aaeh australian alliance to end homelessness

AHURI Homelessness Conference 2026

Zero Excuses: how Australian communities are ending rough sleeping

Sydney, Northern Rivers, and Sunshine Coast share what it actually takes to end rough sleeping: breaking down silos, shared data, health embedded in homelessness responses and lived experience at the table.

The AtoZ Framework for Ending Homelessness

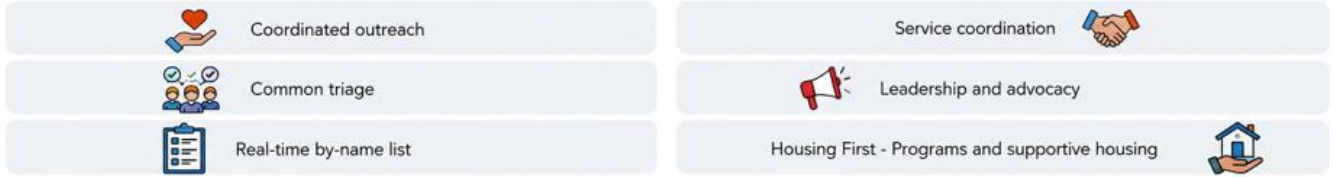
Strategy

To prevent, reduce and end homelessness, starting with rough sleeping in local communities, by demonstrating that when any future incidents of homelessness do occur, they are rare, brief and once-off – measured by seeking to reach and sustain functional zero.

Approaches



Activities



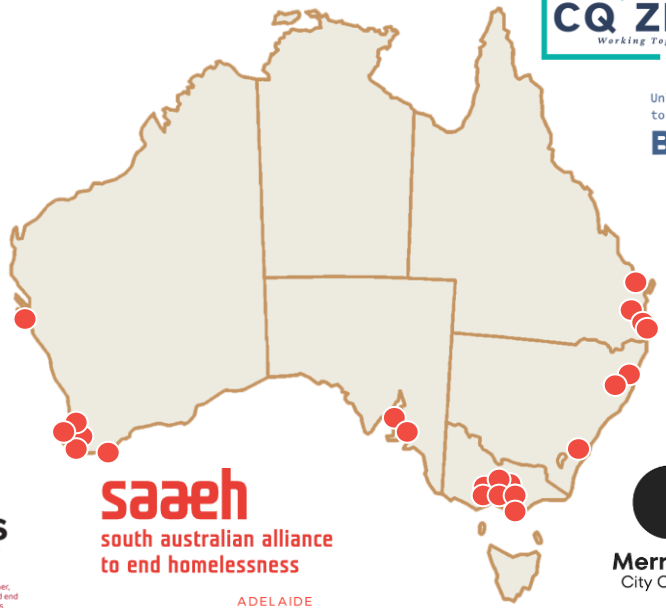
Journey



Version: June 2026

The national movement to end homelessness

Who's involved*



waaeh
western australian alliance to end homelessness

CQ ZERO
Working Together to End Homelessness

Roseberry Qld

WIDE BAY ZERO
ENDING HOMELESSNESS IN OUR REGION

SUNSHINE COAST ZERO
ENDING HOMELESSNESS IN OUR REGION

IFYS
"Strengthening the Human Spirit"

Unlocking systems to end homelessness
BRISBANE ZERO

MICAH PROJECTS
Breaking Social Isolation
Building Community

LOGAN ZERO
Unlocking systems to end homelessness

YFS

RUAH
COMMUNITY SERVICES

Anglicare WA

End Street Sleeping Collaboration

GOLD COAST ZERO

Gold Coast Homelessness Network
Working Together - Connecting Community.

Geraldton Zero Project

MISSION AUSTRALIA

SOCIAL FUTURES

ending rough sleeping Byron Shire

accordwest

Northern Rivers Zero

vaeh
victorian alliance to end homelessness

saaeh
south australian alliance to end homelessness

Sydney Zero

CITY OF SYDNEY

Maribyrnong
CITY COUNCIL

St Pat's
St Patrick's Community Support Centre

Merri-bek
City Council

Uniting

toward home
Working together, to prevent and end homelessness

ADELAIDE zero PROJECT

Geelong zero

CITY OF PORT PHILLIP

CITY OF MELBOURNE

Ballarat Zero
local communities ending homelessness

GREATER DANDENONG
City of Opportunity

MELBOURNE ZERO
ENDING HOMELESSNESS IN OUR CITY

Adelaide North West Homelessness Alliance
Walking home together - Wardli kumangka padninthi

PORT ADELAIDE ENFIELD zero PROJECT

neami national

FRANKSTON & MORNINGTON PENINSULA ZERO

City of STONNINGTON

CITY OF YARRA

Launch HOUSING
IT'S TIME TO END HOMELESSNESS

*Large scale change and local collaboration + backbone agency logos only, each collaboration has a significant number of partner agencies (as at: June 2026)

aaeh australian alliance to end homelessness

NORTHERN RIVERS ZERO

TURNING SHARED COMMITMENT INTO ACTION



Northern Rivers Zero

Acknowledgement of Country + Lived Experience





TODAY, ON LARRAKIA COUNTRY

I acknowledge the Larrakia People, Traditional Owners of this Country. It is a privilege to gather on Country.

RESPECT

I pay deep respect to Elders past and present, and to all First Nations peoples here today.

LIVING CULTURE

I recognise the Larrakia People's living culture and enduring care for land and sea.

Sovereignty and Land have never been ceded

This always was and always will be Aboriginal Land

I acknowledge and honour everyone joining us who has experienced or is experiencing homelessness.

STRENGTH + WISDOM

I honour the strength, courage and wisdom lived experience brings.

INSIGHT + LEADERSHIP + HOPE

I'm grateful for the insight, leadership and hope you bring.

Your voices help guide us towards a future where everyone has a safe, secure and welcoming place to call home.

Northern Rivers Zero
What are we doing

aaeh

We are building a regional ecosystem for ending rough sleeping

01 Building Joint Accountability

02 Shared data through use of the By-Name List

03 Coordinating Action to End Homelessness

04 Pathways to Remove Systemic Barriers

05 Running Improvement Projects

06 Integrating Systems



Northern Rivers Zero

What impact are we having?

By-Name List engagement

By Name List Activity

THEN	NOW
Jan 2024	October 2026
784 →	8436

▲ +976% - 10.8× growth

By Name List Logins

THEN	NOW
Jan 2024	October 2026
779 →	7318

▲ +839% -9.4× growth

Activity reached 10.8× and logins 9.4× their January 2024 levels.
The By-Name List is being used more actively than ever.



Northern Rivers Zero

What impact are we having?

HOMES NSW • WEEKLY DATA SHARE

283

matched NR BNL records linked to HOMES NSW housing data

HIGH-VALUE HOUSING FIELDS

Application • Tenancy • Approval

Allocation zone • Evidence flag



NSW HEALTH • PILOT ENGAGEMENT

67

team members

3,288

logins

727

client updates

89

lead healthcare workers

107

clients supported

Shared activity is visible in the BNL is giving health teams across the Northern Rivers a clearer basis to coordinate next actions around each client.



Unified outcome: one current cross-system view of housing barriers and health activity - helping NR Health teams coordinate support and strengthen pathways out of homelessness.

Northern Rivers Zero

What impact are we having?

2026 NSW Street Count - Zero project areas bucked the statewide 5% rise

Inner-City Sydney

2025		2026
346	→	296

▼ 14% fewer · 50 people

Northern Rivers

2025		2026
654	→	468

▼ 28% fewer · 186 people

2,308 people were counted across 461 towns and suburbs in the Feb-Mar 2026 count - Zero project areas cut rough sleeping against the statewide trend.



Northern Rivers Zero

What impact are we having

A shared view of community need is enabling joint action.

- Partners are working together to remove barriers and shifting from organisational accountability to collective responsibility for regional outcomes.

Hope is translating into ownership and collective action.

- Frontline staff report feeling heard, believing meaningful change is possible and feeling empowered to contribute strengthening commitment across the region.



Northern Rivers Zero

What lessons have we learned?

CORE LESSONS

- Shared commitment is important but it's not enough
- Person-level data makes system barriers visible
- Data creates visibility and must drive action.
- Relationships and governance matter as much as technology.
- Trust and shared accountability create change

WHAT THIS WORK REQUIRES FOR SUCCESS

- A common vision needs enabling conditions: shared infrastructure, feedback loops, routines and decision rights.
- Improvement projects convert patterns into practical changes in pathways and practice.
- Backbone function is core infrastructure, not optional support (nor expected to be done on top of current role)



Northern Rivers Zero

Final takeaways

SYSTEM REFORM BECOMES REAL THROUGH THREE SHARED PRACTICES

01

SHARED COMMITMENT

ALIGN THE REGION

02

SHARED DATA + ACTION

TURN INSIGHT INTO DECISIONS

03

SHARED ACCOUNTABILITY

OWN THE OUTCOMES

Northern Rivers Zero is not just counting people experiencing homelessness; it's helping the region decide what to do next.



Wide Bay & Sunshine Coast Zero

Emma Christie, Community Lead

Wide Bay and Sunshine Coast Zero

Who we are



Wide Bay and Sunshine Coast Zero

What We Are Doing

The Challenge:
People experiencing homelessness are dying 30 years earlier due to poorer access to health, services and housing, due to in part fragmented service systems

Goal:
To improve the health and wellbeing of people experiencing homelessness across the CCQ region by making homelessness rare, brief, and non-recurring, while ensuring people are as healthy and well as possible whilst awaiting housing, reducing preventable years of life lost, and improving quality of life.

Sunshine Coast ZERO is funded by Country to Coast Queensland through the PHN program with funding received from the Australian Government.

SUNSHINE COAST ZERO
ENDING HOMELESSNESS IN OUR REGION

WIDE BAY ZERO
ENDING HOMELESSNESS IN OUR REGION

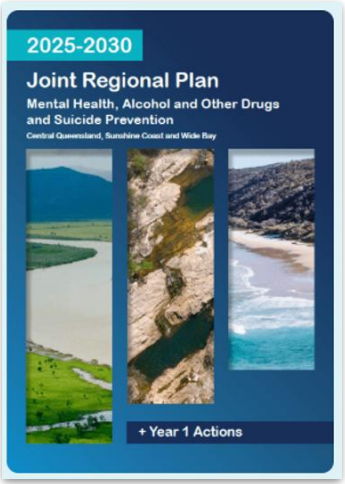
Wide Bay and Sunshine Coast Zero

What Impact We've Had

Using the Advance to Zero Framework and adapting to local context with a health focus:

- Integrate primary health care into service coordination, assertive outreach and crisis accommodation
- Mobile health service for disaster response
- Joint regional plan to improve mental health and AOD systems for people sleeping rough in Maryborough





SUNSHINE COAST ZERO
ENDING HOMELESSNESS IN OUR REGION

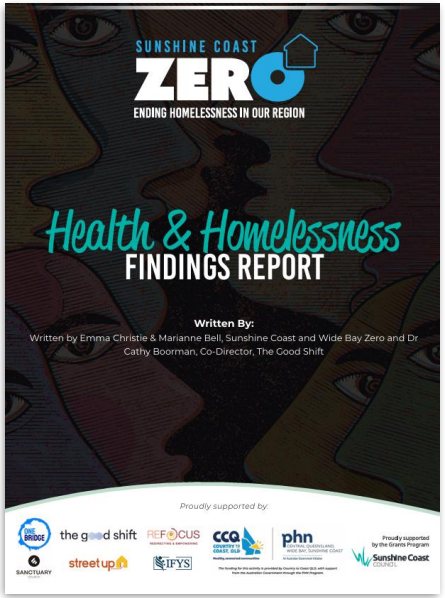
WIDE BAY ZERO
ENDING HOMELESSNESS IN OUR REGION

Wide Bay and Sunshine Coast Zero

What Impact We've Had

Using the Advance to Zero Framework and adapting to local context with a health focus:

- Health outreach and in-reach models
- Mental health and AOD services (acute and primary) embedded in service coordination
- Lived expertise driving service design



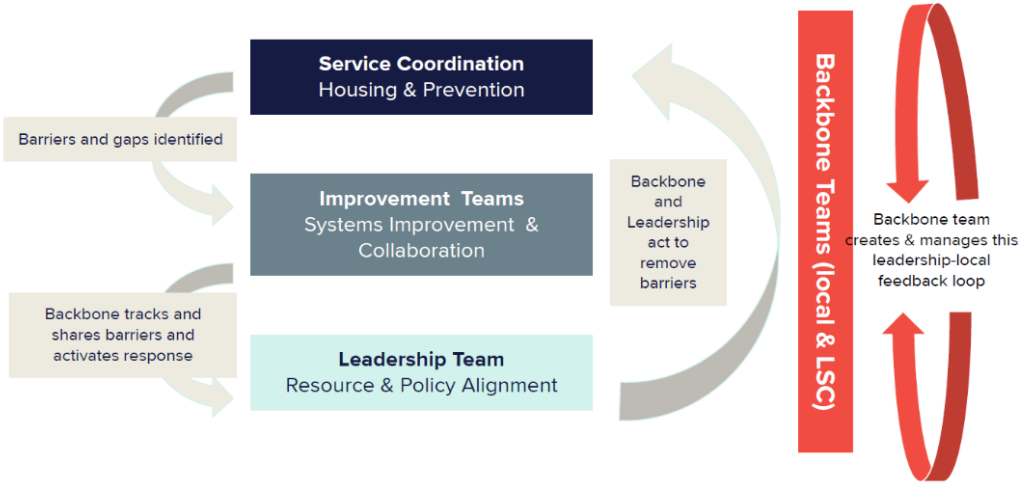
SUNSHINE COAST ZERO
ENDING HOMELESSNESS IN OUR REGION

WIDE BAY ZERO
ENDING HOMELESSNESS IN OUR REGION

Wide Bay and Sunshine Coast Zero

Key Lessons Learned

- Tiered membership by scope with defined roles
- Lead with stories: lived expertise and case studies alongside data: Interview frontline staff and people with lived experience
- Close feedback loops: analyse minutes, prototypes and case studies to build evidence for leadership
- Use health models designed for people experiencing homelessness
- Embed privacy policies and information-sharing guidelines into training
- Encourage commissioning bodies to include “Improve access for people experiencing homelessness” as a deliverable



SUNSHINE COAST ZERO
ENDING HOMELESSNESS IN OUR REGION

WIDE BAY ZERO
ENDING HOMELESSNESS IN OUR REGION

Sydney Zero

Collaboration anchored in Shared Data

Shared vision · Joint accountability · Shared data · Aligned systems · Co-ordinated action · Lived experience

-15%
Inner-city rough sleeping (Street Count)
346 (2025) → 296 (2026)

25
Partner organisations
collaborating across the city

800+
People included on the By-Name List
a shared, real-time picture

47
Frontline teams using the By-Name List
Shared data in everyday practice

Statewide rough sleeping rose +5% in 2026, Zero communities moved against the trend.

Collaboration created the infrastructure to move from shared intent to measurable reductions in homelessness.

Sydney Zero

Project Impact

Five projects are removing barriers and accelerating housing outcomes

500+

linked housing records



Quick access to reliable data saves hours, improves allocations and flags people rough sleeping despite a tenancy.

61

health practitioners connected



Shared view improves continuity of care across health and homelessness services.

NEW

TA access shaped by lived experience



Frontline and lived experience shaped practical changes to policy and access.

78%

permanently housed on Women's project



Flexible, low-barrier pathways achieved permanent housing for women at Central Station, with no returns reported.

FASTER

Streamlined & fee-waived ID access



Streamlined processes and escalation pathways remove a longstanding barrier to housing.

Outcomes came from shared accountability - not any single service

1



Build the shared goal first

Align partners on the outcome before building tools, governance or projects.

2



Pair authority with ownership

Combine executive permission with frontline leadership and accountability.

3



Use data to coordinate action

The BNL must drive decisions, escalation and support - not simply count people.

4



It's the how, not the what

Our biggest learning: success comes from how we work together, not just what we do. Change is difficult and needs resourcing.

5



Communicate progress

Visible results build trust, sustain urgency and keep partners engaged.

aaeh australian alliance to end homelessness

Q&A