PRIDE IN PLACE

Pride in Place

Specialist LGBTIQA+ homelessness responses

A partnership between:

Drummond Street Services

Queerspace

VincentCare Engage. Enable. Empower.

Uniting

fan family access network



What is Pride in Place?

Victoria’s specialist LGBTIQA+ homelessness and housing response.

Purpose

Supporting LGBTIQA+ people experiencing or at risk of homelessness towards housing stability, safety and recovery.

How support is delivered

- **Initial Assessment & Planning**
  - First contact, risk and needs assessment, immediate housing and crisis accommodation pathways
- **Service Navigation**
  - Ongoing case management, housing navigation, advocacy and warm referrals
- **Peer Navigation**
  - Lived-experience support, relational trust, practical guidance and community connection





Why a specialist response?

The housing outcome may look similar; the pathway to getting there can be very different.

LGBTIQA+ people can experience distinct pathways into homelessness: discrimination, family violence, identity-based safety concerns and unsafe service experiences.

Pride in Place was designed to be housing-focused and affirming: practical support, advocacy, peer connection and warm referrals, without requiring clients to repeatedly explain who they are.

“Everyone is experiencing housing stress. The solution might look similar, but the pathway to getting there is very different.”



What the evaluation found

996
Support Periods delivered from Jan 22 to Dec 24

672
Unique clients reached

79%
of clients reported feeling safer

76%
said identity was always acknowledged and respected

37.7% - No tenure at intake
28.8% - No tenure at exit
59% - Reported improved housing situation

A specialist program demonstrating strong demand, value and measurable outcomes.



What made the difference?

Clients valued support that felt safe, validating and meaningfully different.

> **“I felt validated and never judged, which was a stark contrast to other places.”**

1 - Being listened to and recognised
Clients described feeling respected, validated and understood by workers who recognised LGBTIQA+ lives.

2 - Not having to re-explain identity
Names, pronouns and identity-related safety concerns were part of practice, not extra work for clients.

3 – Flexible, holistic support
The model adapted intensity, engagement and partnerships around individual goals, risks and preferences.

A strong model, with constraints

The evaluation supports continuation - and names the conditions needed to protect quality.

Strengths to protect:

- Specialist and affirming practice
- Consortium governance and shared accountability
- Skilled, flexible workforce
- Secondary consultation and sector influence

Risks to manage:

- Demand exceeding the funded footprint
- Workforce retention and short-term cycles
- Inconsistent client experience across touchpoints
- Data gaps and under-measured system impact

The core implementation challenge: grow the model without diluting safety, affirmation or practice quality.





Beyond direct client support

A specialist service can also shift the system around it.

Pride in Place contributed through:

- **Training and capacity building**
  - Building LGBTIQA+ awareness and responsiveness in partner services.
- **Secondary consultation**
  - Helping other organisations think through intake, accommodation and safety responses.
- **Advocacy and practice influence**
  - Translating client experience into system learning and more responsive practice.

Where does Pride in Place go next?

Continuous improvement priorities from the evaluation response.

These are not add-ons. They are how a specialist model stays safe, accountable and effective as it grows.

Priority 1	**Clearer service standards**	What clients can expect from affirming specialist support.
Priority 2	**Accessible feedback pathways**	Confidential, trauma-informed options to raise concerns or seek review.
Priority 3	**Earlier escalation**	Timely review when trust is disrupted or a worker-client match is not optimal.
Priority 4	**Training and reflective supervision**	Ongoing capability in gender diversity, disability, neurodiversity, family violence and trauma-informed care.
Priority 5	**Improved data and learning systems**	Better capture of client feedback, secondary consultation and outcomes.

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The takeaway:

For LGBTIQA+ people, housing outcomes cannot be separated from safety, identity and trust. Specialist responses create that trust at the front door — while strengthening the capacity of the wider homelessness system.