development of policy and practice. There is also a need to ensure that research questions beyond the parameters of the current reform agenda are explored.

Striking a balance between these priorities emerged as a challenge to be addressed by the National Homelessness Research Network.

Knowledge transfer and research dissemination

The issue of knowledge transfer and dissemination also emerged through the panel discussion. Delegates were asked to consider how the passive dissemination of research can be transformed into active engagement between researchers and the policy and practice communities. Good dissemination will result in effective engagement and impact. Innovative approaches to communicating research findings are required because it is important that research concerned with homelessness prevention and intervention reaches beyond the homelessness sector to those

working in health, education and employment services and policy development in particular.

There was a strong awareness that there is limited time available for digesting research to those working in the policy and practice communities, and that alongside rigorous research activities practical outputs need to be developed that allow for immediate application. There was also recognition that research publications need to be accessible beyond the homelessness research community. Research reports need to be well written, interesting and understandable to those working outside of the homelessness sector.

In addition to this, there is a need for researchers to explore how they can assist homelessness services (especially smaller organisations) to share experience, knowledge and innovative practices with the broader policy and practice community. There was a strong recognition that many homelessness services have developed unique and innovative approaches to service delivery that can contribute to policy development more broadly. The wealth of knowledge in grey literature, often generated through pilot studies in small organisations was acknowledged. There is a need to find ways of sharing this knowledge through a central access point.

Homelessness issues should also begin to establish a presence outside of the sector in peer reviewed academic publications within the disciplines of sociology, economics and other related fields. Legitimising this work professionally will encourage new and diverse research approaches and researchers to move into homelessness research. It will also encourage researchers to articulate homelessness within its broader social context, rather than as a discrete social phenomenon.

There is potential to develop new approaches to knowledge transfer and the dissemination of research through partnering with non-traditional organisations, such as those specialising in marketing. In the US, collaboration and coalitions around marketing models are effective in promoting high impact research. Philanthropic organisations can also assist in raising awareness of homelessness issues beyond the existing homelessness sector and Mr Shane Austin (Lord Mayor's Charitable Foundation, Melbourne) urged the network to consider how best to exploit these opportunities.

Exploring non-traditional means of communicating homelessness issues to the broader academic, policy and practice communities will be a central to the activities of the National Homelessness Research Network.

The following ideas for achieving this were identified:

- six monthly digest of information
- peak bodies disseminating to members (e.g. Homelessness Australia)
- using creative methods (e.g. cartoons, interactive sites)
- research to practice workshops
- raise awareness and usage of a central repository for information (e.g. Clearinghouse)
- publishing research findings (including grey literature) in a distilled quick summary/abstract/synopsis form.

Role of the National Homelessness Research Network

A key task for the day was to consider the most productive forms of collaboration that can be facilitated by the National Homelessness Research Network. Dr Andrew

Hollows (AHURI) requested that delegates contribute ideas on how the Network can operate most effectively to enhance the cumulative evidence base on homelessness in Australia. Mr Shane Austin (Lord Mayor's Charitable Foundation, Melbourne) challenged all delegates to consider not whether or not we are doing a good job, but whether we are doing the best thing we can possibly do?

A key question addressed at the event was what it means to form and belong to a national network of this kind. There was general agreement that a central value of this open access network is overcoming silos and integrating the research efforts of the academic, policy and practice communities and the private sector. Many delegates observed that the Network must aim to develop multidimensional research strategies that foster non-traditional partnerships. This is best achieved in the earliest stages of developing research. Accessing the skills of researchers working within the homelessness service sector will be vital to generating dialogue between these groups.

While it is recognised that it not always possible to openly exchange information when working in public/community support services it is possible for research to operate ethically across these organisations. A central challenge here relates to funding, and the establishment of a network can ameliorate these difficulties through channelling and managing funding from multiple sources, including philanthropy. Through combining funding sources it will be possible to undertake research that is broader in scope, particularly longitudinal or comparative research that looks beyond single client groups or actors.

There was consensus that homelessness should not be conceptualised as a discrete social phenomenon but as a part of a cycle of experience. In recognising this, caution should be exercised to ensure that the network does not become a self enclosed institution that perpetuates the isolation of homelessness from broader issues of social disadvantage.

In light of these considerations the National Homelessness Research Network will organise its activities around common research priorities which unite parties from various locations around Australia with shared interests, rather than through nodes based on location.

Research methodology

In addition to the identification of research priorities, the plenary and workshops also provided an opportunity to discuss different research methods. The value of trans-disciplinary and multi-method research is broadly accepted. The discussion highlighted the importance of high quality research. Dr Paul Flatau (Curtin University) expressed this as a need to ensure that research is 'robust', that is, it results in significant findings. The lack of reliable quantitative data on homelessness in Australia was noted.

A variety of research methods were recommended for future studies including:

1. Multidisciplinary approaches.
2. Mixed methods (quantitative and qualitative)—use of mixed methods, complex programs of analysis of a range of data types (qualitative/quantitative).
3. Economic, cost benefit analyses.
4. Ethnographic studies.
5. Participatory action research.
6. Evaluation studies.

7. Narrative (strength based) studies.
8. Longitudinal study—more effective if linked in to existing longitudinal child studies (FaHCSIA).
9. Randomised control trials.
10. Program evaluations.
11. Cost benefit studies.
12. Discourse analysis.
13. Mapping existing evidence (literature synthesis, panels, essays).
14. Meta-evaluation (quality of evidence).

Research priorities

A key aim of the event was to identify the National Homelessness Research Network's research priorities. To achieve this, the AHURI National Office has conducted an analysis of topics raised during both the panel discussion in the morning session, and the notes produced during the Research Workshops held in the afternoon. Based on this, six main research themes have emerged:

1. What works, how, when and what cost.
2. Governance and capacity.
3. Specific groups.
4. Frameworks.
5. Spatial focus.
6. Data.

The following discussion outlines the key features of each research theme and identifies a small number of prospective research questions.

What works, how, when and what cost

There is a need to take stock of what is currently known about the effectiveness of homelessness services in Australia. This will involve cost effectiveness studies (across various target groups) as well as the analysis of recent initiatives and what currently constitutes best practice. Evaluating Australian initiatives is important because there is recognition that it is not possible to directly import the evidence base from overseas. There are innovative approaches being trialled in the Australian context that require evaluation.

Cost effectiveness studies must focus on the value and effectiveness of prevention and early intervention approaches. Value-for-money is a key priority for governments when investing in homelessness initiatives. Research of this kind requires longitudinal data, and ideally data linkage capacity across a range of services. Research commencing immediately in this area would explore existing opportunities to use administrative data, and other sources to generate evidence on the cost effectiveness of programs currently operating in Australia.

A pathways approach that considers how individuals transition from homelessness to secure long term housing and examines the services that enable such a transition is a powerful tool for evaluation. Effective support and exit models are of immediate interest in policy development. Research in this area will also offer an analysis of different housing and support models, including the changing role of public housing. This may involve the use of simulation models or scenario building for different

strategies. A range of contexts would need to be explored at the local level. A core question to be considered by research of this type is how learnings from one-off initiatives can be scaled-up and broadly applied.

This approach to research would question many presumptions underlying the current development of policy and practice such as does a *housing first* approach to service delivery work in the current setting, is crisis housing still an appropriate model; is the *no wrong door* policy effective in practice; does the *no exit to homelessness* policy translate to longer term security of tenure; how do the *safe at home* models compare across jurisdictions; and how effective are conditional welfare policies in improving client outcomes?

An important component of program evaluation is the study of outcomes. It is necessary to consider both short and long term outcomes, at various scales of analysis including the individual, community and national level. Research of this nature must recognise accountability to clients, and consider how outcomes can be evaluated from a client's perspective. Research is needed to identify what forms of housing and support work for whom, and how these operate over time. This will necessarily involve an evaluation of current approaches for particular target groups (e.g. those exiting from prison, or the child protection system). Longitudinal research is required to track how support needs change and the varying impacts of the length of tenure and support period provided. The outcomes measured must be considered broadly, outside of the practice paradigm to include life skills that contribute to accessing education and employment.

There is an urgent need to reframe housing as social service provision. When housing is viewed as social service provision key questions regarding the provision of appropriate housing to appropriate cohorts are raised. This has ramifications for the model of support provided in social and public housing, as it promotes a community/social development approach to the provision of social housing. There is potential for the provision of social housing to provide a base for the delivery of a range of human services.

Potential topics to be considered could include the cost benefits of addressing the needs of children in child protection at high risk of homelessness with a view to long term outcomes—for example, through strategies that aim to build the capacity of families. Another key area is the role of public housing and associated support services in assisting people to exit homelessness. A large scale cost benefit analysis that compares community based interventions and community investment against the cost of building and operating corrections facilities is also of interest. A study considering the cost effectiveness of interventions with domestic violence perpetrators in reducing the long term impacts of domestic violence is also warranted.

Governance and capacity

The current landscape of homeless service provision in Australia is highly complex. Research is required in this area to clarify the current roles and responsibilities of different tiers of government in relation to homelessness. There is work required to conceptualise the existing homelessness service system in Australia. The reform agenda stresses the need to integrate housing and homelessness services with mainstream services however the evidence base in this area requires further development. Different governance models and ways of working collaboratively require exploration. Research should aim to identify what the best models of governance and contracting are, and how these work to bring about the best outcomes in the Australian context.

The evaluation of various models of joined up services should be undertaken to reveal how these arrangements currently operate, and also what barriers may prevent this from working effectively. This is likely to involve studies at the level of practice that consider issues such as how leaders and managers can work in a 'joined up' way across services. Research is also required to examine how the homelessness sector can work effectively with a range of allied services particularly in the areas of health and education. This may reveal new opportunities for building the capacity of practitioners to work across a range of disadvantaged groups.

The role of local government, especially capital city councils in addressing the needs of homeless people is currently under researched. At this level, often innovative and unique locally responsive programs are developed that are potentially informative to the development of broader policy. In addition to this, productive partnerships may be born of collaboration between services provided at the local and community level and state and Australian government initiatives. Further research into the potential benefits, opportunities and strategies for implementing such collaboration would be of value.

Specific groups

A number of target groups are identified as of high priority for research. These are; asylum seekers, rough sleepers, Indigenous people, families, young people and women. These groups were highlighted on the basis that little is currently known about their experiences of homelessness, and/or because further research would contribute to meeting their needs more effectively.

Asylum seekers are of particular interest because little is known about the nature and extent of homelessness among this group. Research would identify what the immediate and long term needs of recently arrived individuals and families are, and how their non-citizen status affects their access to support. There is an opportunity here to further develop the existing evidence base on refugees. Research in this field would also examine the difficulties of accessing services for people of culturally and linguistically diverse backgrounds. An important issue for consideration is how meeting the immediate needs of asylum seekers will result in social benefits both the short and longer term.

Rough sleepers continue to be a high priority, more research is required particularly into those sleeping rough outside of inner city areas. In addition to this, more information is required on the various groups that may comprise the population of rough sleepers, including by country of origin.

According to the available evidence, Indigenous people are highly vulnerable to experiencing homelessness. Further research on best practice for preventing Indigenous homelessness is required. There is potential to work with the Indigenous kinship system to better provide for those at risk. A particular question in relation to Indigenous people in the Northern Territory is how the Family Income Management Program has impacted upon levels of homelessness, as there is anecdotal evidence to suggest that it may be compounding it.

There is increasing incidence of family homelessness in Australia. A key question to be addressed is how best to provide for larger families in this situation, as many homelessness services do not currently have the facilities to cater for them. The experience of culturally and linguistically diverse families also remains under researched. Further investigation and evaluation of existing strategies for the prevention of family homelessness is also required.

While the evidence base on youth homelessness in Australia is relatively well developed, opportunities for making further use of existing data should be explored. For example, the Victorian Pathways Data offers options to explore the differing experiences of homelessness for young people classed as *dissenters* compared to those who are classified as *escapers*.

There is also growing recognition that the experience of homelessness is gendered. There are some forms of homelessness that are unique to women, including the experience of 'feeling homeless in the home'. Women are also more likely to be victims of domestic violence, and research that compares the 'safe at home' models across Australian jurisdictions with different legislation would be of value. There is increasing recognition that women with no assets are a group at growing risk of experiencing homelessness. Further research on how women's experiences of boarding houses and sleeping rough differ from men's experiences is also required.

Frameworks

While there is a need to address pressing policy concerns in relation to homelessness, it is also important to further develop the critical frameworks. Frameworks of immediate relevance to informing policy and program interventions include; prevention and early intervention approaches, the role of social inclusion and mainstreaming as a response to homelessness, a body of research on discourses and conceptualisation of homelessness, the place of human rights and social development approaches, and agency and lived experience of people experiencing homelessness.

Recent policy developments stress the role of prevention and early intervention strategies in reducing homelessness in Australia. There is a need to clarify these terms, and what they mean in practice. For example, when considering prevention, what is classified as an identifiable risk factor, and how does prevention differ from intervention in terms of the immediacy of the risk and the probability that homelessness will be an outcome? How far outside of the immediate homelessness service system should preventative strategies extend? Important questions as to how resilience and the ability to sustain housing in the face of identified risk factors also require examination. Further investigation of effective place based strategies to the provision of social supports is likely to be crucial.

Social inclusion and the mainstreaming of responses to homelessness are critical in the current reform agenda. How this translates into practice requires further investigation, as does the meaning of these terms in various contexts. Employment and education strategies are vital in this context. However, a deeper consideration of what it means to disconnect from community is also needed. Similarly, what contributes to a sense of *territoriality* for homeless people also requires further investigation. This can potentially inform policies and programs aiming to foster a sense of community, and assist people to reconnect to that sense. These issues are of particular importance for Indigenous people.

In conducting any research on homelessness a critical awareness of the discourses that surround homelessness is essential. Research that considers to what extent homelessness may be institutionally and policy driven is required. The support system itself may operate to manufacture or assimilate people into a homeless identity more quickly. The unintended consequences of some policies and programs should be given due consideration. There is a potential for agency policies or philosophies to negatively impact upon a person's experience of homelessness. Research of this nature would be supported by a historical examination of how the current service framework has evolved.

There is a constant risk of pathologising homelessness and neglecting to account for the diversity of human experience and the individual agency of people experiencing homelessness. It is essential to see homelessness as part of a cycle of experience in a person's life, not as a discrete social phenomenon. A key question here is how a focus on the agency of individuals can be maintained. Existing research shows that focussing on the *lived reality* of the homeless experience it is possible to explore the strategies and processes of acting by homeless people. There is potential for service providers to learn from this. Central to maintaining this focus is ensuring that the 'consumer voice' is heard in all research on the service system.

The human rights framework also has not proved an adequate basis for research to contribute to evidence informed practice. Social justice is already a value that is embedded in policy creation. Bearing this in mind, the values framework applied in research on homelessness should be reconceptualised. A social justice approach leads to greater focus on opportunity, access and building the capacity of individuals, and can be expanded to include communities in a social development approach. Further exploration of the possibilities raised by such an approach to research, policy and practice in the field of homelessness is warranted.

Spatial focus

The geography of homelessness is a prominent area for further research as it has significant implications for the development of effective policies and programs. Considering the geography of homelessness gives rise to topics such as urban drift, homelessness in rural and regional centres, and inner city marginal housing markets (including rooming houses) and attachment to place.

The choices homeless people make regarding their location must be considered when developing policies to break the cycle. For example, how does maintaining social networks, or escaping certain networks, territoriality and notions of safe places impact on these choices? These are important issues for consideration when targeting how to help a person experiencing homelessness to secure appropriate housing. The drift of homeless people towards the inner city and rural and regional centres may largely be attributable to improved access to services. However, this can further serve to break a person's connection to a particular place or community which can have negative consequences. How might a better understanding of what creates or breaks a connection to a particular place or community inform strategies aimed at early intervention and prevention of homelessness?

Broader studies that consider the neighbourhood effects and their impact on homelessness are also warranted. Is there a distinct difference between inner city people and outer suburban people in what triggers homelessness, their aspirations, or the appropriate pathways out of homelessness? A systems approach to research into the geography of housing markets, including marginal housing markets and the influence of these on how people experience homelessness and shape the available exit strategies would also be of value. This could include study of the impacts of inner city gentrification on vulnerable cohorts, for example, on low income older people.

Data

Of primary importance to further research into homelessness is the availability of reliable data. To ensure data is available it is essential that researchers have input into the planning and establishment of data sets in the early stages. Homelessness variables also need to be introduced into large scale data collections already underway such as the Household Income and Labour Dynamics in Australia study. There was a strong view that the establishment of interagency data sets is essential to future research into homelessness. Data linkage is possible, however various

practical and ethical issues arise in implementation. Further investigation of how this can be achieved, and what kinds of administrative processes may be required is necessary. In addition to this, a shared idea of why this must be achieved needs to be developed between government agencies and large non-government organisations.

While developing future data sets is important, new ways to make use of existing data also need to be explored. Similarly methods for interpreting existing data need to be refined. Projects that draw on existing administrative data sets and link the findings to the lived experiences of homeless people are required so that large scale research of this nature avoids institutionalising homelessness.

Conclusion

The inaugural meeting of the National Homelessness Research Network has provided the opportunity to focus on the research priorities and core values that will direct the activities of the National Homelessness Research Network. The excellent attendance of the event, and the engaged participation of delegates in every session have indicated substantial support for the Network and the potential for productive collaboration moving forward.

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- Murdoch University
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- Royal Melbourne Institute of Technology (RMIT) School of Business IT and Logistics (SBITL)
- Royal Melbourne Institute of Technology (RMIT) AHURI Research Centre
- University of Queensland
- University of New South Wales
- University of South Australia
- University of Technology, Sydney
- University of Melbourne Centre for Women's Health, Gender and Society, Melbourne School of Population Health
- Victoria University

Government

- Council of Capital City Lord Mayors – Homelessness Working Group

Non-government organisations (including philanthropy)

- AHURI Limited
- Brotherhood of St Laurence
- Hanover Welfare Services
- HomeGround Services
- Lord Mayor's Charitable Foundation
- Melbourne Citymission
- Mission Australia
- Sacred Heart Mission Inc.
- St Vincent de Paul Society NSW
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