National Housing Conference 2023

Major Concurrent 6: Housing systems and structural change

Amy Hains

Rare, brief and non-recurring

A system-wide approach to ending homelessness together

Amy Hains
A/Chief Executive Officer

Homelessness NSW

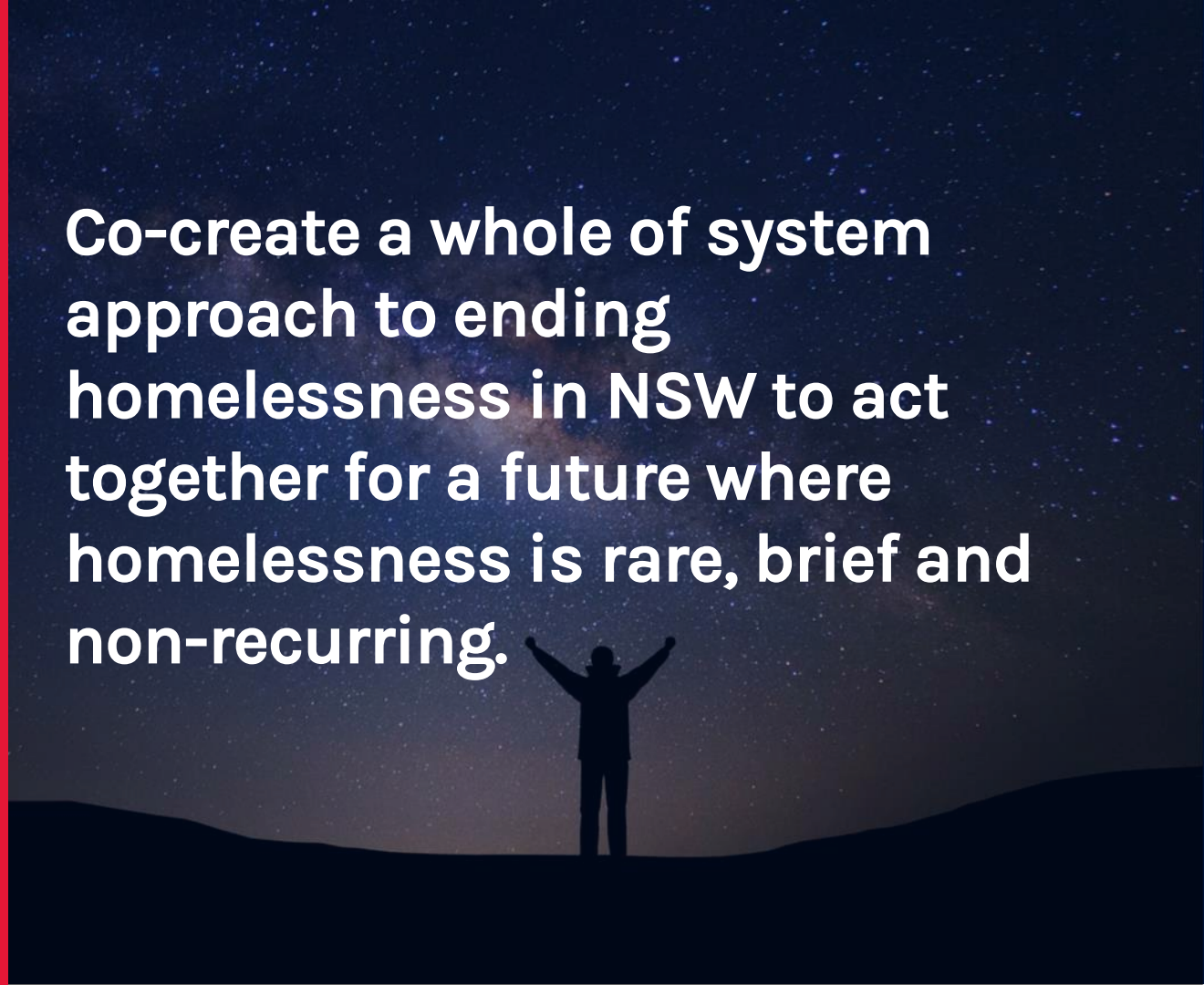
What is the problem we are trying to solve?

People are at risk of homelessness and experiencing homelessness in NSW

Homelessness NSW

Purpose

Co-create a whole of system approach to ending homelessness in NSW to act together for a future where homelessness is rare, brief and non-recurring.



“Programs help people beat the odds. Systems change helps change the odds”.

Karen Pittman, Forum on Youth Investment

A systems view of homelessness

Homelessness NSW

A system is a set of related components that work together in a particular environment to perform whatever functions are required to achieve the system's objective.

Engaging with all system actors

650+ people contributing

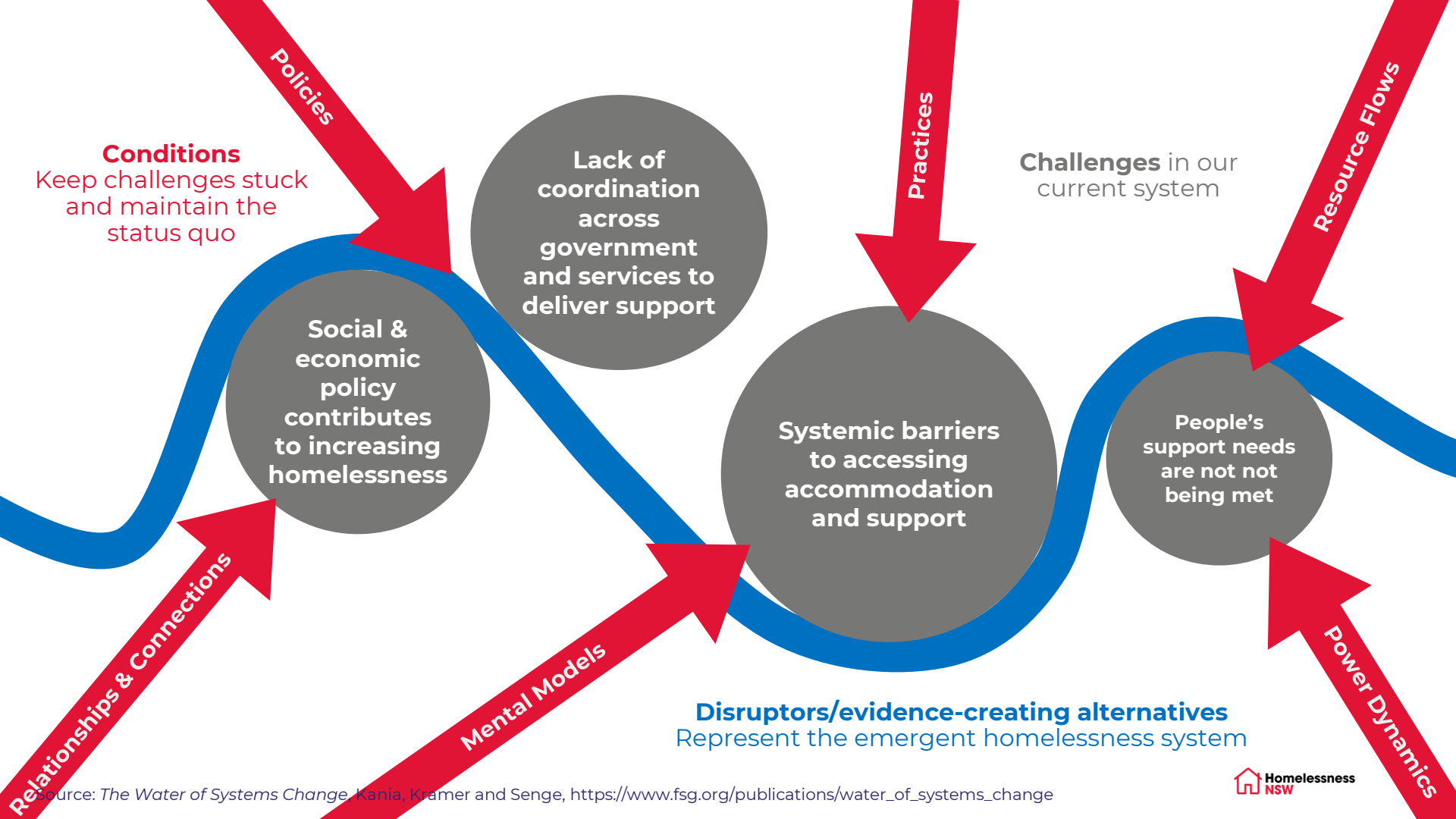
200+ organisations

Lived experience interviews

Series of workshops

Extensive literature review

Homelessness NSW



Source: *The Water of Systems Change*, Kania, Kramer and Senge, https://www.fsg.org/publications/water_of_systems_change

Homelessness NSW

How do we change the system?

How and where to act

Homelessness NSW

Leverage points in our system

RARE
(Prevention of homelessness)

- Integrated policy and governance to address the drivers of homelessness
- Raise income levels / reduce income disparity
- Investment in family support and other early intervention
- Prevent exits into homelessness from institutions (prison, hospitals)

BRIEF
(Intervention and exits from homelessness)

- Shared data and measurement to shape outcomes across the system
- Coordinated, cross-service pathways out of homelessness
- Systemic support for place-based service systems

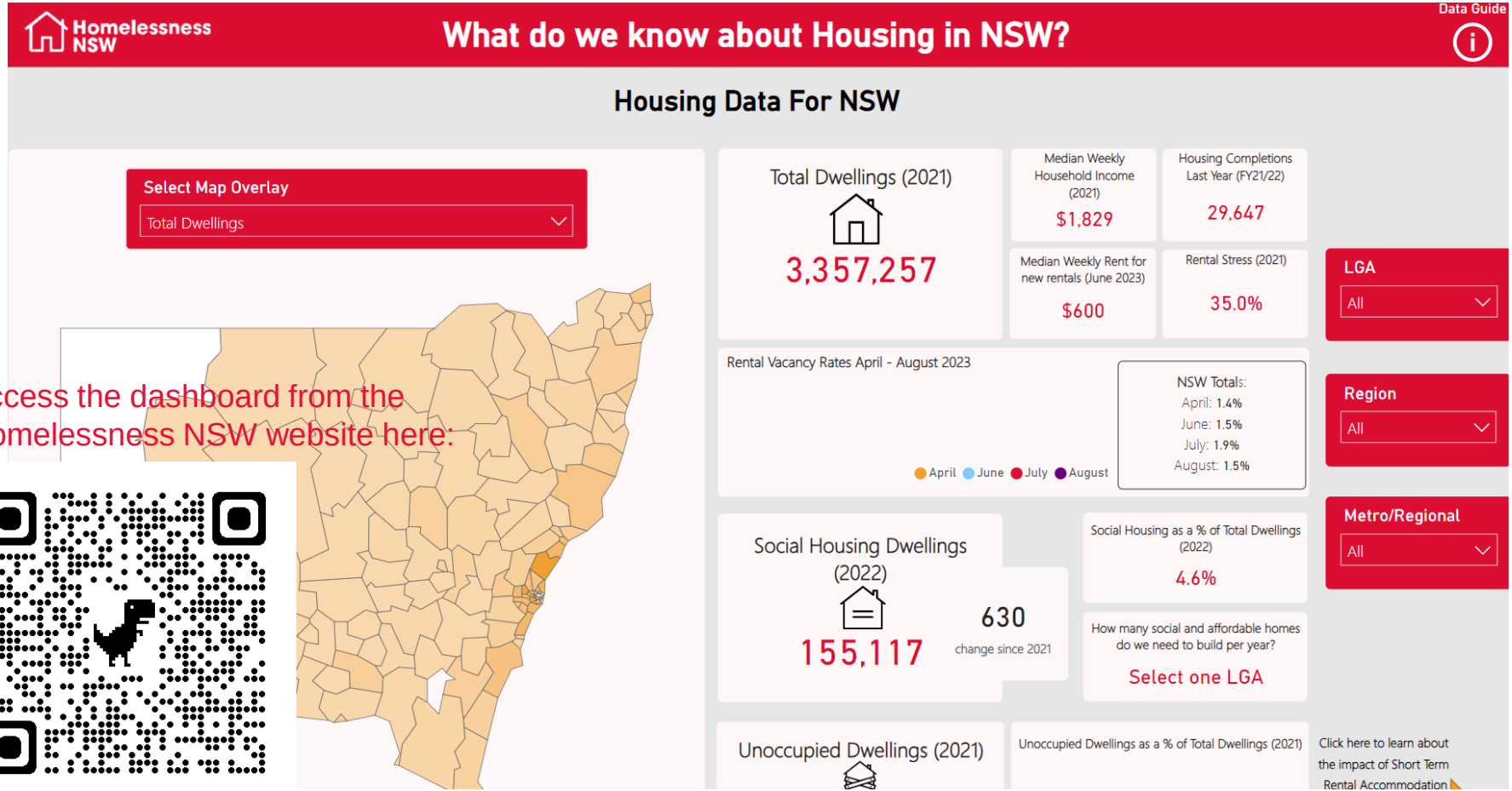
NON-RECURRING
(Long term pathways out of homelessness)

- Legislating for social and supported housing options
- Investment to create diverse housing options
- Investment to upgrade and maintain existing and new social housing stock
- Support to keep a home and connect to community, education and employment

ACROSS ALL

- Increase voice and agency of lived experience in governance and decision making
- Changemakers as allies for systemic impact
- Person-centred service system design

Data to manage the system + measure impact



Access the dashboard from the Homelessness NSW website here:

We also need to work *differently*

Homelessness NSW

Principles to guide how we work together to end homelessness

1. Everyone needs safe and secure housing
2. Shift power to people with lived experience
3. Trauma informed responses at every level of the system
4. Surface and address racism, structural and gender inequity across the system
5. Learn, adapt and evolve
6. Data-led decision making and evaluation of change

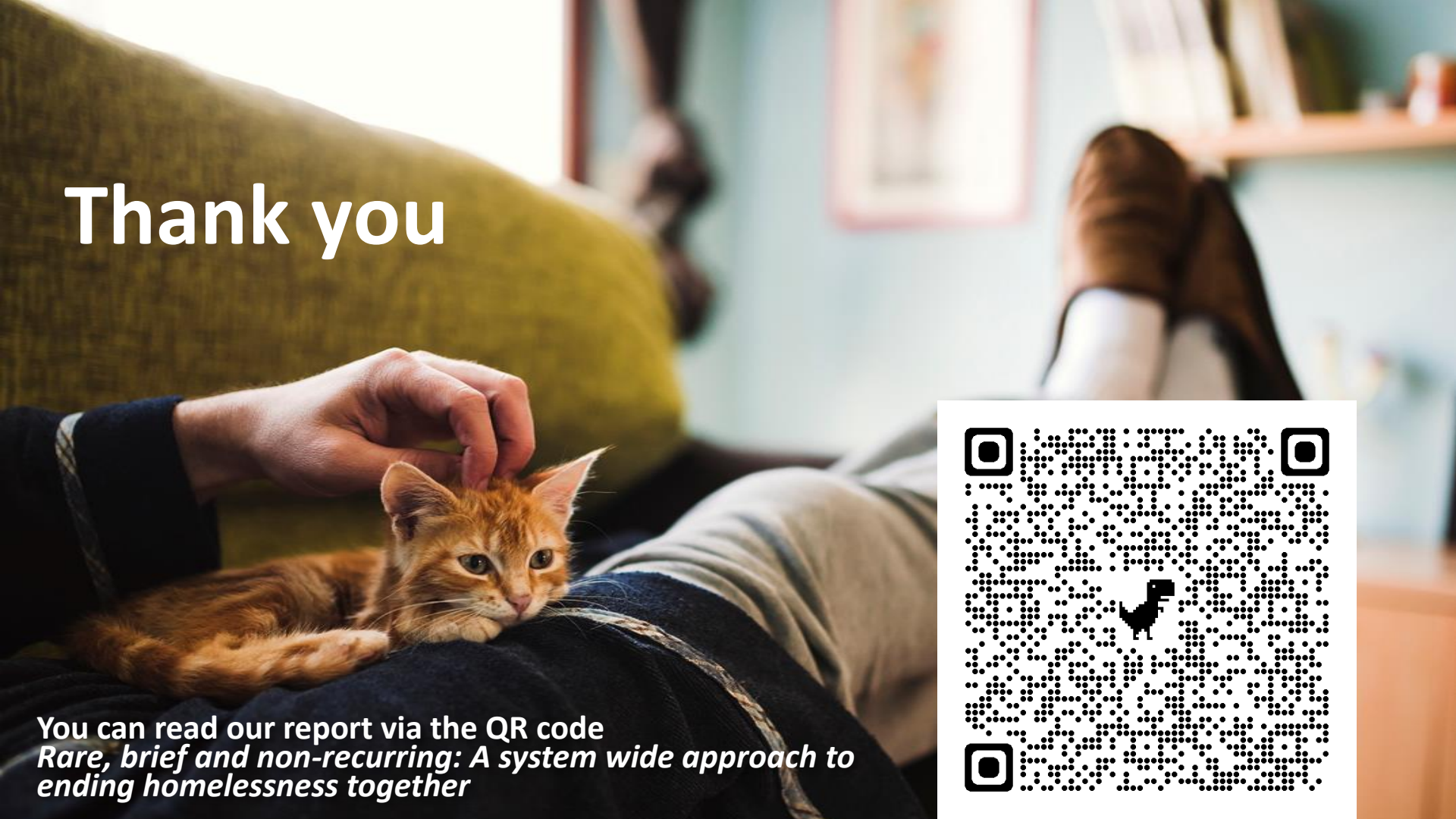
Homelessness NSW

Changing the system together

- See ourselves in the system
- Commitment to a shared vision
- A new brand of collaboration – flexible structures and active learning
- Aligned, independent action
- Facilitation, portfolio approach and a “container”

Deep Collaboration,
Collaboration For Impact

Thank you



You can read our report via the QR code
Rare, brief and non-recurring: A system wide approach to ending homelessness together