Homelessness support futures and the digital welfare state

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article

The significance of technology as both a resource in enhancing safety, and a means of perpetrating violence: the implications for policy and practice

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There is evidence that technological devices such as personal safety alarms and security cameras can be effective in contributing to an increased sense of safety for victims of domestic and family violence, when they are provided as part of a broader programme of support. This article reports on findings from a mixed methods evaluation of a programme trialled in Queensland, Australia. The programme was funded by the Commonwealth Department of Social Services as part of the Keeping Women Safe in Their Home initiative. The trial was comprised of two components: the provision of personal safety alarms and security cameras to victims, and the resourcing of service providers to identify and respond to technology-facilitated abuse experienced by their clients. The findings from the evaluation of the trial contribute to an emerging evidence base on technology as a means to support and increase the safety of victims of violence. The findings also contribute to evidence on the capacity of the sector to respond to the use of technology to harass, monitor and stalk victims.

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Takeaway concept #1

Administrative burden

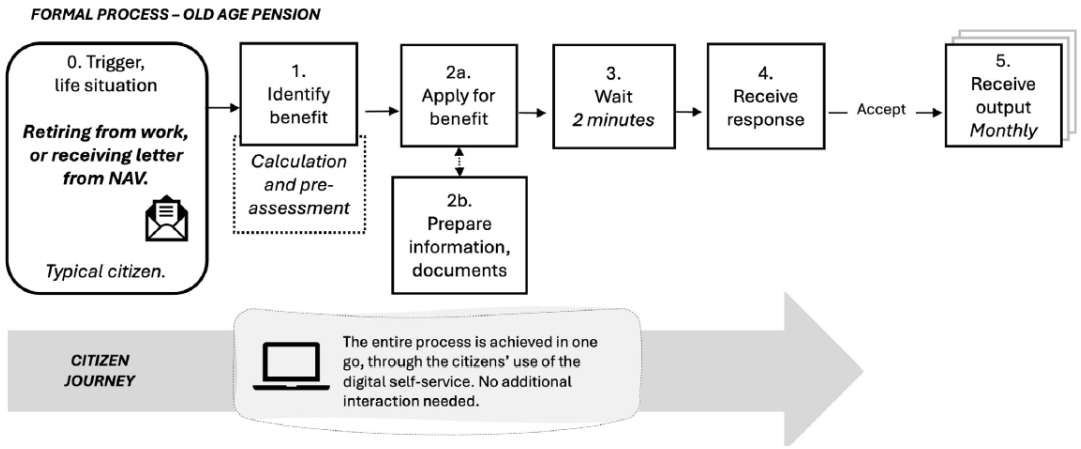
I think there’s the challenge of people coming to us because it’s through the housing system. Housing is their priority. So, we support them around the other things, to access My Aged Care if required, medical if required, NDIS, which are all fairly big and chunky organisations to organise and take time and things like that, but we do that. (Aged care and housing support provider)

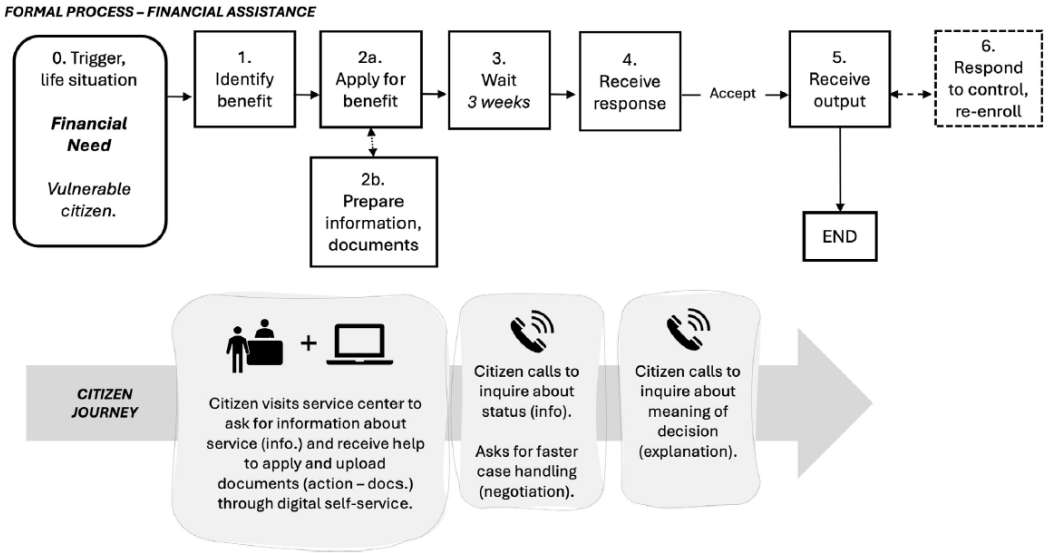
If someone has been long-term experiencing homelessness, and they get a [public housing] property, which is awesome, they also have 24 hours to view that property. So, [we've been working with someone who has] been offered a property, but we have been given 24 hours to do it. We've got no contact number for this person, so it's just a matter of if we find them and can tell them about this property offer, and there's no leeway. (Housing and support service provider)

Takeaway concept #2

Administrative burden in the (changing) digital welfare state

Existing evidence: digital public encounters





Existing evidence: digital worlds



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Guest Editor: Justine Humphry | Guest Editor: Maren Hartmann
Guest Editor: Will Marler | Guest Editor: David Lowis

Homeless and Connected:

Mobile phones and the Internet in the lives of homeless Australians

Authored by Dr Justine Humphry

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Existing evidence: what happened when



MyGov website crashes, queues outside Centrelink amid virus pandemic

Australians are unable to access the online portal for government services after the MyGov website crashed on Monday morning during the coronavirus pandemic.



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Shadow Infrastructures of Labour: A Generative AI Use in Victorian Chil

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ABSTRACT

Generative Artificial Intelligence (GenAI) tools such as human services remains largely undocumented and weak er's informal use of ChatGPT, this article provides insigh Australia. The case illustrates the emergence of shadow in beyond organisational oversight. Findings show how a chi



Australia's legacy systems were already a cyber risk. AI agents are raising the stakes

Published: September 28, 2026 4.18pm AEST

Maxiphoto / Getty Images

In the days since an artificial intelligence (AI) agent operated by OpenAI gained unauthorised access to a Services Australia porta holding Medicare statistics, important questions have been raise about Australia's readiness to prevent future breaches.

Hallucinated case law used by parole board leads to landmark ruling

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