

# Housing First in action: Coordinating support for the most vulnerable

**Facilitator:** David Pearson

**Speakers:** Robb Smart, Andrew Denton, and Nathan March

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# Types of Housing First

A compass, a roadmap or both?



## Housing First approach

Starts as a philosophy that embeds principles into day-to-day practice, which may or may not be involved in a Housing First program.

### Often used interchangeably with:

- Practice
- Philosophy
- Principles

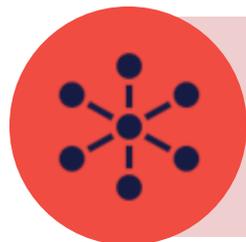


## Housing First program model

Addition of a high-fidelity Housing First service model into existing system, which comes with funded housing places and provides low caseloads and flexible timeframes.

### Examples include:

- Journey to Social Inclusion (scattered site)
- Common Ground (single site)



## Housing First systems change

Alignment of whole system to prioritise housing people quickly and providing support as needed through cross-sector reform of existing service models.

### Often used interchangeably with:

- Ending homelessness
- Advance to Zero
- Built for Zero
- The Finnish Housing First principle

# The Housing First Approach

Not a stepping stone, but also not Housing Only



## Housing First approach

Starts as a philosophy that embeds principles into day-to-day practice, which may or may not be involved in a Housing First program.

## Often used interchangeably with:

- Practice
- Philosophy
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PEOPLE HAVE A RIGHT TO A HOME



HOUSING AND SUPPORT ARE SEPARATED



FLEXIBLE SUPPORT FOR AS LONG AS IT IS NEEDED



CHOICE AND SELF-DETERMINATION



ACTIVE ENGAGEMENT WITHOUT COERCION



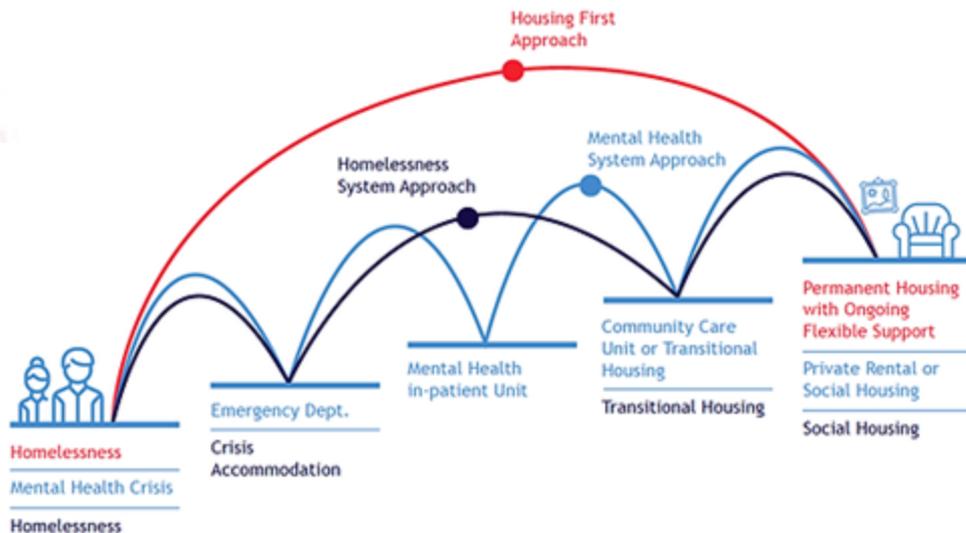
SOCIAL AND COMMUNITY INCLUSION



RECOVERY ORIENTATED PRACTICE



HARM REDUCTION APPROACH



# Housing First Programs

Examples in Australia

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## Housing First program model

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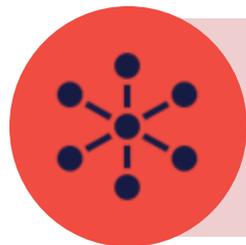


Source: WAAEH

# Housing First and Systems Change

Examples from around the world

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## Housing First systems change

Alignment of whole system to prioritise housing people quickly and providing support as needed through cross-sector reform of existing service models.

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advance to zero

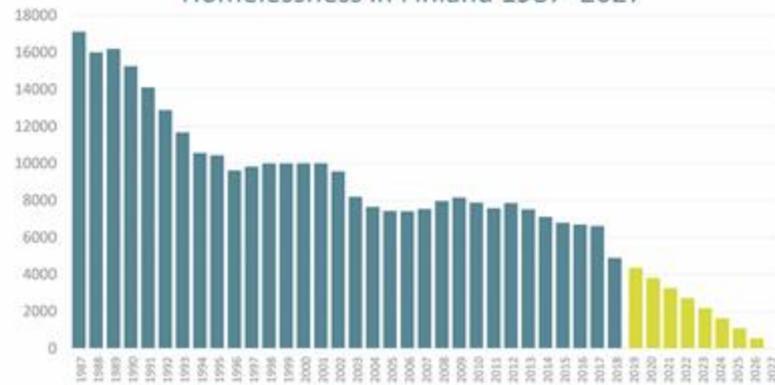
Australia

Built  
For  
Zero.

COMMUNITY  
SOLUTIONS



Homelessness in Finland 1987–2027



Y-FUNDATION

# AtoZ Housing First service coordination

Triage housing allocations on the basis of vulnerability

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**Triage –  
Using AtoZ  
framework**

**Medium  
acuity**

**Low acuity**

**High acuity**



## **Rapid rehousing**

Assessing people new to homelessness and breaching gap between them and housing – i.e. use of brokerage or existing housing



## **Housing led casework**

People with low to medium support needs who need time limited assistance



## **High fidelity housing first**

People experiencing long-term homelessness with range of co-existing support needs



## **Supportive housing**

People who need more support than scattered site Housing First model (eg. Common Ground)

# Robb Smart

Senior Project Officer, Homelessness Systems and Partnerships  
Department of Human Services

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# Housing First in action:

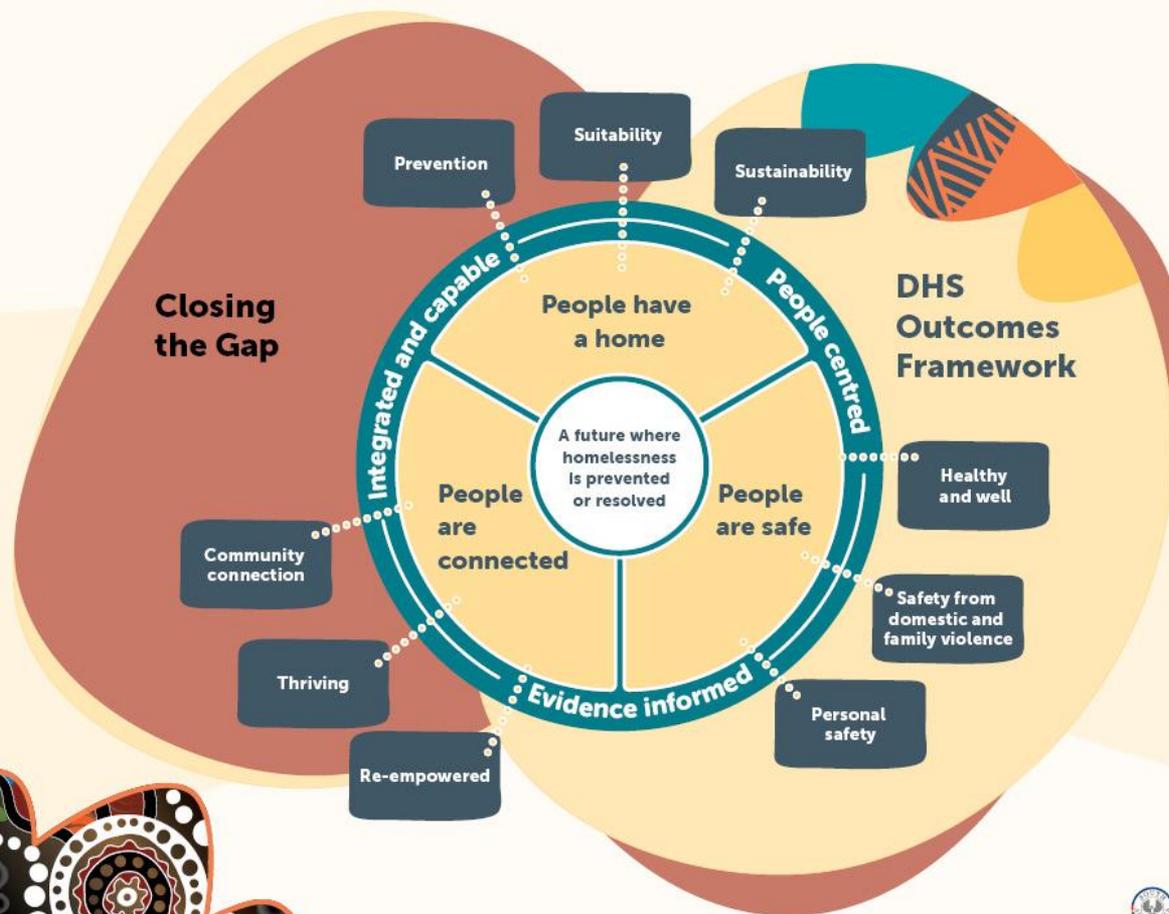
## *Mapping the Homeless Outcomes Framework to services and supports for people sleeping rough*



robb.smart@sa.gov.au

*From the Reconciliation artwork 'Cultural Maintenance' - commissioned from Aboriginal artist, Allan Sumner - motif in DHS logo represents 'collaboration'*

# Homelessness Outcomes Framework



*Mapping the Homelessness Outcomes Framework Clusters and Indicators to:  
Provided Services, Referrals and Unmet need*

*\*for people sleeping rough on intake*

*\*received support in 2024-25*

*\*intake since 30 June 2023*

*\*data from H2H*

# Homelessness Outcomes Framework

## Equitable outcomes for South Australians



A future where homelessness is prevented or resolved

### People are safe

#### Personal safety

People are safe from all forms of violence and abuse in their homes and communities.

#### Domestic and family violence

People have their domestic and family violence related safety needs met through supports and services.

#### Healthy and well

People, families and their communities are healthy and well.

### People are connected

#### Community connection

People are connected with people, cultures and communities that are important to them.

#### Re-empowered

People are connected to education, training, work or volunteering opportunities appropriate to their circumstances.

#### Thriving

People are satisfied with their lives.

### People have a home

#### Prevention

People's experiences of homelessness are rare, brief and non-recurring.

#### Sustainability

People have a place to call home.

#### Suitability

People have a home that is affordable and suitable for their needs.

### Outcomes enablers

#### People centred

- Culturally safe, inclusive and trauma informed
- Responsive and holistic.

#### Integrated and capable

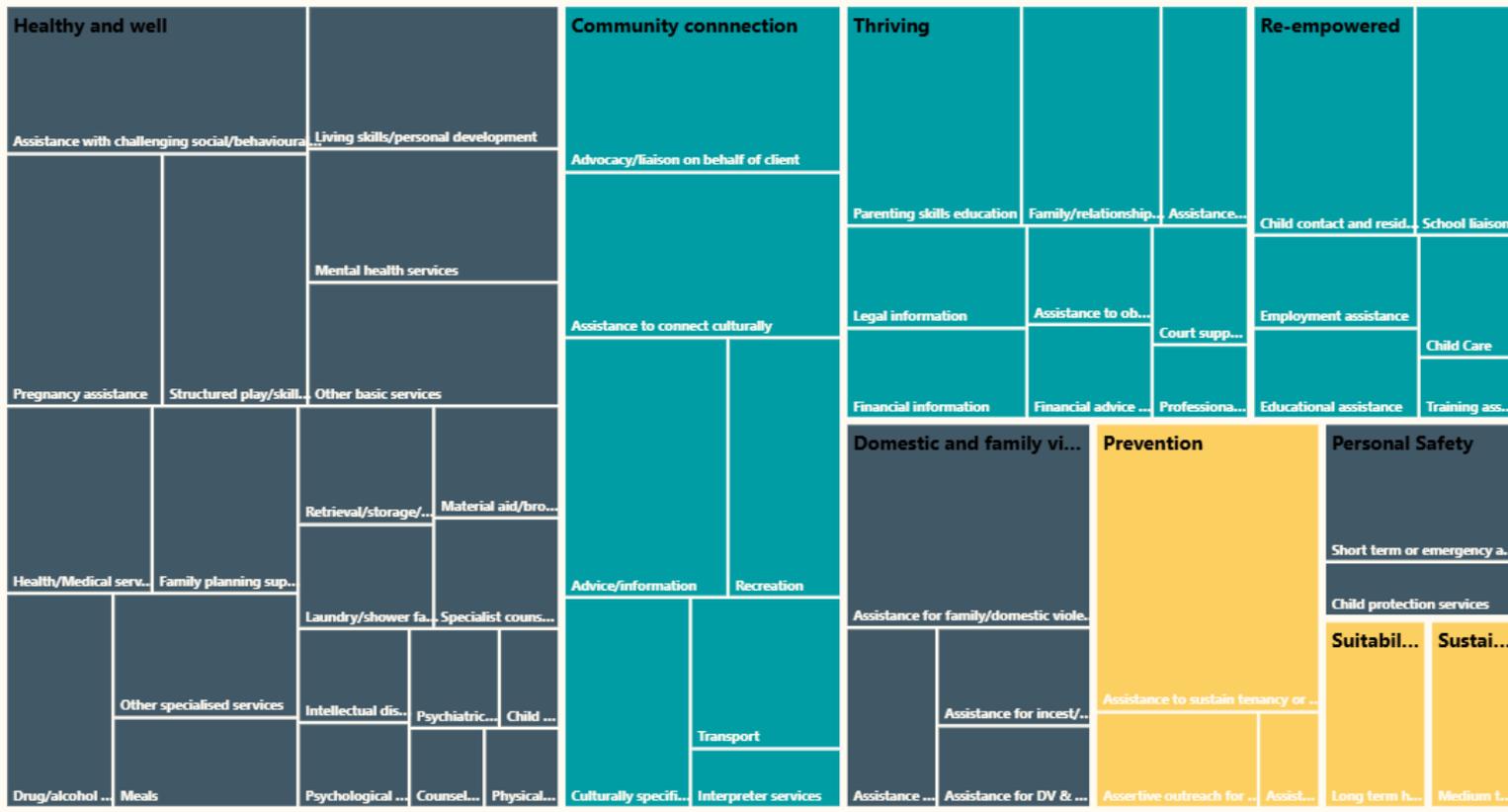
- Collaborative, integrated and strategically aligned
- Efficient, effective and sustainable.

#### Evidence informed

- Led by research and practice evidence
- Informed and led by Aboriginal Community Controlled Organisations and lived/living expertise.

# Housing First in action: Average services per intake

● People are connected ● People are safe ● People have a home



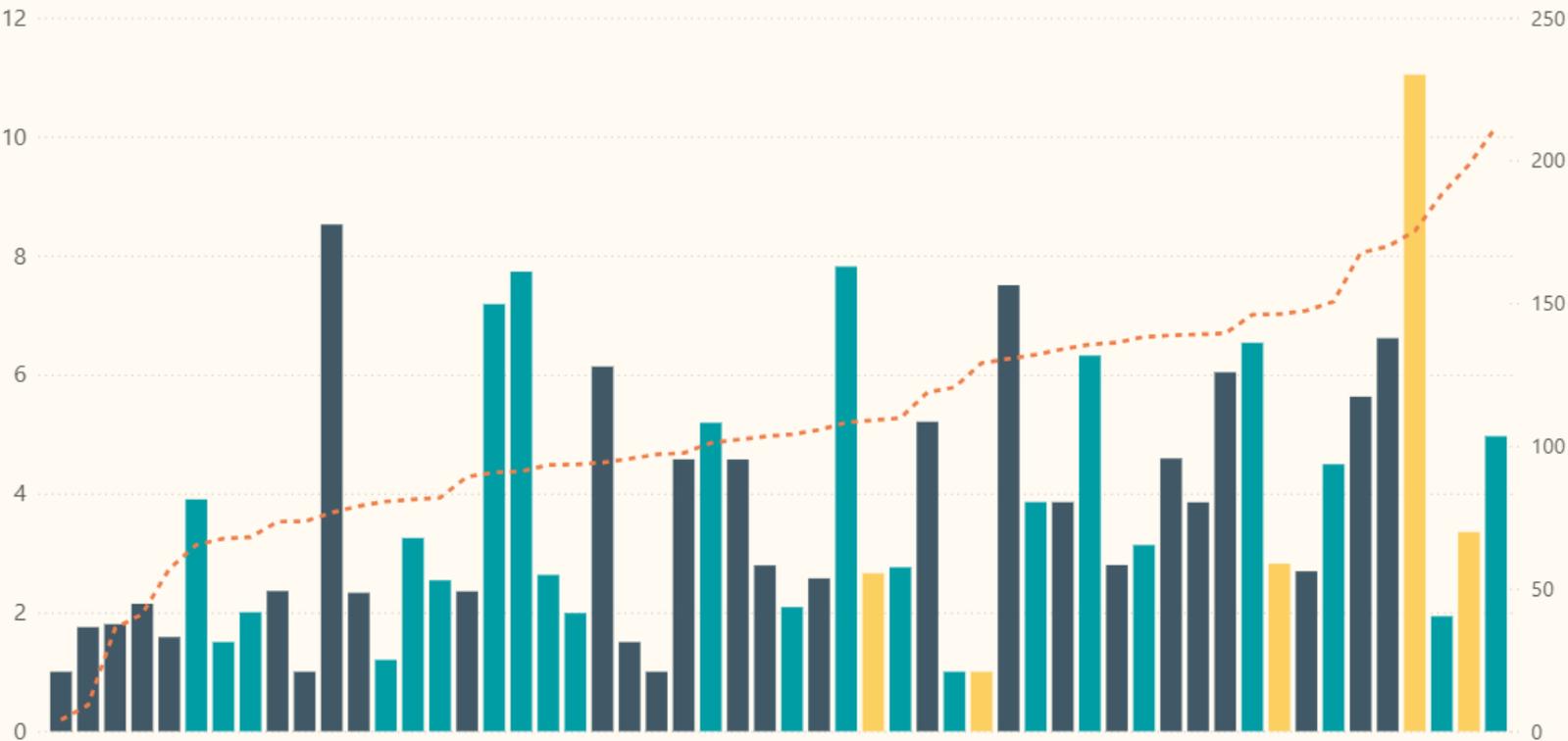
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# Housing First in action:

## Average services per intake



● People are connected ● People are safe ● People have a home ● Average day of Service provision



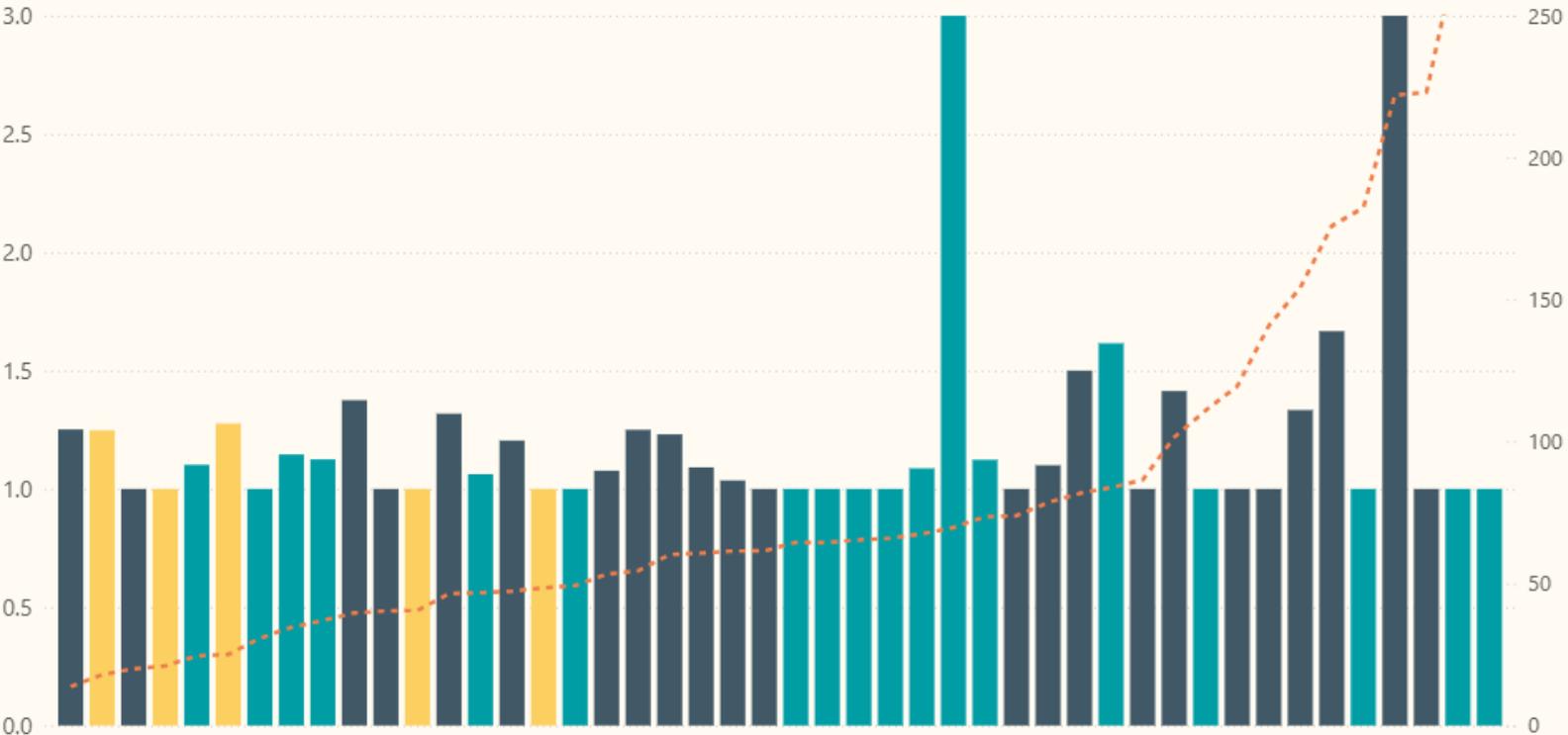
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# Housing First in action:

## *Identifying unmet needs*

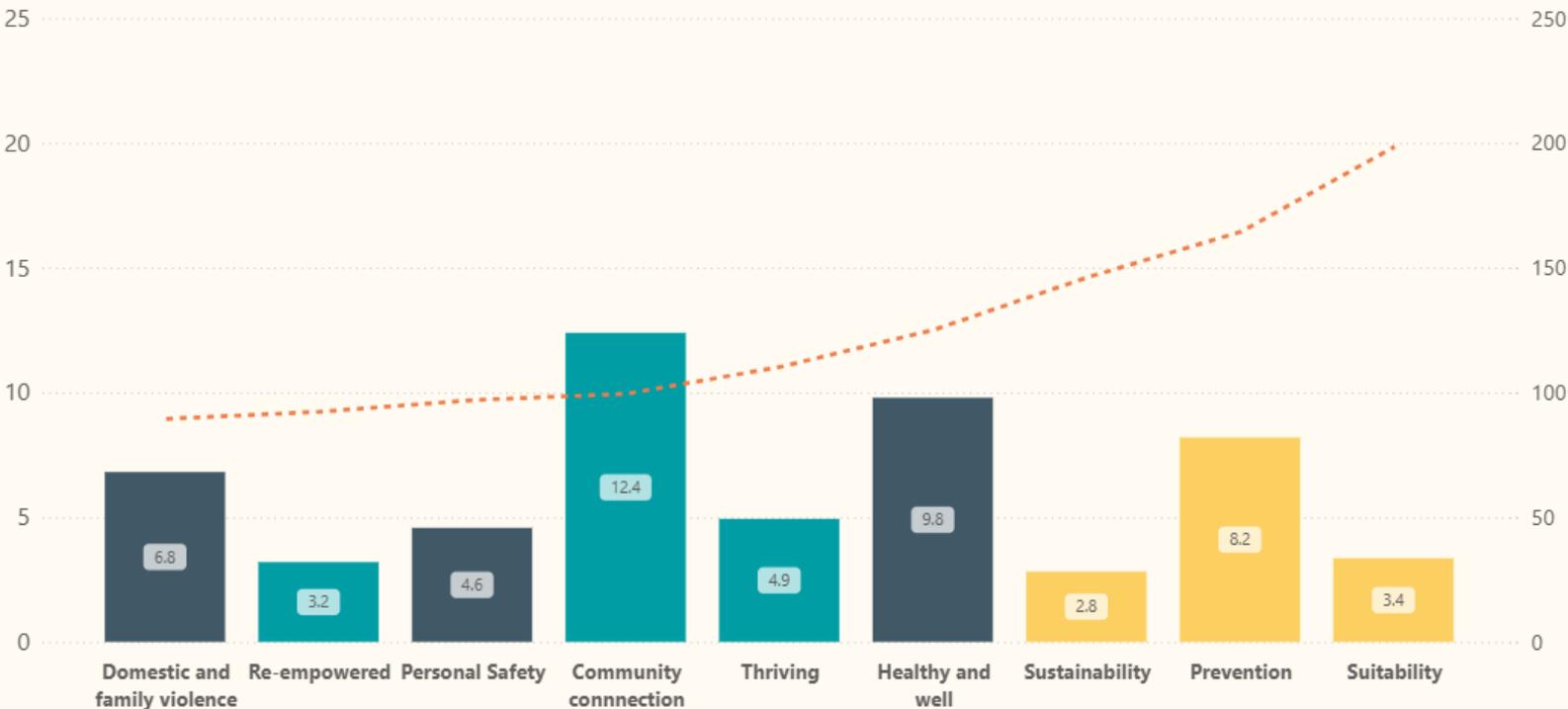
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# Housing First in action:

## Average services per intake

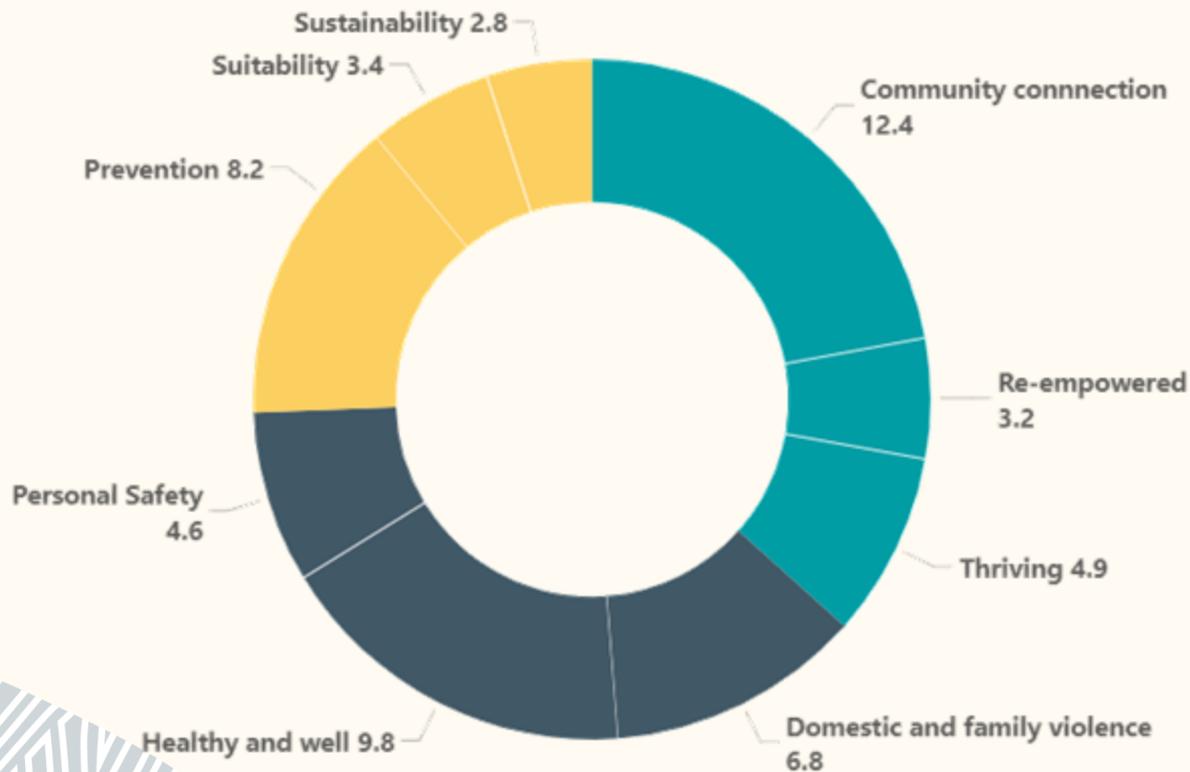
● People are connected ● People are safe ● People have a home ● Average day of Service provision



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# Housing First in action:

## *Average services per intake*



# Housing First in action:

## *Key insights...*



- On average, Specialist Homelessness Services focus on providing and referring safety and connection during the initial stages of a support period (for people sleeping rough).
- During this period, the most 'intensive' service is for assistance for family and domestic violence.
  - 8.5 services for each person (where provided or referred).
- Most unmet needs for housing occur within the first month of a support period, while provision and referral for housing occurs around four months after a support period commences (on average).
- The most 'intensive' service (for those that receive it) is assistance to sustain a tenancy, prevent a tenancy failure or eviction.
  - 11 services for each person (where provided or referred).
- While **Prevention**, **Community Connection** and **Healthy and Well** dominate service provision and referral, across the Homeless Outcomes Framework, each of the three clusters are reasonably balanced for people sleeping rough.

# Andrew Denton

Acting State Manager  
Toward Home Alliance/The Salvation Army

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**Marni naa pudni**



# **Housing First in action: Collaboration and coordination across sector and services**

**Andrew Denton**

Acting State Manager: Homelessness and Alcohol and  
Other Drugs, South Australia

# Alliancing in South Australia



- 2021 system reform
- A collective impact approach for tackling 'socially wicked' issues
- 75 individual services (70% of the sector), consolidated into five Alliance contracts
- 5 Alliances: four geographical homelessness Alliances, and one statewide domestic and family violence Alliance



# THA: A group of organisations with a shared vision and values



Aboriginal Family Support Services  
*Together with the community*



baptist  
care sa

Hutt St Centre

end homelessness



LUTHERAN  
CARE



MISSION  
AUSTRALIA



**Sonder**  
Celebrating 30 years



St Vincent de Paul Society  
*good works*



Supported by  
**Government of  
South Australia**

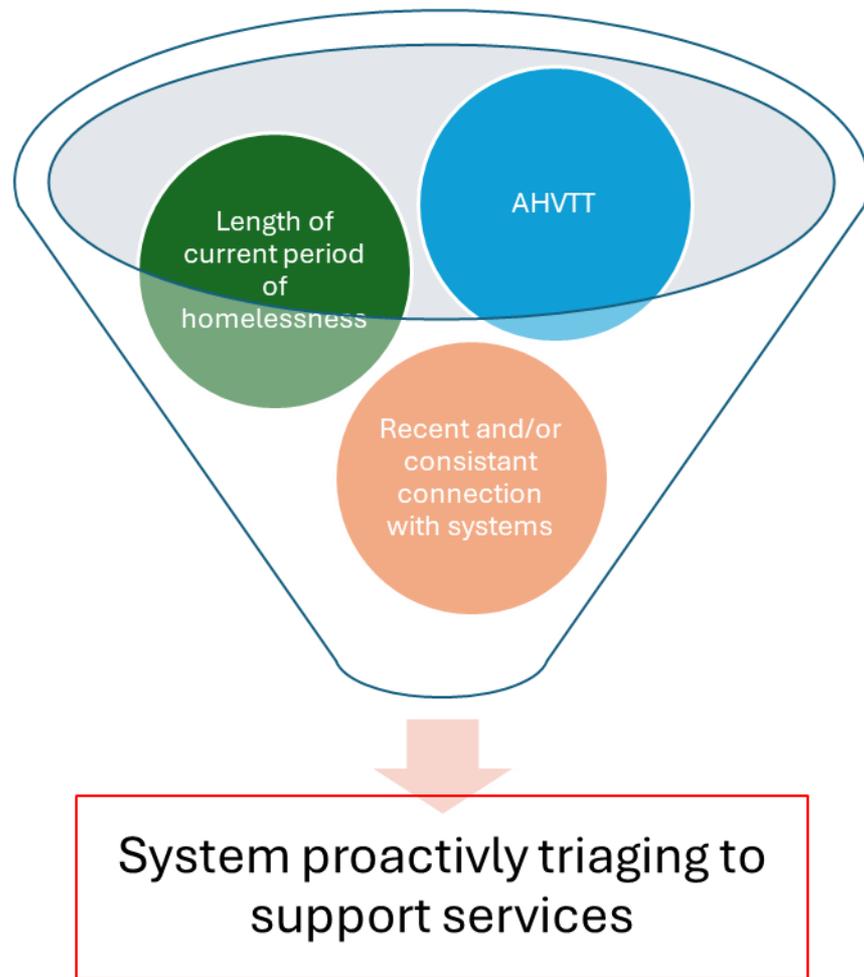


**Working together, to prevent  
and end homelessness.**

*THA MISSION*

**THA Values:** Collaboration, Integrity, Courage, Creativity, Trust, Respect

# Service Coordination and services informing the system

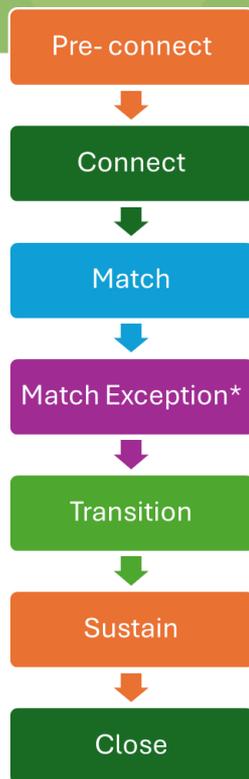


# Service Coordination

- ✓ Shared accountability
- ✓ Shared intent
- ✓ Shared language
- ✓ Open collaboration
- ✓ Transparent collaboration

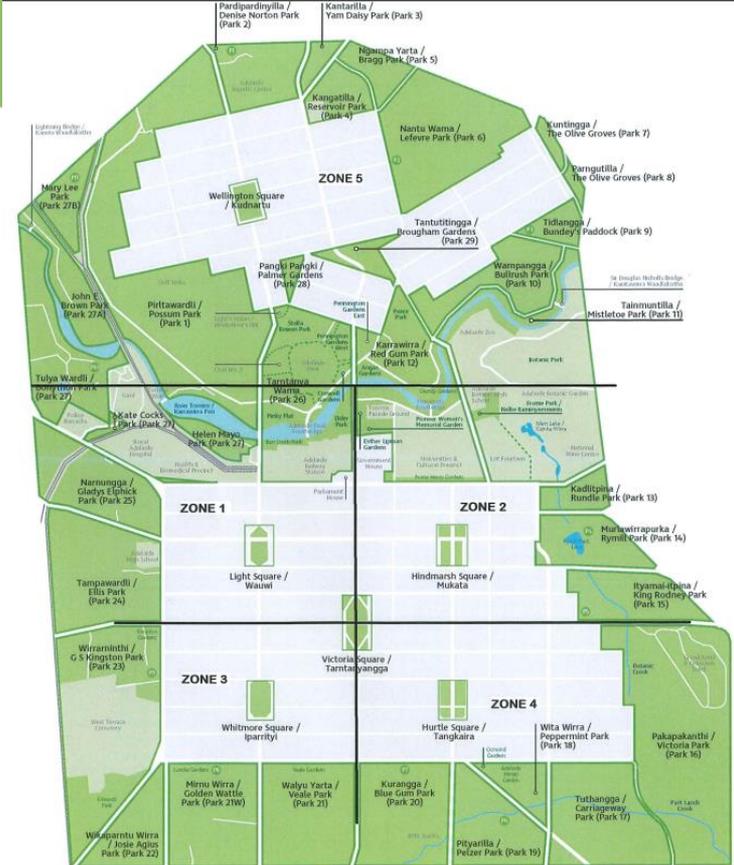


# Service Co-ordination



Connect	Match	Transition	Sustain
<b>Potential goals:</b> <ul style="list-style-type: none"> <li>Case manager develops rapport</li> <li>Complete survey (AHVTT)</li> <li>Consent forms completed</li> <li>Identify client needs</li> <li>Identification documents</li> <li>Secure temporary shelter</li> <li>Determine Housing needs</li> <li>Complete ROI</li> <li>Complete HNA</li> </ul>	<b>Potential Goals:</b> <ul style="list-style-type: none"> <li>Confirm Category 1 in place</li> <li>Follow up required documents</li> <li>Link appropriate and consented services</li> <li>Facilitate financial connection</li> <li>Secure postal arrangements</li> <li>Secure payments (Centrelink)</li> <li>Housing Connect</li> <li>Persons goals are understood</li> <li>Person's voice is heard</li> <li>Develop housing plan</li> <li>Organise to meet IHP team</li> </ul>	<b>Potential Goals:</b> <ul style="list-style-type: none"> <li>Nominate for Housing program</li> <li>Maintain engagement</li> <li>Offer of housing made</li> <li>Offer of housing accepted</li> <li>Secure available brokerage to set-up tenancy</li> <li>Commence tenancy</li> </ul>	<b>Potential Goals:</b> <ul style="list-style-type: none"> <li>Rent Payments set up</li> <li>Utilities connected and payments set up</li> <li>Tenancy active for 1 week</li> <li>Person is safe/secure</li> <li>Tenancy active for 1 month</li> <li>Person receives support as required</li> <li>Tenancy active for 3 months</li> <li>Tenancy active for 6 months</li> <li>Tenancy is rolled over to long term</li> </ul>
<b>To advance:</b> <ul style="list-style-type: none"> <li>Participant is engaged with SHS</li> <li>All assessments and registration completed</li> <li>BNL is updated</li> </ul>	<b>To advance:</b> <ul style="list-style-type: none"> <li>Continued connection to services</li> <li>Secured access to necessary services</li> <li>Secured CAT 1</li> <li>Housing plan and supports in place</li> <li>BNL is updated</li> </ul>	<b>To advance:</b> <ul style="list-style-type: none"> <li>Person is offered housing</li> <li>Person accepted Housing</li> <li>Tenancy has commenced</li> <li>BNL is updated</li> </ul>	
<b>Indicators of success:</b> <ul style="list-style-type: none"> <li>Person speaking to case manager</li> <li>Consent in place</li> <li>Survey completed</li> <li>Person is registered for social and/or community housing</li> </ul>	<b>Indicators of success:</b> <ul style="list-style-type: none"> <li>CAT 1 confirmed</li> <li>Person has income</li> <li>Housing plan developed</li> </ul>	<b>Indicators of success:</b> <ul style="list-style-type: none"> <li>Person nominated for accommodation that matches need</li> <li>Housing is accepted</li> <li>Tenancy is commenced</li> </ul>	<b>Indicators of success:</b> <ul style="list-style-type: none"> <li>More than 6 months in a tenancy</li> <li>Tenancy transferred over to mainstream program/long term</li> <li>No risk of tenancy ending</li> <li>Person self reports feeling safe and secure in housing</li> </ul>

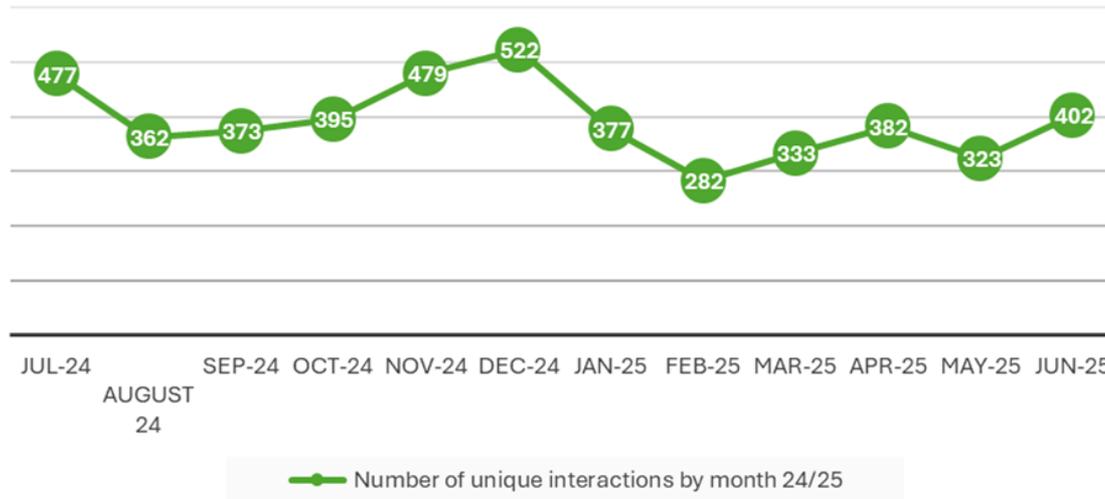
# Assertive Outreach



# Assertive Outreach



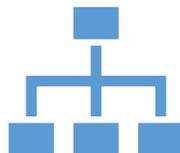
## Number of unique interactions by month 24/25



# Key take aways and insights



In collaborating and working with community, sector, government, NGO's and other alliances it allows us to innovate and drive positive system reform



That while it is important that systems and data inform case management and services, it is just as important that case management, services and client voice informs the system



It takes a community to end homelessness.



# Ngaityalya

*Background artwork by Warlpiri artist Maureen Hudson Nampijinpa*

# Nathan March

Homelessness Connections Officer  
Port Adelaide Enfield Council; Member of Port Adelaide Enfield Zero  
Project

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PORT ADELAIDE ENFIELD

**zero**

PROJECT

A collaboration by:



**Adelaide North West  
Homelessness Alliance**

Walking home together - Wardli kumangka padninthi



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**saaeh**

south australian  
alliance  
to end  
homelessness





PORT ADELAIDE ENFIELD

**zero**

PROJECT

**Housing First**

**Port Adelaide Enfield  
Zero Project**

Housing First in action

Scope of homelessness

What it looks like in PAE

20 to 30 people experiencing homelessness

Contact with over 300 people



Building rapport

Zero Framework and By Name List

Housing First

Tools for building relationships:

- Assertive outreach
- AHVTT
- Council staff



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PROJECT

## The whole picture

### Housing First is not Housing Only

- Know people
- Know needs
- Identify appropriate service response
- Support period spanning months
- Over 100 support events



Access to housing

Well developed service sector

Mature relationships between organisations

Sophisticated referral pathways

Environment of housing scarcity



## Housing outcomes

Over 15 months, 20 people have been housed:

- Holbrooks
- Community housing
- Housing Trust
- Family



## Access to more housing

When more housing is available:

- Good, deep relationships
- Services required
- Housing First-with-wrap-arounds



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# Questions?

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