Holding the Whole Picture

Breaking System Silos in Housing and Mental Health

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Two Things Pty Ltd



Plans for an Unused Land

Anna-Bella Papp

Sydney Housing and Mental Health Forum

103 people

44 organisations

1 Shared problem



System issues











Fragmentation across systems

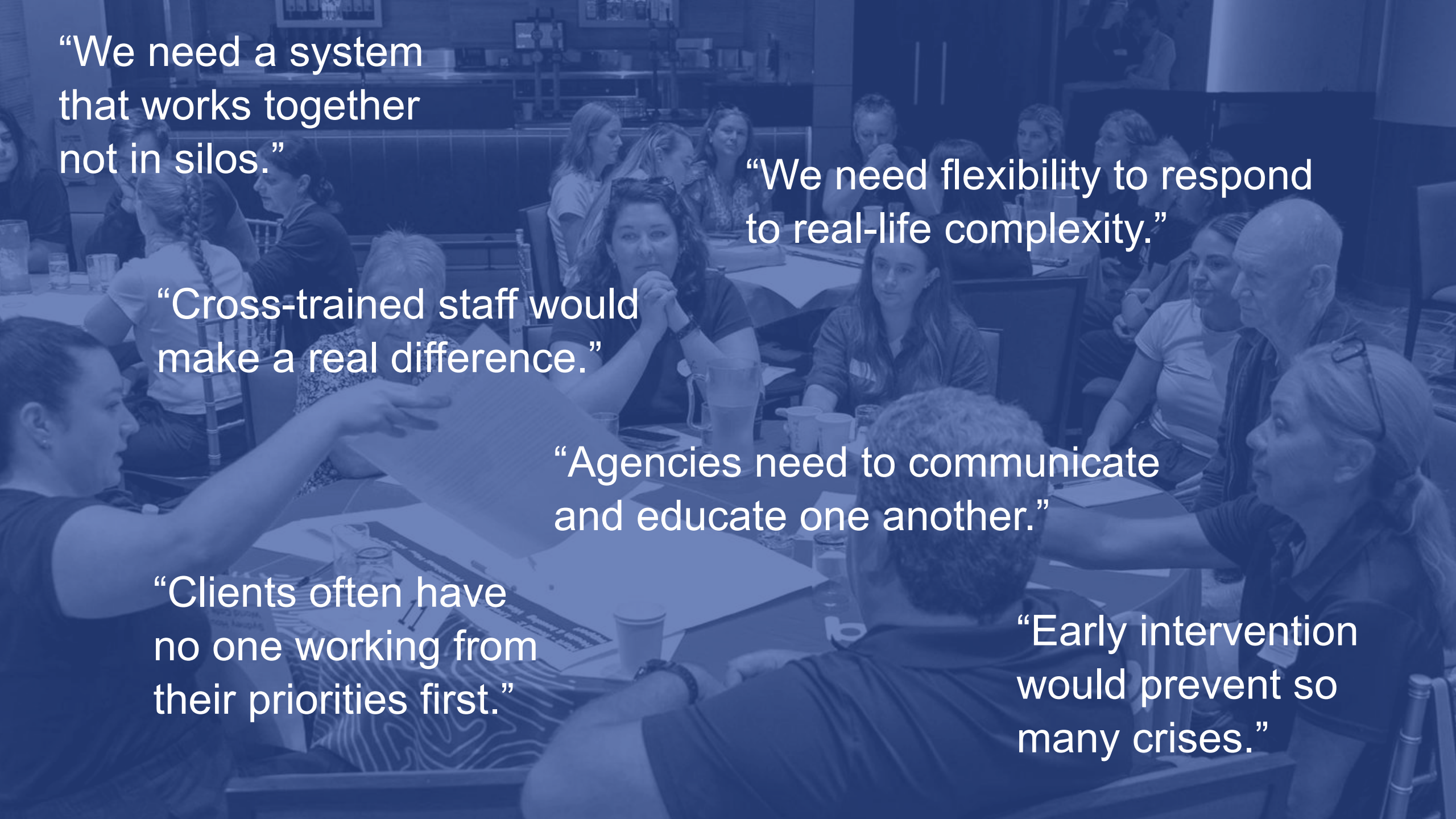
Crisis-driven service response

Outcomes dependent on relationships

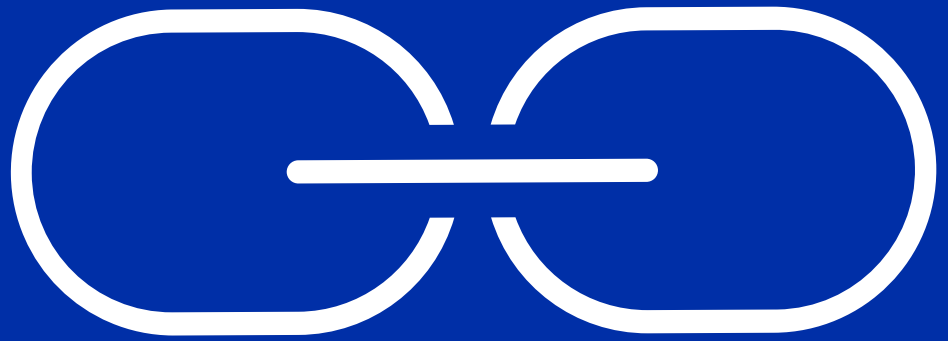
Difficult to access refer and navigate the system

Workforce pressure and capability gaps

Effective practice exists however, it is not reliably embedded or scaled and often relies on individual initiative rather than formalised processes.


“We need a system that works together not in silos.”
“We need flexibility to respond to real-life complexity.”
“Cross-trained staff would make a real difference.”
“Agencies need to communicate and educate one another.”
“Clients often have no one working from their priorities first.”
“Early intervention would prevent so many crises.”

Moving towards a more integrated system



A person-centred trauma informed system

Early intervention and prevention as core practice

A “no wrong door” approach to access

Sustained housing stability supported by integrated services

Consistent processes and shared understanding across sectors

Three levels of priority actions

Individual level
(client experience)

Establish a single, trusted coordinator or advocate.

Provide early and proactive support at key transition points.

Improve safety, stability and client involvement in decision-making.

Service level
(operational practice)

Expand Mental Health Housing Liaison roles.

Increase case conferencing and shared care planning.

Develop co-located or place-based service models.

Strengthen workforce capability through joint training and peer roles.

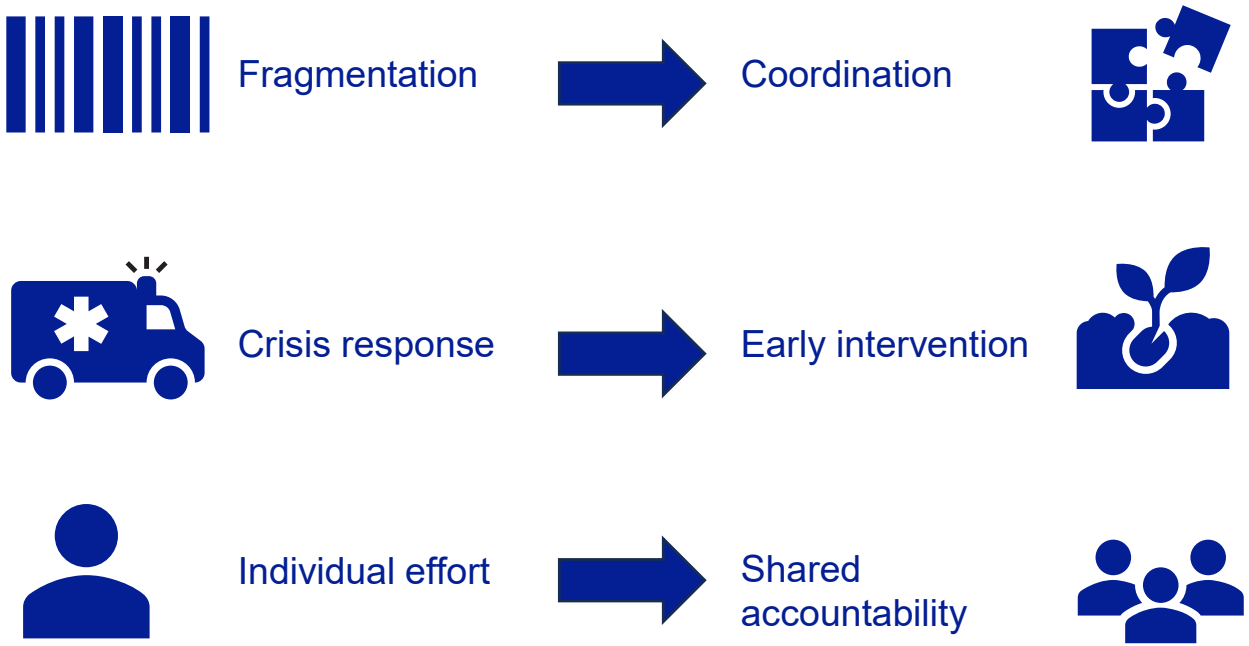
System level
(policy and infrastructure)

Develop formal information-sharing agreements and systems.

Improve referral pathways and service visibility.

Align funding to support sustained, long-term care.

Strengthen governance, accountability and system oversight.


Fragmentation
Coordination
Crisis response
Early intervention
Individual effort
Shared accountability

Better systems begin when we hold the whole picture together.

