

Recovery within Crisis Accommodation The Ozanam House Pilot

National Homelessness Conference 2018
Restoring Sanctuary: Responding to experiences of trauma

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Targeting homelessness and disadvantage



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- Diverse range of accommodation and support services for people experiencing homelessness and disadvantage
- Services clustered within Inner Melbourne, Western and Northern Suburbs, Shepparton and Mornington Peninsula



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Trauma and Homelessness

Trauma & Homelessness Initiative (2013)

- Trauma a pathway into homelessness and an obstacle in exiting homelessness
- Reciprocal and interconnected relationship between trauma, homelessness, mental health and social disadvantage
- Type 1 Trauma (Single Incident) - 98% of research participants
- Type 2 Trauma (Prolonged and Repeated) - 60% of research participants
- Average number of trauma incidents - 21



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Challenges of Crisis Accommodation

For Providers...

- Client complexity
- Historically large case loads
- Shared amenities
- Lack of suitable exit points

For Clients...

- Fear
- Confusion
- Boredom
- Frustration



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Recovery Oriented Practice Changes

- Increased human contact
- Increased autonomy
- Increased physical, psychological and emotional safety
- Connection and reconnection



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The Positive Impact

- Unplanned exits nearly halved
- Average length of stay nearly doubled
- Increased case plan engagement and completion
- Reduction in client incidents



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What didn't shift?

- Exits to affordable / conventional housing
- Employment, Education and Training



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