

Concurrent 3: Australian Housing First experiences

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Communities and Justice



Australian Housing First experiences

Together Home in NSW

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Acknowledgement of Country

I acknowledge the Traditional Custodians of the lands that we are meeting here today. I pay my respects to Elders past, present and emerging and celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters.

I also acknowledge and pay my respects to our Aboriginal and Torres Strait Islander people/colleagues joining us today.

Why Together Home?



Long history of successful
housing first programs

COVID response

House rough sleepers
longer-term

Support them to stay housed

Set up quickly leveraging existing
contracts and relationships



The model



Housing first
approach and
principles



Housing and
wraparound
support
**funded
together** but
**delivered
separately**

**1117
combined
head-
leasing** and
support packages,
including:



- 107 high needs packages delivered through the Peak
- 35 Aboriginal led packages



Delivered
through
18 CHPs



**Client
centred**
and **flexible**

2 year
service model

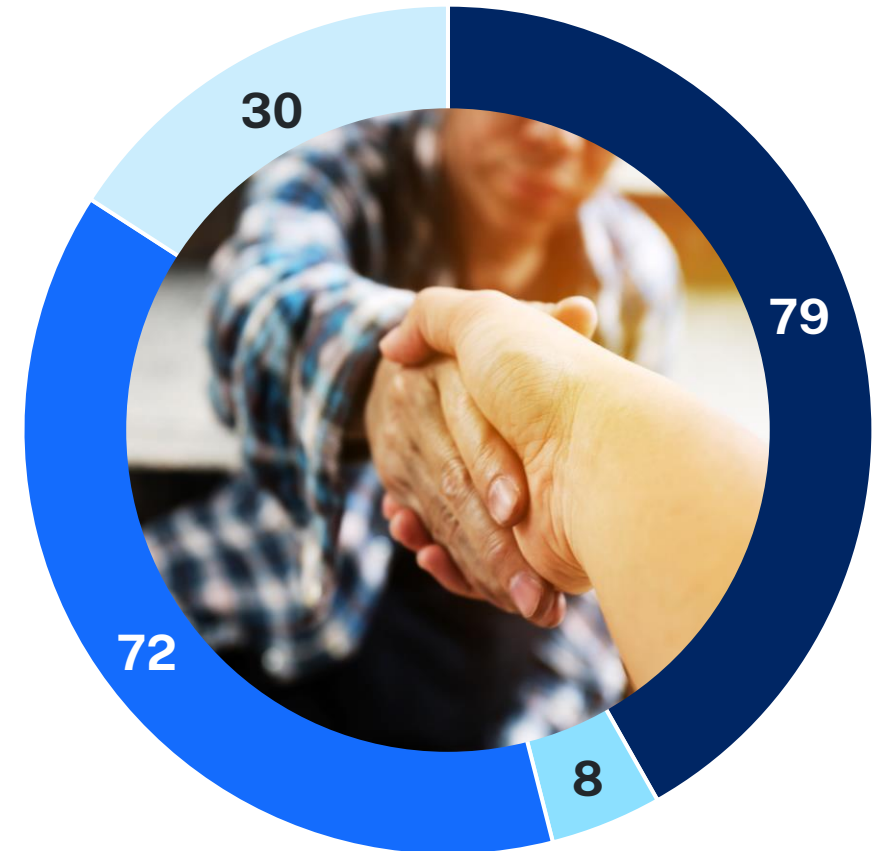


CHPs subcontracted
21 **SHS** and **NGOs**
to **deliver support**

The cost

\$189m, across three tranches, includes:

- **\$79m** for leasing and support funding
- **\$8m** for high needs packages
- **\$72m** of capital funding for new supply
- **\$30m** to extend clients beyond the two year service model where needed



Successes – real outcomes for clients



‘Together Home has changed my life. I now have a home and my family is back in my life.

It was a blessing to me. You know, it can change a whole family’s prospects for generations to come.’

Angus

Other successes

- ✓ **1,374 rough sleepers** received support, with **1,152** housed
- ✓ **195 complex needs clients** housed and supported
- ✓ **Central role of peak body** in delivering **high needs packages**, and adequate funding



- ✓ **277 new dwellings** built or planned
- ✓ **Continuous improvement** approach
- ✓ Genuine **collaboration**
- ✓ CHPs **deliver** housing, sub-contract **support**
- ✓ **656** clients have **exited** the program

Key challenges and learnings

Exit options are a challenge, especially in an expensive and tight rental market

Two years support may not be enough

Good governance is key to negotiate variable priorities



Clients disengaging from support can risk tenancy

Choice is not always possible

Consistency and fidelity with Housing First

Early evaluation

Positive –
fills a gap in the
homelessness
system

Leading to **strong
housing outcomes**,
though exit options
remain an issue

High needs
packages
also
fill a gap

Note
**regional
differences**

**New supply
component
positive**

Continuous improvement
shown in changes between
tranches, e.g. flexible
funding approach

Long-term options
are needed – for
funding and exits

Client-centred and flexible approaches

For **Mark**, the support he got from **Together Home** helped him transition to living in a house. There's a hope that when someone who's been sleeping rough gets a house, everything will be fine, but this isn't always the case. Sometimes people need to adjust. The support team saw that Mark's sometimes unusual behaviours were actually his resilience. They gave him the freedom to be himself, and helped him settle in and feel safe in his house.

Luke's dental issues were affecting his speech, making him slur his words and feel less confident. **Together Home** helped him to get dental care and funded the many procedures he needed. Luke is also getting help to cope with his trauma and is learning about living skills like budget management, cooking and looking after his home.



Questions



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