

NATIONAL HOMELESSNESS CONFERENCE 2022

Jointly convened by



CONCURRENT SESSION

C9 Homelessness and mental Health



OFFICIAL

Supported housing for people living with mental illness under Victoria's Big Housing Build

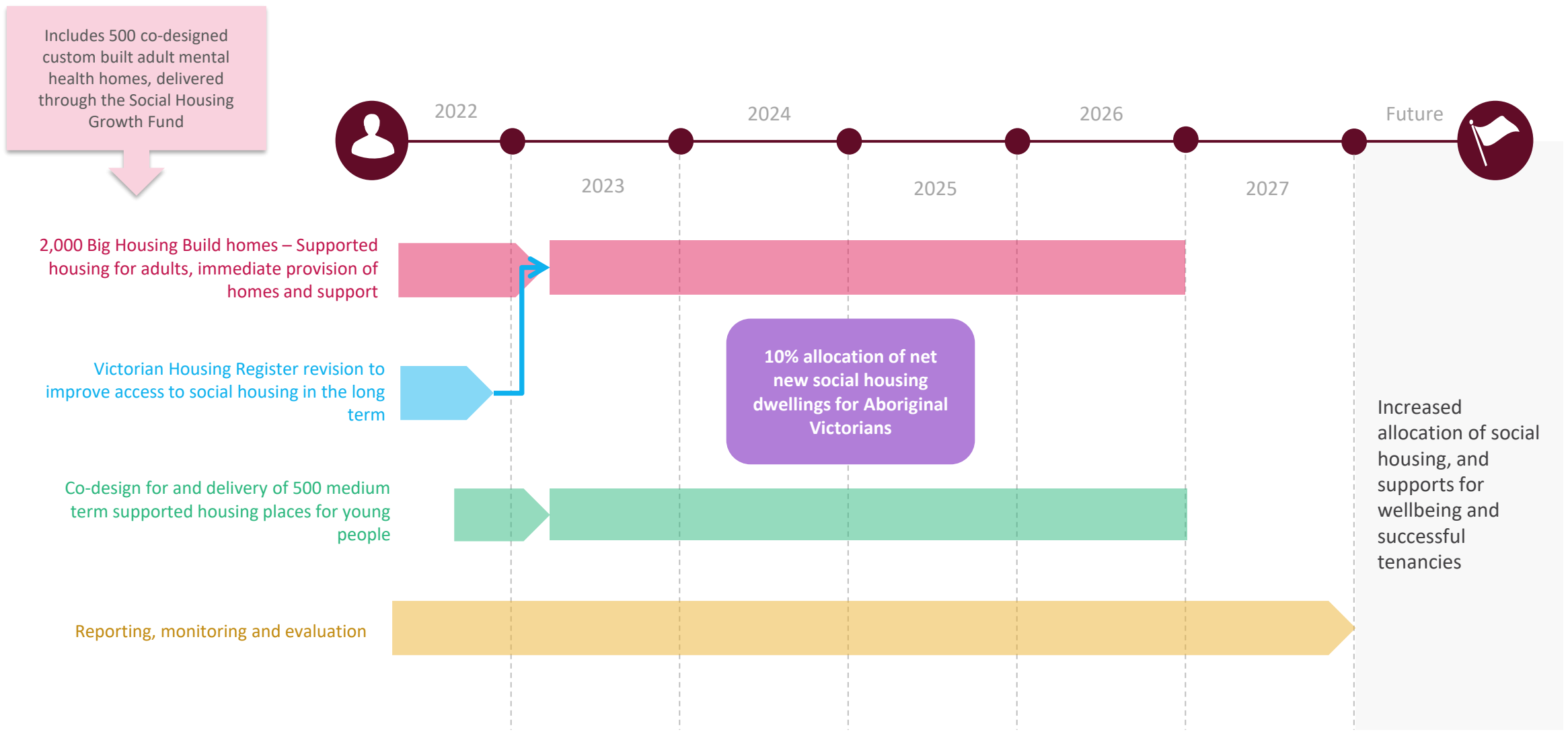
Y Le, Director Affordable Housing and Social Investment

National Homelessness Conference
10 August 2022



OFFICIAL

Homes Victoria is working to deliver on:



Partnering with Lived Experience

Co-design for mental health supported housing has been designed to work side-by-side with people with lived experience at every stage and layer of the project.



Planning and execution

Our advisors with lived experience are a core part of the team and have input into the planning, analysis and delivery of each phase.

Facilitation and recruitment

Lived experienced facilitators lead each Co-design session with people with a lived experience.

Co-design and analysis

We work side-by-side with our advisors and lived experience facilitators at every stage of the codesign process.



An integrated Mental Health Housing and Support Model

Design Principles to inform the model design:



Take a person centred approach



Embrace diversity and promote inclusion in all forms



Amplify and elevate lived experience through ongoing Co-design & coproduction



Optimise people's wellbeing outcomes



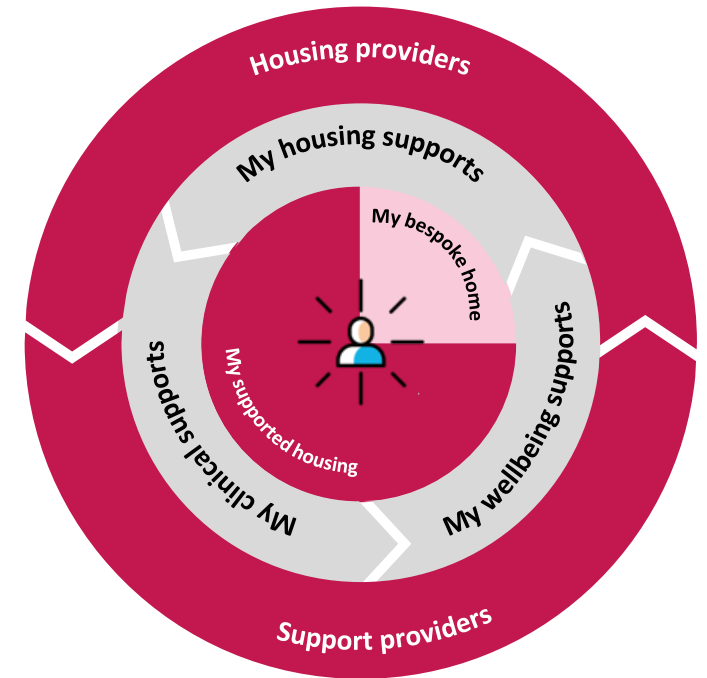
Embed choice and self-determination at every stage



Expand on success and innovate iteratively



Prioritise security and flexibility of tenure and supports



Adult Co-design Final Report

The Adult Co-design final report is available on the Homes Victoria website.



Identified housing types to meet the needs of Victorians living with mental illness



Build design principles and features to support mental health and tenancy



Findings on provision of coordinated mental health treatment, care and support



Recommendations on integration between housing and mental health support services

DRAFT FOR DISCUSSION

Housing Options

The range of options that have emerged out of the co-design are defined below.

- 01 - Self Contained Homes with Shared Amenities**
Each person has their own self-contained home with private bedroom, bathroom, laundry, kitchen and (open plan) living area. On the housing site, there are multipurpose indoor and outdoor spaces to facilitate interactions and encourage socialisation between residents. Amenities such as multipurpose spaces for activities, communal kitchen and dining area, communal garden, outdoor cooking space or quiet commons, are provided in addition to people's own self-contained homes. People agreed that this housing type should have a high level of on-site support. People with lived experience advised that this housing option would be best for people who would benefit from 24/7 support on site. To facilitate this, they also suggested that there should be extra room on site to be a space for staff to provide support and meet with residents along with a break room for staff.
- 02 - Clustered Homes**
Each person has their own fully self-contained home, with a private bedroom, bathroom, kitchen (open plan) living area, laundry, outdoor space and parking spaces. There are no shared indoor amenities but the homes share the same land with other social housing residents who have a similar lived experience and values. There are outdoor shared spaces, such as a shared communal garden or outdoor space with a barbecue for residents to socialise if they desire. Less intensive on-site support would be available, as these homes would likely be more suitable for people transitioning to living more independently and have less need for support. There should still be support services available to the residents, but they can be accessed off-site, or conducted as home visits where needed, therefore there would be no need for facilities on site specifically for staff or support delivery.
- 03 - Independent Homes**
Each person has their own independent home with private bedroom, bathroom, kitchen, open living area, laundry, outdoor space and parking spaces. These homes are located separate from other social housing dwellings and there are no shared spaces to interact with neighbours. Support services would be available for the person off-site or through home visits.
- 04 - Single Tiny Homes and Mobile Homes**
These are smaller, compact homes with a bed, kitchen, bathroom and living area that can either be located within a cluster of tiny homes with other social housing residents or independently on a property. Mobile homes would have the ability to be moved around if the person needs.

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Housing Design Features

The design features have been defined based on ideas and concepts explored throughout the co-design with people with lived and living experience and co-design as well as research outlined in the literature scan. Detailed design features are provided to inform the design of housing and support for people with intensive, ongoing treatment, care and support needs for mental illness. These guidelines should be built upon and iterated so they continue to evolve as people's needs change and new research and evidence emerge. These guidelines complement the existing Homes Victoria design principles which this report recommends should be reviewed and tailored to meet the needs of adult Victorians with mental illness who require intensive, ongoing treatment, care and support. Appendix 02 provides the detailed design specifications.

- 01 - Create private spaces** Privacy can be created with built towers and noise reduction, whilst still enabling people to be aware of their surroundings.
- 02 - Ensure accessibility** Basic accessibility designs should be provided in every home, and modifications should be offered for those that need it.
- 03 - Safety and security first** Security is fundamental to ensure people feel safe, and the level provided should be based on each individual's personal choice.
- 04 - Make homes easy to use and maintain** Homes must be designed to be easy to use and maintain to help people have pride in their home.
- 05 - Allow for flexibility and adaptability** Homes should be accommodating and flexible to meet current and evolving needs of people.
- 06 - Locate people in convenient locations** Homes should be located in areas where essential services are in close proximity, and public transport is close and accessible.
- 07 - Incorporate cultural design** All houses should create opportunity for cultural and linguistic diverse residents to practice cultural expression and maintain connection with culture.
- 08 - Provide comfort through nature and greenery** A visible connection to nature and greenery, and access to natural light must be provided to encourage greater wellbeing.
- 09 - Make houses a home** Houses should feel homey and warm, and should not reflect any form of institutional or clinical design.

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Support Guidelines

These Support Guidelines help define what 'good support' looks like from the perspective of people with lived and living experience and their carers in the context of supported housing. These guidelines should inform the future design and implementation of supports across housing and wellbeing to ensure people living in their homes have appropriate levels of integrated, multidisciplinary and individually tailored mental health and wellbeing treatment, care and support.

- Ensure the Person, their Needs and Goals are at the Centre**
Supports should be person-centred, with empowerment and personal choice at the forefront.
- Provide both Flexibility and Consistency**
Offer flexible and consistent supports to meet people's evolving needs and ensure supports are always available.
- Build Connections with Community**
Empower people to foster connections with the community to help build a sense of belonging and limit feelings of isolation.
- Take a Proactive Approach**
Proactively plan and engage with the person and their support team to reduce and manage potential stressors, interruptions and accessing supports.
- Design for Diversity and Be Inclusive**
Embed and actively promote inclusion and diversity in all its forms, whilst also proactively addressing discrimination.
- Have a Skilled and Informed team**
People's support workers need to be skilled, informed and trained, ensuring they are providing professional and consistent care at all times.
- Foster Collaboration and Ensure Fair Navigation**
Promote collaboration between the members of a person's support team in particular carers, and provide extra support to assist with navigating between services.
- Create a Culturally Safe Environment to Support Self-Determination for Aboriginal and Torres Strait Islander People**
Provide culturally safe and representative services, and empower people to choose how they engage with supports.

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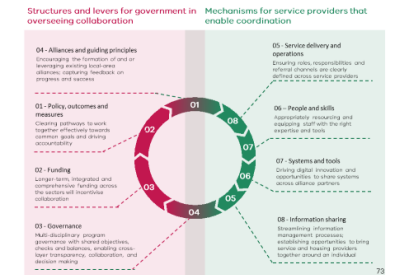
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Key Enablers for Effective Cross-Provider Collaboration

A number of factors are outlined below that are important to strengthening collaboration. These factors can be divided into those that government should consider leading, and those that service providers should continue to innovate within.

When designing future housing and support models, Homes Victoria and the Department of Health should continue to consider the structures and levers that impact collaboration (such as policy, governance and funding structures).

Service providers need to continue to innovate within service delivery and operations, people and skills, employment, information sharing, and using systems and digital tools to enable collective teamwork. It is important to note that the findings and considerations outlined in this section have been drawn from written submissions, input in a series of focus groups with service providers, and supplemented by insights from people with a lived experience. The findings in this section highlight the areas that could be considered and further explored on the design of the model and services evolve.



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Big Housing Build Person-centred Initiatives

Take a person-centred approach



Place-based Resident Voice Projects

builds **community capacity** and **resilience**



sustainably **increase employment options** for residents and **reform housing operations**



Optimise people's wellbeing outcomes



Annual Resident Surveys

brings together residents with governments and local services in **addressing** specific **local issues**



builds capacity to effect change in their communities and **create safer and better places to live**



Big Housing Build Person-centred Initiatives

Embed choice and self-determination at every stage



The Paving the Way Forward Program aims to deliver on five key outcomes:

- 1 Residents are **involved in the key decisions** that impact their home, neighbourhood and services.
- 2 Housing services are fundamentally reformed to **better meet the needs** of residents.
- 3 There are real **employment, education and training pathways** tailored to these specific communities
- 4 Residents are **safe and equipped to manage their health needs** now and into the future.
- 5 **Unique local issues** are addressed.