

Advance to Zero (AtoZ) Showcase

Presenters:

Shaya Nettle – Adelaide Zero Project

Nathan March – Port Adelaide Zero Project

Michala McMahon – WA AtoZ

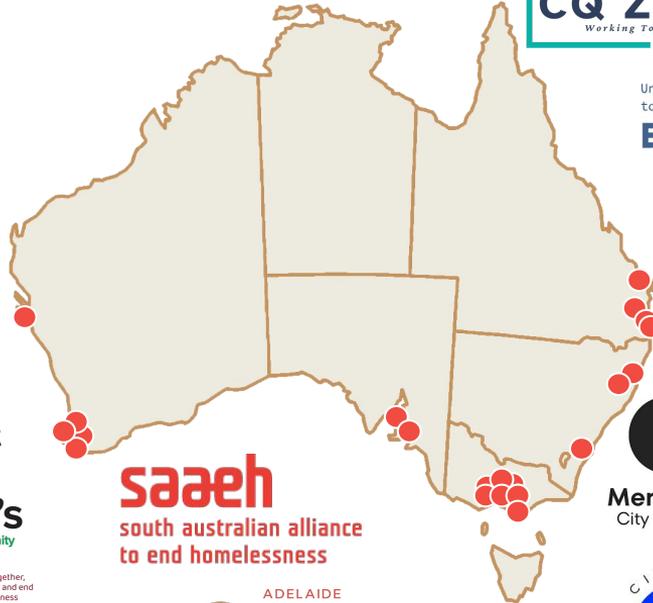
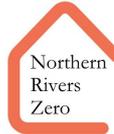
Alex Lebret – Country to Coast QLD

Session overview

- National movement to end homelessness
- How it all began
- Challenges along the way
- What we've learnt so far
- Success – Brightspots and milestones

Our national movement to end homelessness

Who's involved*



*Large scale change and local collaboration + backbone agency logos only, each collaboration has a significant number of partner agencies

The AtoZ framework for ending homelessness



A shared 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.

Four interconnected approaches to ending homelessness

Housing First - Systems change	Person-centered and driven by lived experience	Improvement and data-driven	Place-based collaboration
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Seven agreed activities (applying the four approaches)

Prevention

Assertive outreach	Service coordination
Common triage	Leadership and advocacy
Real-time by-name list	Housing First - Programs and supportive housing

Implemented through Improvement Cycles

Action planning	Achieving data	Reducing to zero	Reaching zero	Expanding to zero for all <i>(not sequential)</i>
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Version: January 2025



Adelaide Zero Project

Presenter:

Shaya Nettle, Alliance Senior Manager, Toward Home Alliance

Date: October 2025

Acknowledgement of Country

We acknowledge Australian Aboriginal and Torres Strait Islander peoples and pay respect to Elders past, present and emerging. We also pay respect to other First Nations peoples.

We celebrate the survival of Aboriginal and Torres Strait Islander peoples due to community strength, diversity, capability and resilience. And also acknowledge the multilayered, ongoing impacts of colonisation and seek to partner with Aboriginal communities and organisations to listen, hear and act together where appropriate to redress detrimental impacts of colonisation.



Why AZP?

- A system designed to coordinate effective housing and supports for people experiencing homelessness in the Adelaide City Council region.



Challenges along the way



homelessness is a wicked problem that requires multi-system collaboration to drive change

- 56% hospital presentation
- 46% interaction with SAPOL
- 39% ambulance hospital presentation
- 27% 1 or more nights in a custodial setting

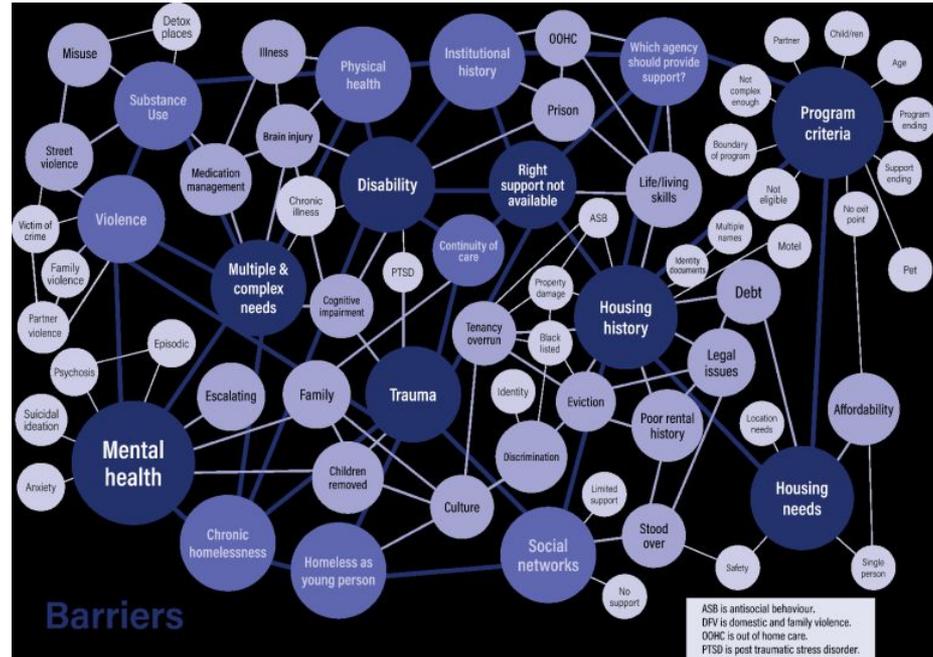
Between ¼ to ½ of all people on the BNL are connecting with other systems prior to or during their experience of rough sleeping homelessness

Challenges along the way

Coordinating Services, maintaining partnerships and matching the person to the *right house*, and *right supports* is complex work...



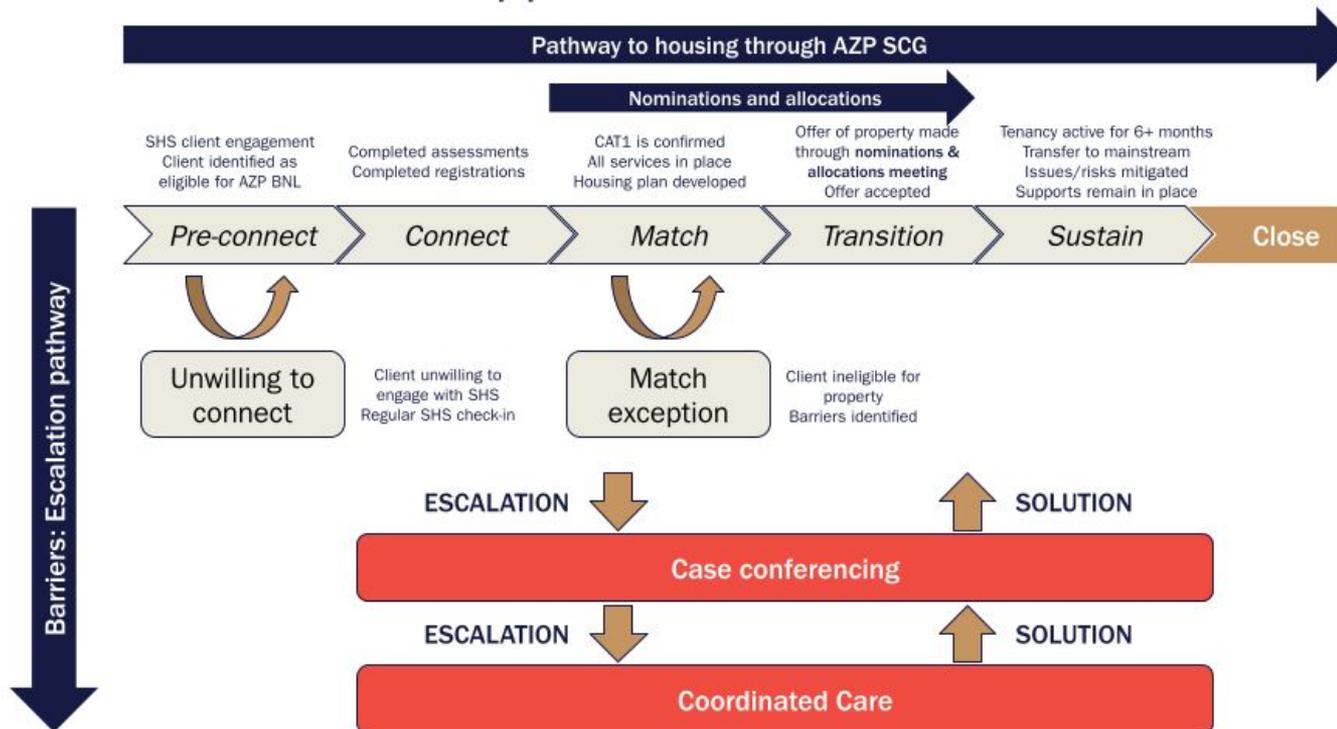
From: Understanding barriers and opportunities for Housing First in Adelaide: data learnings, reflections and tools



Successes

- **Over 1400 Housing Outcomes since 2018**
- **Data-led housing allocations and matching process**
- **The only AtoZ project nationally with a public housing commitment!**
- **An outreach and service system designed to support the most at-risk and vulnerable people experiencing rough sleeping in the cbd**
- **Ato Z growing (Port Adelaide Enfield and Onkaparinga)**

AZP Service Coordination Group process



Nominations and Allocations tool: Seeks to bring develop collective decision making, accountability and transparency – and ultimately BETTER matching and BETTER long term sustainable Housing Outcomes

AZP ALLOCATIONS TOOL

Property: **5**
 Address: 2, 244, Sir Donald Bradman Dr, Cowandilla
 Suburb: Cowandilla
 Local knowledge: Group of 6 properties, suit older person with no AOD issues. Under the flight path. Communal parking at the rear. Close to bus stop & childcare centre. Very close to neighbours - small shared (not private) yard.NEXT DOOR to Early Learning childcare centre***.

Area: 2
 Type: Attached House
 Bedrooms: 1
 Modifications: 0
 Careful Placement: YES
 Google Link: [Open in Google Maps](#)
 OFFER #1
 OFFER #2



MATCH

1		Resolve
2		Wardli-Ana
3		Resolve
4		Resolve
5		Wellbeing
6		Wellbeing
7		Resolve
8		HSC Resolve
9		Resolve
10		Wardli-Ana
11		Aspire
12		Resolve
13		Wellbeing
14		Aspire
15		Aspire
16		Aboriginal Family Su

MATCH - surrounding areas

1		Aspire
2		Resolve
3		Wellbeing
4		HSC Resolve
5		HSC Resolve
6		
7		
8		
9		
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11		
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16		



Learnings

- **Relationships, relationships, relationships.**
- **Systems improvement is incremental**
- **We need all the systems and partners at the table**
- **Making homelessness rare, brief and non-reoccurring is possible!**

Port Adelaide Enfield Zero Project

Presenter: Nathan March City of PAE Homelessness Connections Officer

Date: October 2025

How It All Began

- Street homelessness a long-term issue in PAE
- Highest numbers outside Adelaide CBD
- Diverse council with varied demographics
- Majority of homelessness in Port Adelaide
- Focus on data-driven service and integration
- Council and ANWHA committed resources

Early Challenges

- Strong service connections but hard to coordinate
- Limited alternatives for excluded individuals
- Outreach initially under-resourced
- Now includes multi-agency weekly outreach

Current Progress

- Strong buy-in from service partners
- Positive outcomes for people on BNL
- Public Housing system showing capacity
- Holbrooks Program key housing pathway

Barriers

- Complex service system excludes pets
- People in cars often missed
- Gaps remain in outreach coverage
- Homeless Connect and BNL data don't align

Success Stories

- Every person housed is a success
- System impact leads to change
- GD's story – housed via collaboration
- Housing Trust supports tailored tenancy

System Improvements

- Unscheduled intakes at SAHT
- Improved HNA workflows
- New PHN health & homelessness project
- Better engagement for complex needs

Central Queensland (CQ) Zero Project

Presenter: Alex Lebret, Australian Health, Housing & Homelessness Network
Project Lead, AAEH

Date: October 2025

Sunshine Zero, Wide Bay Zero, CQ Zero



Sunshine Zero, Wide Bay Zero, CQ Zero

→ Evolution

- Early 2024: Primary Health Networks receive funding through the Homelessness Access Program
- Mid 2024: CCQ PHN approach AAEH after hearing success in other QLD Zero communities
- Late 2024: Funding proposal approved, organisations identified and beginning of three new Zero communities

Sunshine Zero, Wide Bay Zero, CQ Zero

→ Challenges

- Regional and remote communities
- Fatigued workforce
- Alignment with Homelessness Access Program funding aims
 - Not traditional primary health

Sunshine Zero, Wide Bay Zero, CQ Zero

→ Successes

- Very active communities
- Emerging data that wasn't demonstrated in other data collective mechanisms
- National leadership amongst Primary Health Networks

CQ Zero
17 followers
1mo •

Thanks for the welcome **Brisbane Zero**. We couldn't be happier to be part of this community and to work together to end homelessness across Queensland.

Brisbane Zero
1,012 followers
1mo • Edited •

✦ The Advance to Zero movement is growing in Queensland!

This year, we've welcomed three new Zero communities: ...more

CENTRAL QUEENSLAND HOMELESSNESS VULNERABILITY SNAPSHOT JULY 2025

Between December 2024 and July 2025, a total of 34 individuals (and/or families) completed the Australian Homelessness Vulnerability Triage Tool (AMVT). The data provides valuable information on people's needs, assists in triaging the most vulnerable and identifying for systems change.

Population	Group Types	Demographics	Homeless History
Population: 34	Families: 5 Individuals: 28 Youth: 3	46% Female 46% Male Other: 8%	2Y Average time homeless 12Y Longest time homeless

POOR OUTCOMES: 21% of individuals/families were sleeping rough, staying in emergency or transitional accommodation or in crisis.

TEMPORARY ACCOMMODATION: 79% of individuals/families were sleeping in crisis, transitional or emergency accommodation or in crisis.

Of the 241 people surveyed 241 Individuals, Youth and Families

47% Indigenous	32% Accepted as a Refugee
Average Age: 35 Years	Average Time Homeless: 5 Years, 8 Months

35% of individuals were sleeping rough, staying in crisis, transitional or emergency accommodation or in crisis. 32% of individuals were accepted as a refugee.

1

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Sunshine Zero, Wide Bay Zero, CQ Zero

→ Next Steps

- Advocacy for ongoing and increased PHN funding
- Creating a case study on PHN investment in AtoZ to share learnings with others and increase partnership
- Three wonderful Zero communities working towards ending homelessness in Central



WA Advance to Zero

Presenter: Michala McMahon, Director Practice and Improvement, WAAEH

Date: October 2025

Western Australia

waaeh 
western australian alliance
to end homelessness

RUAH
COMMUNITY SERVICES

 Anglicare WA



**MISSION
AUSTRALIA**

accordwest



shelterwa

St Pat's
St Patrick's Community
Support Centre



* Large scale change and local collaboration + backbone agency logos only, each collaboration has a significant number of partner agencies

** whilst largely funded by State Government, local backbones are topped up with funds from NGO backbones & supported by statewide backbone funded by philanthropy

Statewide Backbone: WAAEH

Focus: Ending all homelessness starting with rough sleeping

Funded: Philanthropy and Government **

Local Governance: Collective Impact - Alliance Steering Committee + Annual Partners Meeting

Zero Projects: five (one new)

1. Geraldton Zero - Mission Australia - Funded*
2. Mandurah - Anglicare WA - Funded*
3. Rockingham and Kwinana - Anglicare WA - Funded*
4. Bunbury Zero - Accord West - Funded*
5. Perth Metro - in transition
 - a. Perth - Ruah - partially funded Govt and Sector
 - b. Fremantle - St Pats - unfunded
6. New - Albany - TBC - Funded

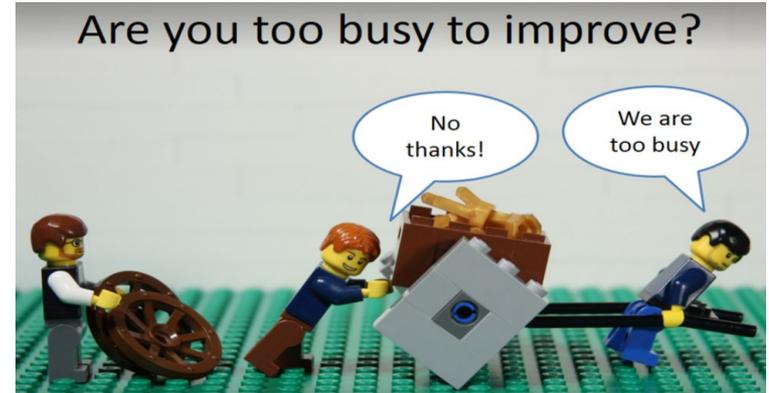
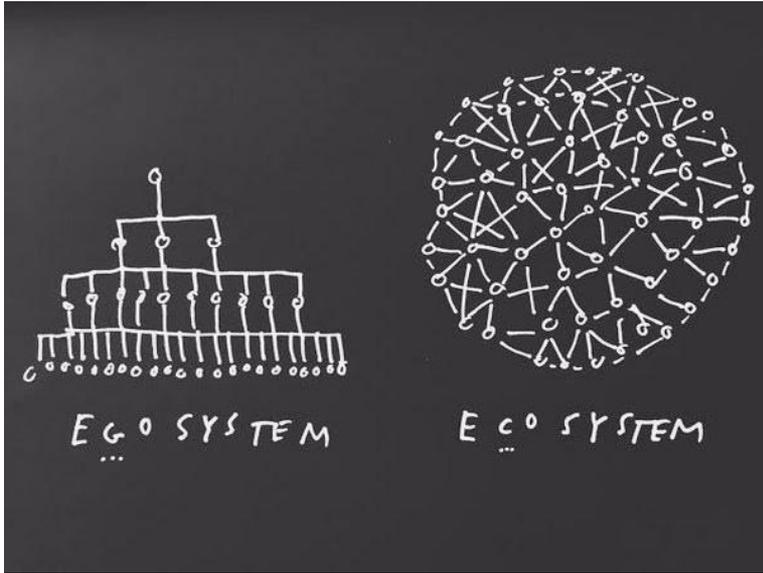
Funding: Fully funded by WA Govt (inc Database) - but transitioning to a new model - splitting the metro and some elements of this are not funded.

AHVTT: Compressive use in the regions, broad use in the metro

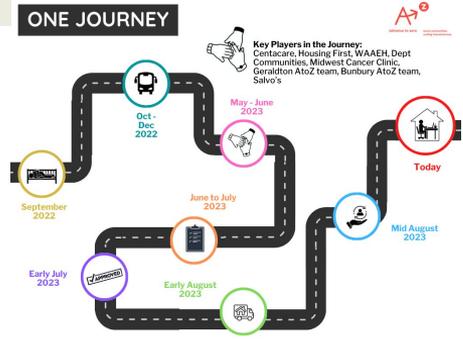
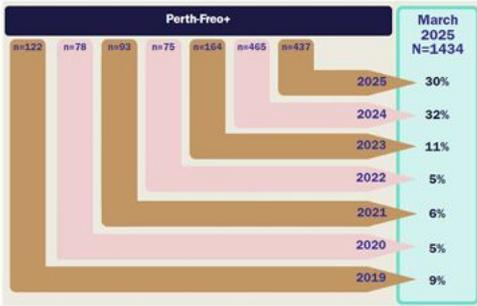
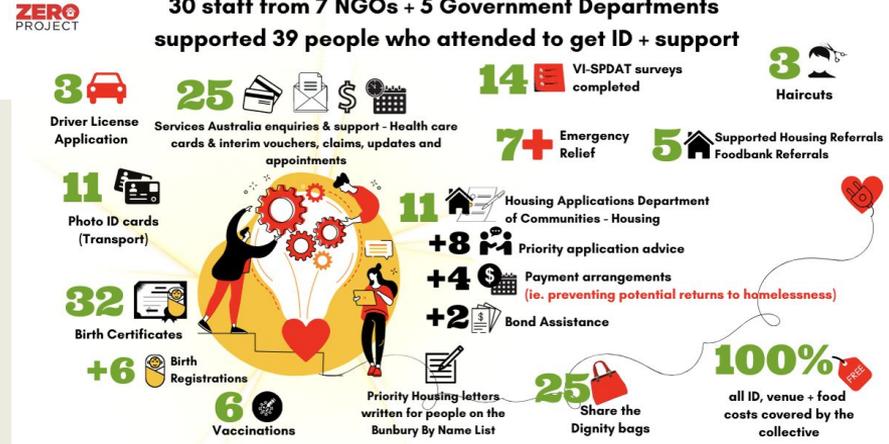
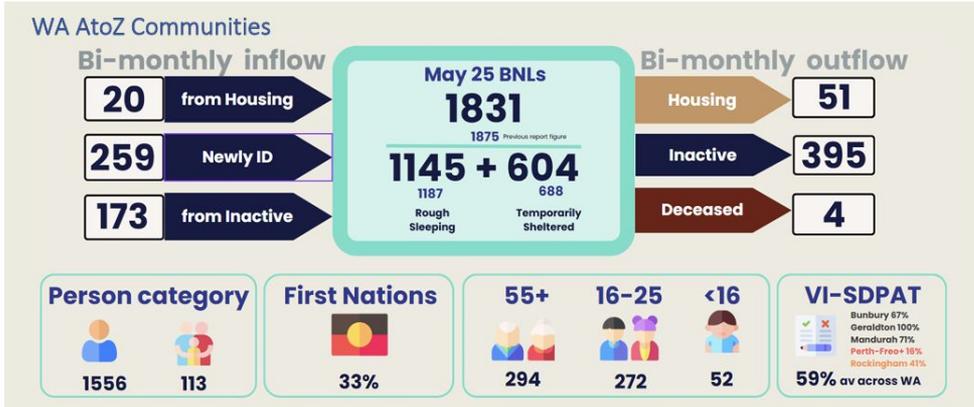
→ Evolution



→ Challenges



→ What we've learnt so far... It works!



	Bunbury	Total	Rough Sleepers	Others
Number of VI-SPDAT		n=42*	n=22*	n=20*
Depression		81%	83%	84%
Anxiety		74%	77%	72%
PTSD		55%	54%	54%
Psychosis		19%	25%	21%
Schizophrenia		24%	38%	13%
Bi Polar Disorder		21%	25%	17%
Borderline Personality		29%	25%	16%
OCD		33%	38%	22%

→ Brightspots & Milestones



May 2023

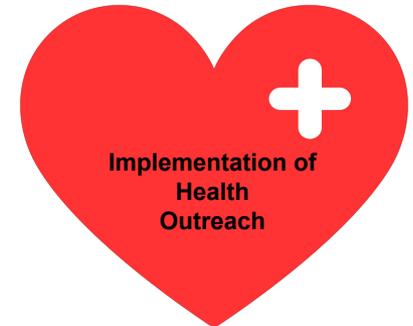
Geraldton Zero Project ended rough sleeping for over 55's and reached the first **proof point** for ending homelessness in Western Australia.



Mandurah Second Australian City to achieve Shift Reduction September 2023



Geraldton Third Australian City to achieve Shift Reduction Dec 2023



Implementation of
Health
Outreach

Questions?