

MC2 Providing meaningful responses when there is no housing

Tameka Thompson, Hutt St Centre
Tony Davies, Social Futures
Laura Mahoney, Launch Housing

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Tameka Thompson
Tuesday 13th August 2024

Hutt St Centre
end homelessness

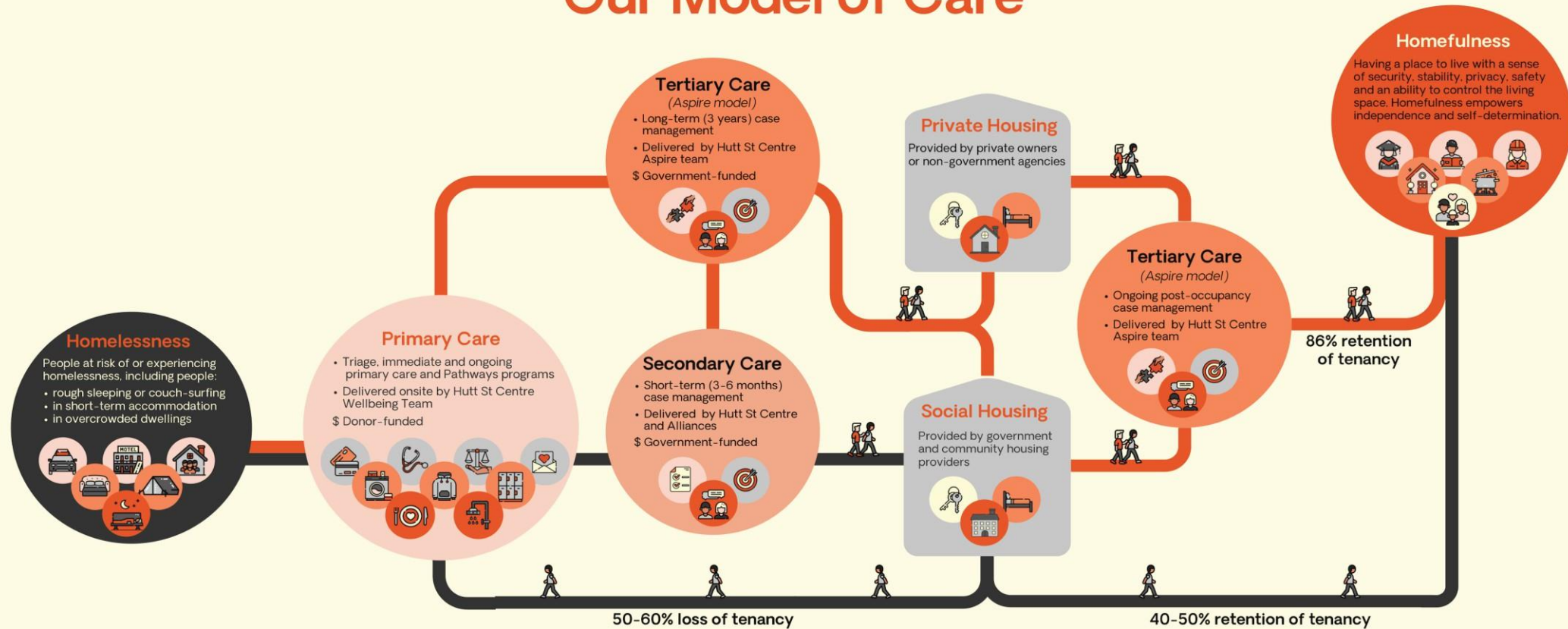


We acknowledge the Kurna people as the custodians of the land and waterways of the Kurna Plains upon which our services are located. We acknowledge the Kurna people's cultural, spiritual, physical and emotional relationship with their land, waters and community. We pay respect to Elders, past, present and emerging.

A work of the Daughters of Charity

Hutt St Centre
end homelessness

Our Model of Care



Our Values



Advocacy



Respect Each Person



Quality Service



Boundless Creativity



Simplicity

Meaningful Support

- Duration of support
- Being client-led
- Regular contact
- Goal setting
- Provision of and connection with resources and services



A work of the Daughters of Charity

Hutt St Centre

end homelessness

Characteristics of a worker

- Relentlessness
- Showing care and persistence
- Transparency
- Flexibility and honesty



A work of the Daughters of Charity

Hutt St Centre

end homelessness

Supporting Workers

- Supportive workplace culture
- Training
- Supervision
- Peer support



A work of the Daughters of Charity

Hutt St Centre

end homelessness

Thank you

A work of the Daughters of Charity

Hutt St Centre
end homelessness

[e help@huttstcentre.org.au](mailto:help@huttstcentre.org.au) [w huttstcentre.org.au](http://huttstcentre.org.au)



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Tony Davies, Social Futures



Providing meaningful responses when there is no housing

Tweed Assertive Outreach

Tony Davies

socialfutures.org.au

1800 719 625



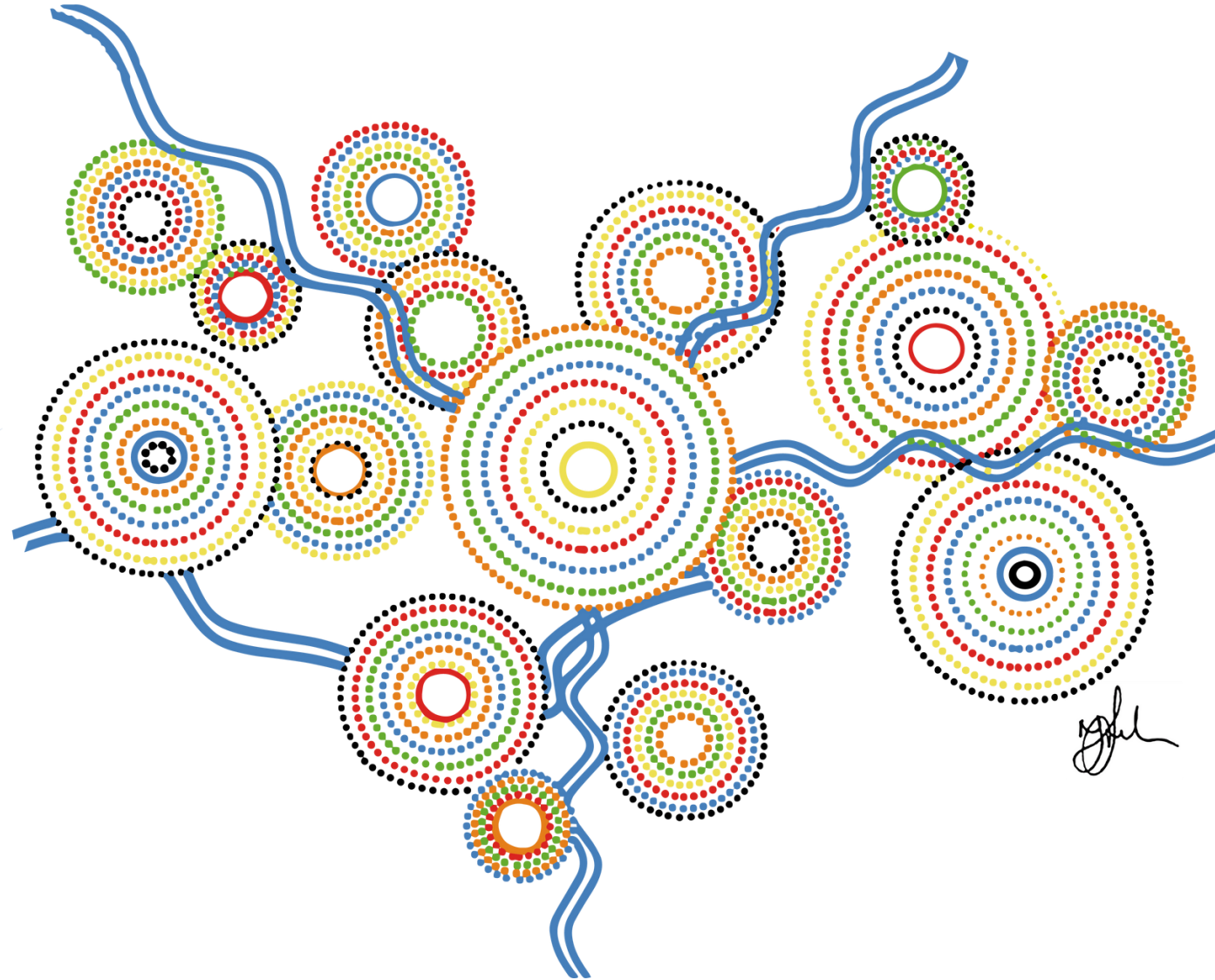


We acknowledge the Traditional Owners and Custodians of the land where we live and work and their continuing connection to land, water, sea and community.

We pay respects to Australia's First Peoples, to their unique and diverse cultures, and to Elders past, present and future.

Inclusion is about the actions we take every day. We welcome, support, and celebrate diversity.

We meet today on Kaurna Country



Tweed Assertive Outreach (TAO)

- Collaboration between Social Futures, Momentum Collective, Homes NSW and NSW Health.
- Focus on people who are confirmed as sleeping rough in the Tweed Local Government Area with priority for people who have multiple vulnerabilities.
- Team includes specialist caseworkers, housing workers and health workers.



Context – Northern NSW

High housing costs / low availability

Significant economic pressure experienced in communities

Mental health and wellbeing concerns

Significant trauma

Social housing stock barely changes as waiting lists blow out and rental stress rises across Australia

Demand continues to outstrip supply, report shows, as Albanese government seeks to increase public housing stock nationally

Inequality reporting
Housing

'I'm scared I'm going to die': a rising number of Australians are sleeping rough as the housing crisis bites

...clear: there aren't enough beds, funding or sleeping in tents or

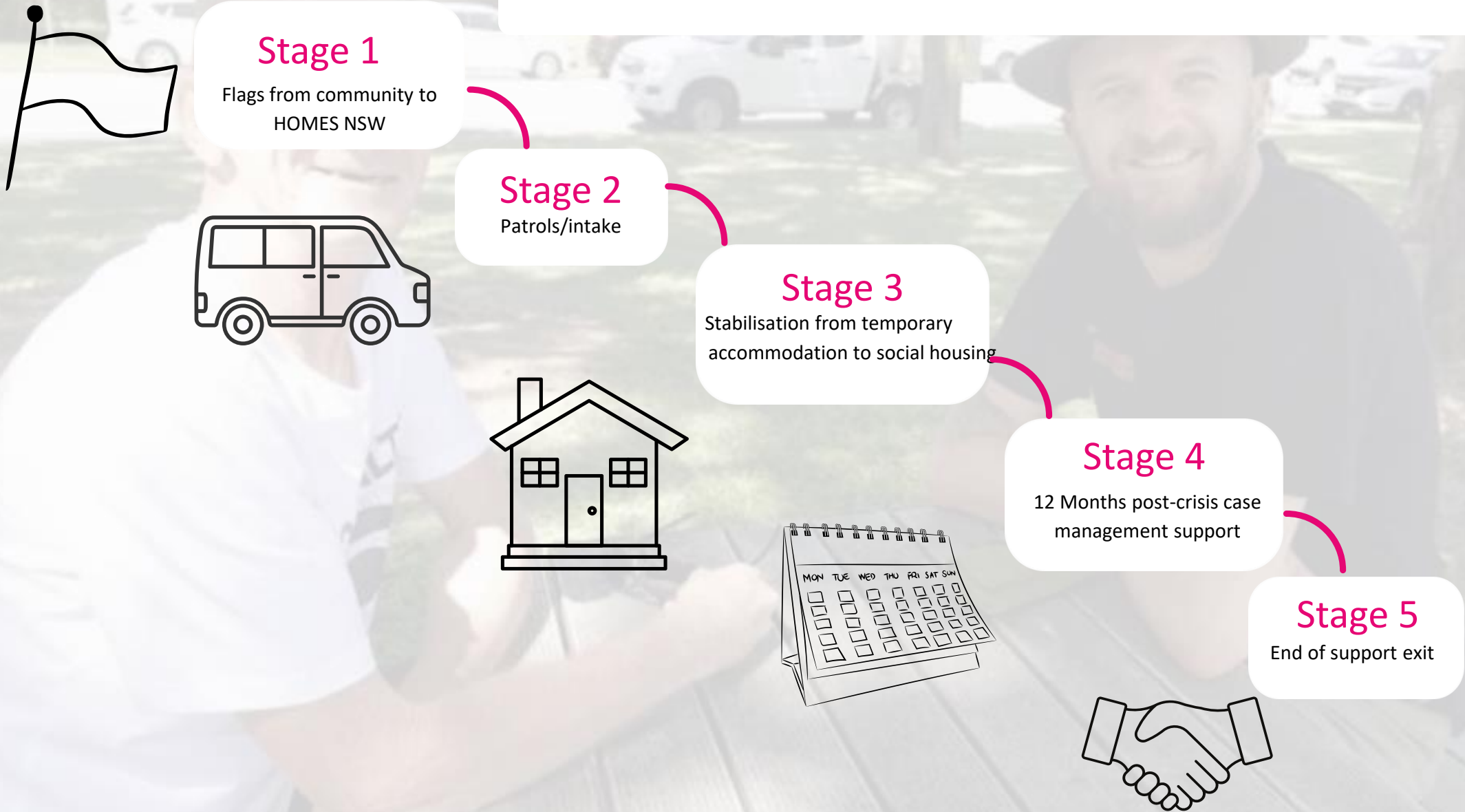
Too many people do not have housing

March 2024 Street Count:

710 people in the Northern Rivers, population 315k

574 people in Greater Sydney, population 5.3M

Tweed Assertive Outreach Model



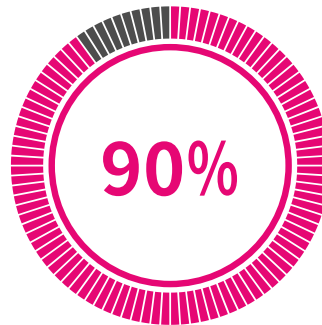
Tweed Assertive Outreach



Social Futures AO Team has worked with 147 participants



Of those participants, 116 were housed



90% have sustained their tenancy

Over the life of the Program, Tweed Assertive Outreach has housed 164 individual households with a sustaining tenancy rate of 95% (Homes NSW Data from Social Futures and Momentum Collective)

Tweed Assertive Outreach

2023/2024

We worked with 76 participants - 37 new participants

We assisted 51 people into Temporary Accommodation

We housed 21 people

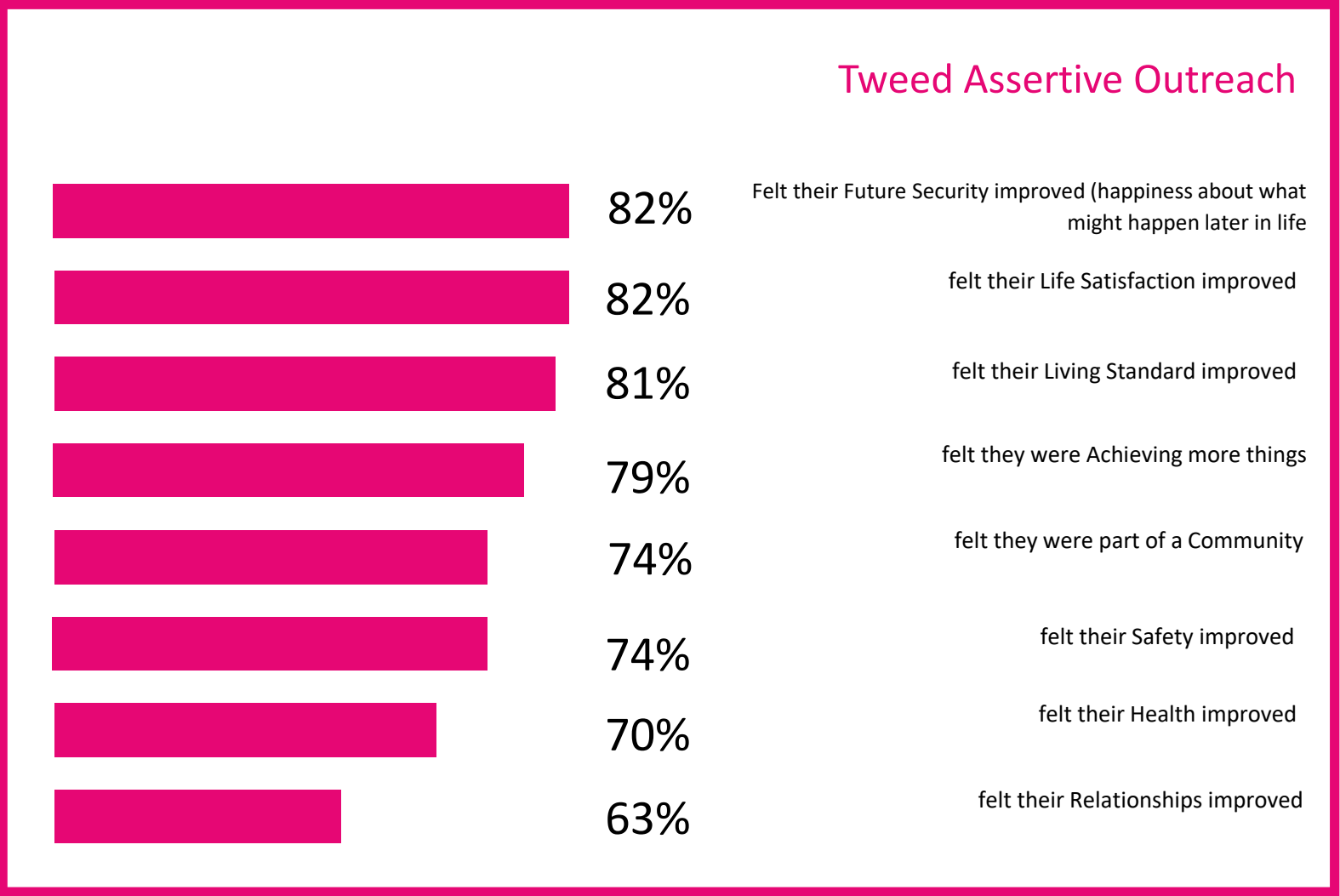
TAO offers 12-month support period, but we will re-engage if necessary

Over the life of the program, we have re-engaged with 19 people

Wellbeing Outcomes

Data collected from a sample of participants

Tweed Assertive Outreach





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Success Factors

- Intensive multi-disciplinary approach
- Strong relationships within the service system
- Access to housing
(Temporary Accommodation is necessary)
- Homelessness Health Outreach Team
- Respectful, positive engagement
- Staff support
- Focus on building social connection for participants
- Specialist support – NDIS, HASI
- Time and intensity of support



Issues

- QLD Border
- Housing availability (accessible, pet friendly)
- Temporary Accommodation System
- Health staff availability
- Cost/availability of specialist support – for example NDIS Assessments or support with hoarding
- Human Service system complexity
- Future natural disaster preparation
- By-name list



Infuriation (noun)

“The feeling experienced by a person who is not housed when they are repeatedly bounced around between services.”

Dr Gregory Smith OAM





Positive Social Change

The background of the entire image is a photograph of several hands of different skin tones cupped together, holding a small, 3D-printed house icon. The house has a red roof and white walls. The hands are positioned in a way that they form a protective cup around the house. The background is slightly blurred, showing what appears to be grass and a person's legs in blue jeans and a pink shirt.

THANK YOU

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Laura Mahoney, Launch Housing

How can we provide a meaningful response when there is no housing?

Launch
HOUSING

IT'S TIME TO END
HOMELESSNESS



About Launch Housing

WHO WE ARE

Launch Housing is an independent Melbourne based community organisation passionately committed to ending homelessness. From providing high quality housing to an innovative range of support, education and employment services, we bring solutions to homelessness under one roof for thousands at risk of — or experiencing — the crisis and trauma of homelessness.

With more than 400 staff working across 14 locations in metropolitan Melbourne, we combine direct action with advocacy, research and innovation to drive widespread change.

OUR MISSION

To end homelessness.

OUR VISION

We believe housing is a basic human right that affords people dignity. Everyone has a right to a home and it's our job to make this happen.

Intentions of the current system

- A consumer focused and strengths-based approach
- Equity of access to the resources of the homelessness service system
- Support for skilled workers with training, supervision and efficient tools
- Collaboration and partnerships between agencies and Department of Families Fairness and Housing
- Reasonable care to address the risks faced by each person who is homeless
- Maximizing the use of available homelessness resources.

Since 2008

- Social housing now at 2.2% of all housing
- Social housing wait list is around 60,000 households
- 423 funded crisis beds across Victoria (quality, affordable, supported)
- Reliance on private hotels and motels or an emergency response (expensive, poor quality, unaffordable)

Asking people

Was having a roof over a person's head better than nothing?

No. It was not. It was

- Unsafe
- Demoralising
- And led to an increasing sense of worthlessness and disconnection

The accommodation was a reflection of how the community viewed them

(Annual Consumer System Surveys, 2017 – now)

What we know

The experience of homelessness is devastating.

Emergency accommodation is generally inappropriate and harmful.

Harm has many dimensions including

- Physical and psychological harm to people and their children
- Psychological (and sometimes physical) harm to workers

The key thing that would improve consumers' experiences of the homelessness service system is **fast access to affordable housing** and **safe, affordable, supported, self-contained shelter** while they wait

What to do?

How can services, in the context of a housing crisis and a resource constrained environment, meaningfully support people experiencing homelessness?

What is the value of assertive outreach for those experiencing homelessness and does it increase the chances of accessing long term housing?

How can homelessness workers be supported to provide effective support in an environment where they have limited access to the resources required to address homeless people's housing needs?

But...

Yes, to Housing First

What do we do while we wait?

1. How do we keep people safe?
2. How do we prevent debilitating harm?

Mackie et al. 2017

Unsuitable hostels and shelters don't work

- Dangerous for residents and staff
- Expensive to run
- Lack of exits to long-term housing means they are not short-term

But most robust evaluations have concentrated on the large, unsupported and poorly designed shelters

Batterham et al. 2024

Well designed, affordable, diversely supported crisis accommodations is needed for the foreseeable future across Australia

It needs to be expanded

Mixed feelings about congregate models

ACSS surveys: 85% ACSS respondents wanted self-contained rather than supported congregate

Housing First is not possible without housing (and **homelessness is a damaging experience**)

Mackie, P Johnsen, S and Wood, J 2017, *Ending rough sleeping: what works?* Crisis UK.

Batterham, D Tually, S Coram, V McKinley, K Kolar, V McNelis, S and Goodwin-Smith, I 2023 Crisis accommodation in Australia: now and for the future. AHURI, Melbourne



IT'S TIME TO END
HOMELESSNESS



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Thank you



launchhousing.org.au

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Australian Homelessness Conference 2024

Gathering Momentum



Government of
South Australia