



Annual Consumer Survey 2023/24:

**Consumer survey report and
analysis**

May 2024

Acknowledgement

This Report has been compiled by the Consumer Participation Working Group of the Northern and Western Homelessness Local Area Service Networks in Melbourne.

The Networks would like to thank all those people with a lived experience of homelessness, for so generously sharing their thoughts and experiences with us.

The Working Group would also like to acknowledge all the homelessness workers who are so committed to learning from those people who have sought our assistance.



The Northern and Western Homelessness Networks also acknowledges the support of the Victorian Government.

Use of the Report

The Working Group asks that anyone who uses all or parts of this Report, acknowledges the Northern and Western Homelessness Networks and references the source of any components of the Report that they use.

Please note that direct quotes from consumers are written in italics.



Warning

Readers are advised that much of the content of this report is distressing, with explicit descriptions of traumatic experiences of homelessness.

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Background



Every year, since 2012, the Northern and Western Homelessness Networks survey people who have accessed homelessness assistance through the 180 homelessness programs operating in Melbourne's north and west.

This is the eleventh year that the Northern and Western Homelessness Local Area Service Networks (LASNs) have run this survey. For the first four years the consumer survey focussed on consumer experiences of the newly coordinated homelessness service system.

In the fifth year the survey was more qualitative, exploring the responses received in the previous four years in greater depth.

In 2017, the sixth year, the survey focussed specifically on consumers' experiences of emergency accommodation, in response to feedback received in the previous survey. In the seventh year the survey was also primarily a qualitative survey – focussing on consumers' experiences of homelessness and a lack of housing.

In 2019 the survey focussed on four key areas: consumer experiences of the homelessness service system, suggested improvements, whether consumers had to re-tell their stories, whether they felt respected and how they would like to be contacted. Survey responses from young people and adults were reported separately.

In 2020 the survey focussed on the impact of COVID-19 on the lives of consumers and on their experience of the changed homelessness service system arrangements during the pandemic. During the pandemic homelessness services were required to move away from face to face contact with most clients. This created additional challenges for completion of the survey, resulting in a smaller participation rate than usual.

In 2021 the Networks did not undertake a survey but participated in the Homelessness Enumeration for Census 2021.

In 2022 the consumer survey focussed again on consumers' experiences of emergency accommodation.

In 2023 the Working Group surveyed workers about their experiences of supporting consumers to participate in the Annual Surveys. Based on their advice, the 2023 survey period was extended to three months, carrying over into early 2024. This is the report of the findings from this survey.

The Networks use the consumer feedback to improve the quality of our service system responses. Victoria is experiencing a housing crisis - there is not enough affordable housing for everyone who needs it, so we also use survey findings to advocate for changes in the broader environment.

Nearly 1,700 people have taken part in the eleven consumer surveys, providing the Sector with a wealth of information about the impact of homelessness, recommended improvements to the homelessness system and key issues for advocacy. Many changes have been made as a result.

The most significant actions arising from consumer feedback have been:

- The release of the "Crisis in Crisis: the appalling state of emergency accommodation in Melbourne's north and west" report: <http://nwhn.net.au/Crisis-in-Crisis.aspx>
- The 'More Houses for People' and 'Every Victorian Should Have a Home' advocacy campaigns, which have seen hundreds of signed postcards from people with lived experience of homelessness, and other members of the community, sent to the Prime Minister of Australia and the Premier of Victoria.

You can read of summary of the consumer survey findings to date here:

<http://nwhn.net.au/media/vmbfwbcv/nwlasns-summary-of-consumer-feedback-2011-to-2020.pdf>

The 2023/24 survey

Introduction

In 2023/24 the housing crisis is at its most extreme to date. Homelessness Services have been in the devastating position of trying to identify how we can best support consumers when we can't help them to access housing. The survey explores what issues have impacted consumers' housing status, what issues they have sought homelessness assistance for and what assistance they received.

The need for homelessness assistance is well beyond the Service System's capacity to respond, so we are looking for creative ways to improve access. We asked how we can improve consumer experiences of the Homelessness Service System, how we can improve responses to children and to pets, how we can make it easier for consumers to communicate with us and we test some alternate methods of communication.

Finally, we asked consumers what they would like to tell the Prime Minister about homelessness.

Summary of results

Demographics and participation:

- 144 consumers participated in the survey. A significant proportion of participants were from two supported accommodation facilities for single men. Consequently, 66% participants identified as men; compared with 42% of those who accessed homelessness services in Victoria in 2022/23.
- Most participants identified English as the main language they speak, but 13 speak a main language other than English and one uses Auslan. Only one consumer reported needing an interpreter to assist them to participate in the survey.
- Nearly 70% of participants were single people; 17% were single parents; 3% were couples; 4% were couples with children and 9% were in other household arrangements (several identified that their dogs as household members).
- 38 participants (25%) identified that they were born outside Australia.
- 18 participants (13%) identified as First Nations; which is consistent with 13% of those who accessed homelessness services in Victoria in 2022/23.
- 66% of participants identified as male; 28% as female; 4% as non binary and 2% preferred not to identify their gender.
- 17 participants (13%) identified their sexual orientation as either lesbian, gay, bisexual, queer, asexual or questioning.
- 72 participants (78% of those who answered question 23), identified as experiencing mental health issues. 30% reported having a physical disability and 24% reported having an intellectual disability.

Key themes/findings:

- The rate of people reporting that they are experiencing mental health issues is increasing and respondents are managing a more complex range of issues. (79% of respondents reported experiencing mental ill health)
- Distressingly high numbers of respondents report an experience of violence. 57 respondents (39%) reported experiencing family/domestic violence, 37 (26%) reported experiencing violence from someone other than a family member and 21 (14%) reported experiencing sexual violence.
- Respondents report a breadth of supports that they are hoping that homelessness services can provide.
- Respondents primarily reported needing assistance to find housing, financial assistance/material aid and meals – they are seeking assistance for such basic needs.
- Respondents report needing emotional support (70 respondents), help with mental health issues (62 respondents) someone to talk to and explain my problems (60 respondents) and connections to community.
- Respondents report a need for assistance to access employment.
- Respondents anticipate needing assistance with a range of ongoing issues once they are housed from provision of furnishings to ongoing support and linkages to other services. Only 11 respondents did not identify any assistance needed to set up a home.

- Respondents identify the need for access to accurate, realistic information.
- Respondents identified that the following would improve homelessness services: More housing, more specialist/targeted workers, better communication between workers and consumers, emergency accommodation that is targeted to individual's needs, is self contained and is safer, with basic amenities.
- 11 respondents (8%) reported being happy with the service they were provided and have no suggestions for improvement.
- Respondents with children reported that more resources and support for children and their carers are needed.
- Respondents with pets identified that their pets are of the utmost importance to them. One third of those with pets reported that their pets' needs were met, one third reported that they were not met and one third reported that they had to give up their pet in order to access housing or that it died while they were homeless.
- Respondents reported that 24/7 access to services, clearer information about what is available, more face to face support, alternative ways of accessing support would all make it easier for them to access and communicate with the Sector.
- 74% of respondents said they would be interested in speaking/chatting with a worker online, 73% would be interested in booking an appointment online.
- When asked what they would like to tell the Premier/Prime Minister, 49 respondents wanted to ask for an increase in affordable/appropriate housing, 22 wanted to see an increase in funding for services (particularly AOD and mental health services), 13 reported feeling a sense of despondency and 10 would like to share the trauma of their experiences of homelessness.

Priority recommendations to the LASNs in response to the consumer feedback:

Information provision

1. People don't have enough information. The information that is available needs to be correct and accurate. That LASNs provide more, clear, accurate, realistic information about what is available – what can we do, what can't we do, what can we do to help consumers with the things we can't do. (p.20, p.35, p.40)
2. That the LASNs develop resource lists of facilities available – showers, toilets, community centres. (Note: National Public Toilet Map app | Australian Government Department of Health and Aged Care.) (p. 26)

Service development

1. That Homelessness Advocacy Service data is forwarded to the LASNs, as additional data to feed into LASNs' continuous quality improvement. (p.16)
2. That LASNs explore options for co-location across sectors and/or employment of multidisciplinary staff/teams. (p.12)
2. That the LASNs discuss shared strategies/information for supports available to people experiencing homelessness who have pets. LASNs to firm up linkages with Pets in the Park, Pets of the Homeless, Lort Smith. (p.33)
2. That LASNs consider how to build our capacity to assist clients online during and after hours. (p. 35, p.45)

Advocacy

That the LASNs advocate for:

1. More staff in the sector to manage current demands. (p.46)
2. Expansion of Housing First options and expand the Peer Support Establishment program (p.13 and 21).
2. Development of a shared measurement of wait times/unmet needs and advocate for sufficient resources for an acceptable wait time. (p.26)
2. Resources to support people through the establishment phase of their home. (Broaden capacity of Tenancy Plus, supports through community housing providers, role for peer support workers). (p.21)

Practice development

1. That the LASNs/Government develop programs/pathways to reflect support that's needed in today's climate (housing and financial crisis), as outlined by consumers. (p.46)
1. That the LASN agencies focus on ensuring strengths based responses, as well as trauma informed responses. (p.52)
2. That the LASNs document best practice in relation to supporting pets. (p.33)
2. That the LASNs recognise the impact of burnout on consumer experience and work on practice improvements to avoid burnout. (p.46)

Other

1. That the CPWG forwards the responses to question 11 to Children's Resource Program and ask that they analyse and make some recommendations to the LASNs in response. (p.30)
2. That the LASNs end the responses to question 16 to the Premier and Prime Minister – one at a time. (p.46)
3. That the LASNs send the report/elements to State and Federal MPs in Melbourne's north and west, and Local Government with clear calls to action. (p.46)

Consumer survey results

Participation

144 consumers participated in the survey. A significant proportion of participants were from two supported accommodation facilities for single men. Consequently, 66% participants identified as men; compared with 42% of those who accessed homelessness services in Victoria in 2022/23.

Demographics

- **Primary language:** Most participants speak English as a first language, but 13 speak a first language other than English and one uses Auslan. Only one consumer reported needing an interpreter to assist them to participate in the survey.

Primary language spoken	Number
English	126
Filipino/Tagalog	2
Somali	2
Dinka	2
Arabic	2
Auslan	1
Vietnamese	1
Hakka Chinese	1
Cook Islands	1
Cantonese	1
Sth Sudanese Arabic	1
Number who answered question	139

- **Household arrangement:** Nearly 70% of participants were single people; 16% were single parents; 4% were couples; 4% were couples with children and 9% were in other household arrangements (several identified that their dogs as household members).

Living arrangements	Survey participants	People accessing homelessness assistance in Victoria 2022/23
Living alone	67%	36%
One parent with child/ren	17%	33%
Couple without children	3%	5%
Couple with children	4%	10%
Other	9%	16%

- **First Nations descent:** 18 participants (12%) identified as First Nations; compared with 13% of those who accessed homelessness services in Victoria in 2022/23:

First Nations descent	%	Number
Aboriginal descent	11%	15
Torres Strait Islander descent	0%	0
Both Aboriginal & Torres Strait Islander descent	2%	3
Neither Aboriginal nor Torres Strait Islander descent	87%	118

- **Country of birth:** 33 participants (25%) identified that they were born outside Australia:

Country of birth	Number
Australia	98
Somalia	5
New Zealand	5
South Sudan	4
Sudan	3
Philippines	2
Mauritius	2
Malaysia	1
Vietnam	1
Sri Lanka	1
Russia	1
Lebanon	1
Iraq	1
Indonesia	1
India	1
Egypt	1
Ethiopia	1
Cooks Islands	1
China	1

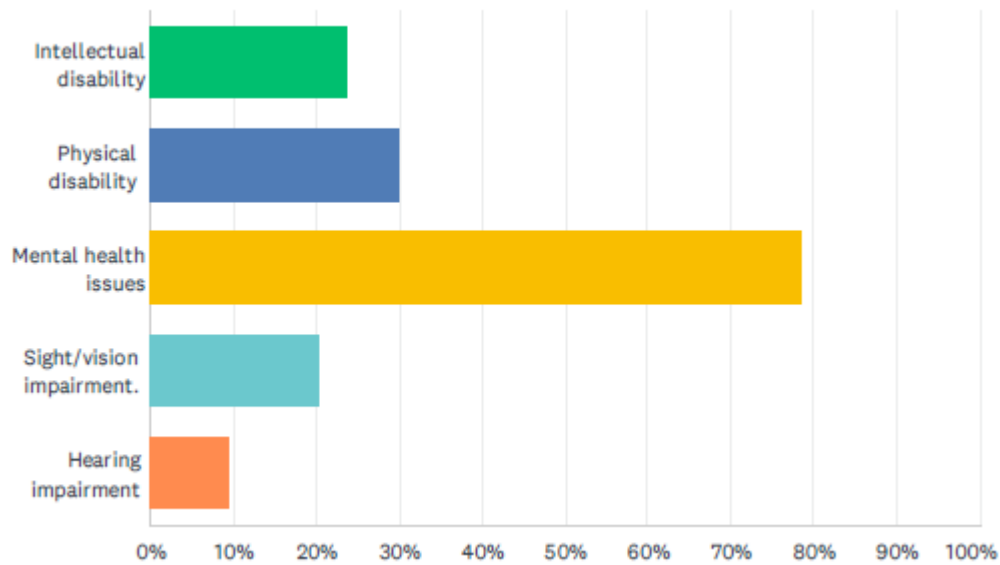
- **Gender:** 67% of participants identified as male; 26% as female; 4% as non binary and 4% preferred not to identify their gender:

Gender Identity	%	Number
Female	28%	39
Male	66%	91
Non binary	4%	5
Prefer not to say	2%	3
Trans	0%	0
Intersex	0%	0

- **Sexual orientation:** 17 participants (13%) identified their sexual orientation as either lesbian, gay, bisexual, queer, asexual or questioning and 4% preferred not to say.

- **Disability/Health:** 72 participants (78% of those who answered question 23) identified as experiencing mental health issues. 30% reported having a physical disability and 24% reported having an intellectual disability.

Q. 23 Do any of the following apply?

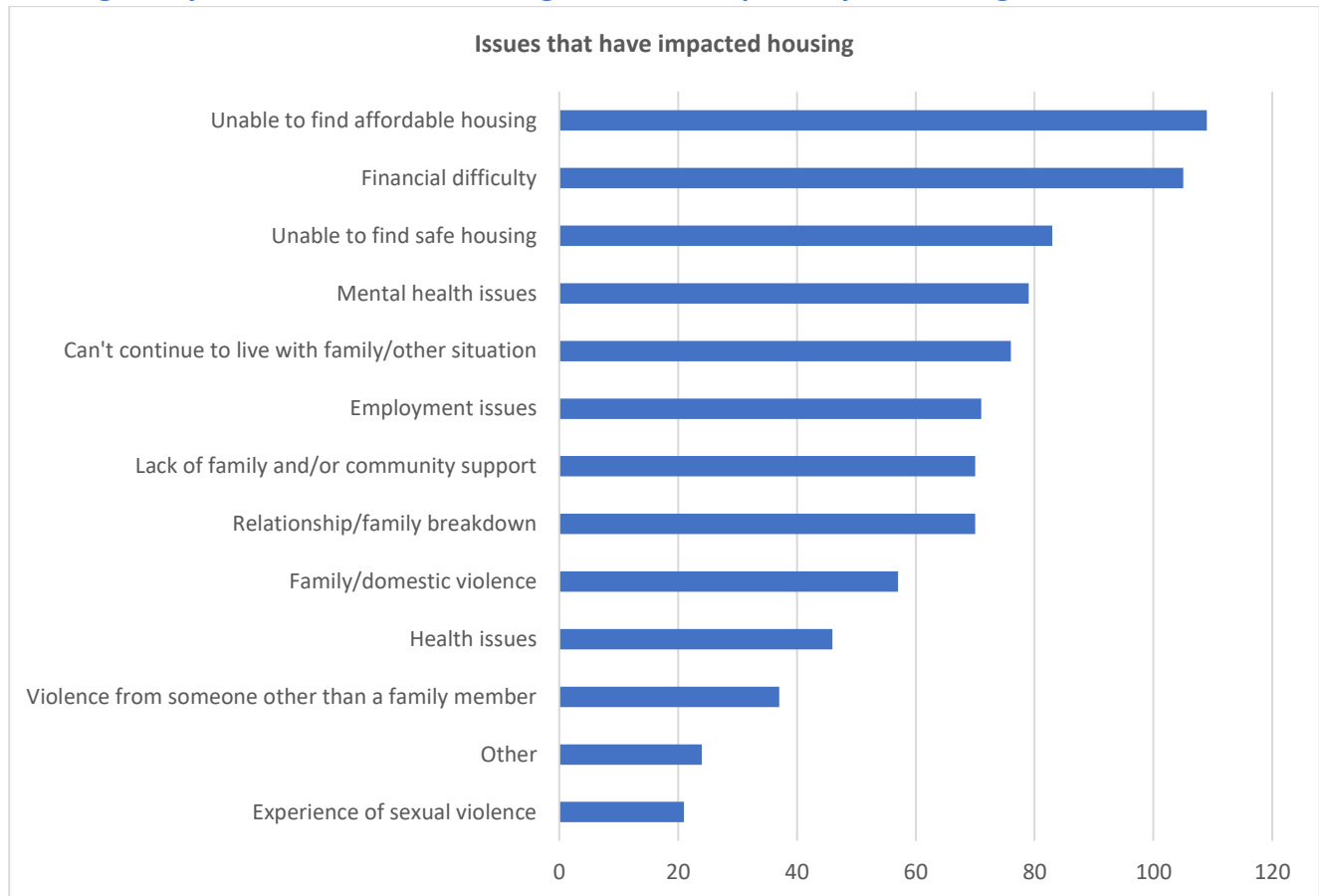


- **Age of participants:** The age of participants ranged from 17 to 66 years old.

Age range	#	% of those answering
Under 18	1	0.7%
18 - 24	10	6%
25-34	33	25%
35-44	40	30%
45-54	29	22%
55+	20	15%
Total	133	

Responses and themes

Q.6: People generally come to a homelessness service because they need some help to find housing. Can you share some of the things that have impacted your housing?



Issue	Number	%
Unable to find affordable housing	109	75%
Financial difficulty	105	72%
Unable to find safe housing	83	57%
Mental health issues	79	54%
Can't continue to live with family/other situation	76	52%
Employment issues	71	49%
Relationship/family breakdown	70	48%
Lack of family and/or community support	70	48%
Family/domestic violence	57	39%
Health issues	46	32%
Violence from someone other than a family member	37	26%
Other	24	17%
Experience of sexual violence	21	14%

Other issues:

- I'm 49 and have never been on a lease.
- Drugs x 2
- Addiction
- Released from prison to crisis in 2022 x 3
- Notice to Vacate issues x 2
- Legal issues
- Housing emergency
- Breakdown of housing arrangement BH burnt down
- The age was a barrier for house sharing
- Son delivered and in nicu still
- Disability, animals
- Previous accommodation ended
- New arrival to Australia.
- I have discovered worker that live with me because of my sons disability and I needed to get away.
- Refugee issues
- health and body issues
- Visa issues.
- Divorce
- Disability

Overarching themes

- High numbers of consumers report an experience of violence. Wow do we respond?
- Breadth of reasons for seeking experience. Very high rates of trauma and complexity of issues – many more issues going on for consumers in addition to seeking housing.
- Very high self identified experience of mental ill health. Indicates that we need to do some work in the Sector
- Identified need for emotional support, connections to community.
- Wanting employment/support to access employment. Employment issues – our system doesn't do enough to support people back to work. How can we support people to assist them to maintain their employment.

LASN recommendations:

That the LASNs explore options for co-location across sectors and/or employment of multidisciplinary teams.

That the LASNs advocate for expansion of the Peer Support Establishment Program.

That the LASNs recognise the breadth of experience of violence and trauma reported – reinforce the importance of trauma informed approach.

Multidisciplinary approaches

Comments:

We debated whether to ask about sexual violence. The response suggests that this was a useful question. Consumers reported very high levels of violence towards them.

The rates of violence may have been even higher if the proportion of women was higher.

Consumers are coping with so many issues as well as homelessness. Even if we can't provide housing, we can offer support/information/assistance in response to some of these other issues.

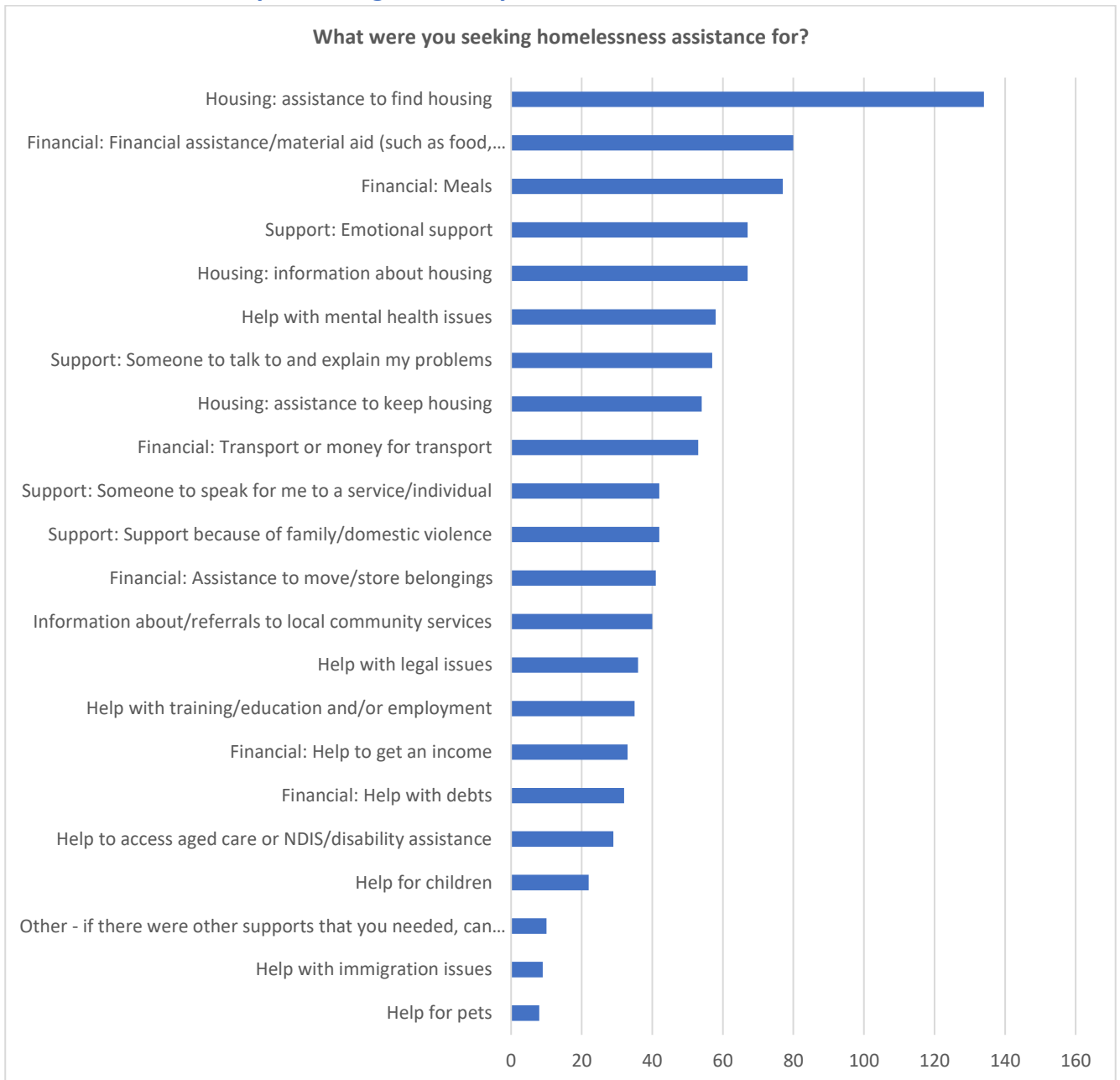
H3 consultation identified that people want to be referred to someone who can assist with the issues they are coping with.

Affordability, ability to navigate private rental, lack of private rental.

New arrival and refugee experience resonates in Wyndham. Also can't enter private rental market. A couple with two kids who are on a protection visa who were accessing homelessness services two weeks after arriving.

Reduce stigma

Q.7 Research shows that losing your home can create all sorts of additional complications in life. What assistance were you looking for when you came to a homelessness service?



Reasons for seeking homelessness assistance	Number
Housing: assistance to find housing	141
Financial: Financial assistance/material aid (such as food, food vouchers, rent in advance, furniture)	84
Financial: Meals	80
Support: Emotional support	70
Housing: information about housing	69
Help with mental health issues	62
Support: Someone to talk to and explain my problems	60
Housing: assistance to keep housing	56
Financial: Transport or money for transport	56
Support: Someone to speak for me to a service/individual	44
Support: Support because of family/domestic violence	43
Financial: Assistance to move/store belongings	42
Information about/referrals to local community services	42
Help with legal issues	38
Help with training/education and/or employment	36
Financial: Help to get an income	35
Financial: Help with debts	33
Help to access aged care or NDIS/disability assistance	29
Help for children	23
Other - if there were other supports that you needed, can you tell us about that?	11
Help with immigration issues	9
Help for pets	8

Other reasons listed:

- Home
- Parental separation anxiety for men.
- Domestic violence support for male - homosexual relationship, with most of the services misunderstanding my situation and mainly for heterosexual women. Access to LGBTIAQ+ services.
- Need help with legal advice in regards to child custody.
- Referral or assistance to get into rehab.
- Emergency housing due to fire.
- Left to get accustomed to society again.
- Been waiting for Centrelink to process my DSP application and its been since last year and I've been here at [homelessness service] for 18 months and they still haven't helped me find something suitable so I'm back on the streets on Valentines Day so I'm stressed because I met all appointments and beyond and I can't find somewhere to live.
- Financial information.

Themes:

- Top three listed needs are so basic: somewhere to live, eat and money to survive. Should we be looking into more material aid?
- Emotional support rates high/someone to talk to about my problems.
- Help to get an income – a high number of people don't have access to an income.
- Identified need for support – speaks to the need for peer support workers. Let people explain what they are going through – rather than in response to assessment questions. Assessment should still be a narrative based conversation.
- High proportion wanted help with mental health issues – nearly 50%.
- Help for children – to what extent are we responding to the needs of children. Lack of housing for large families.
- How does mistrust of services play out? Explore trust as a theme in the future?
- Can we evaluate the data by gender so that we can see if the themes are different for men and women?

LASN Recommendations:

That Homelessness Advocacy Service data is forwarded to the LASNs so as additional data to feed into LASNs' continuous quality improvement.

That the LASNs note the wide range of assistance sought by consumers.

Q.8 Can you list what the service has assisted you with?

Housing: assistance to find housing	109
Financial: Meals	71
Housing: information about housing	63
Financial: Financial assistance/material aid (such as food, food vouchers, rent in advance, furniture)	57
Support: Emotional support	54
Support: Someone to talk to and explain my problems	49
Help with mental health issues	48
Support: Someone to speak for me to a service/individual	47
Financial: Transport or money for transport	41
Housing: assistance to keep housing	37
Information about/referrals to local community services	29
Financial: Assistance to move/store belongings	26
Support: Support because of family/domestic violence	24
Help to access aged care or NDIS/disability assistance	20
Help with legal issues	20
Other - if there were other supports that you needed, can you tell us about that?	20
Financial: Help with debts	19
Financial: Help to get an income	18
Help for children	16
Help with training/education and/or employment	15
Help for pets	7
Help with immigration issues	5

Themes:

- The range of supports provided is wide.
- Support has assisted consumers to survive.
- Positive comments about workers.
- Services have been unable to help some consumers.

LASN Recommendation:

That the LASNs discuss the comparison between the needs consumers identified they wanted support in and the support that was provided.

Assistance provided

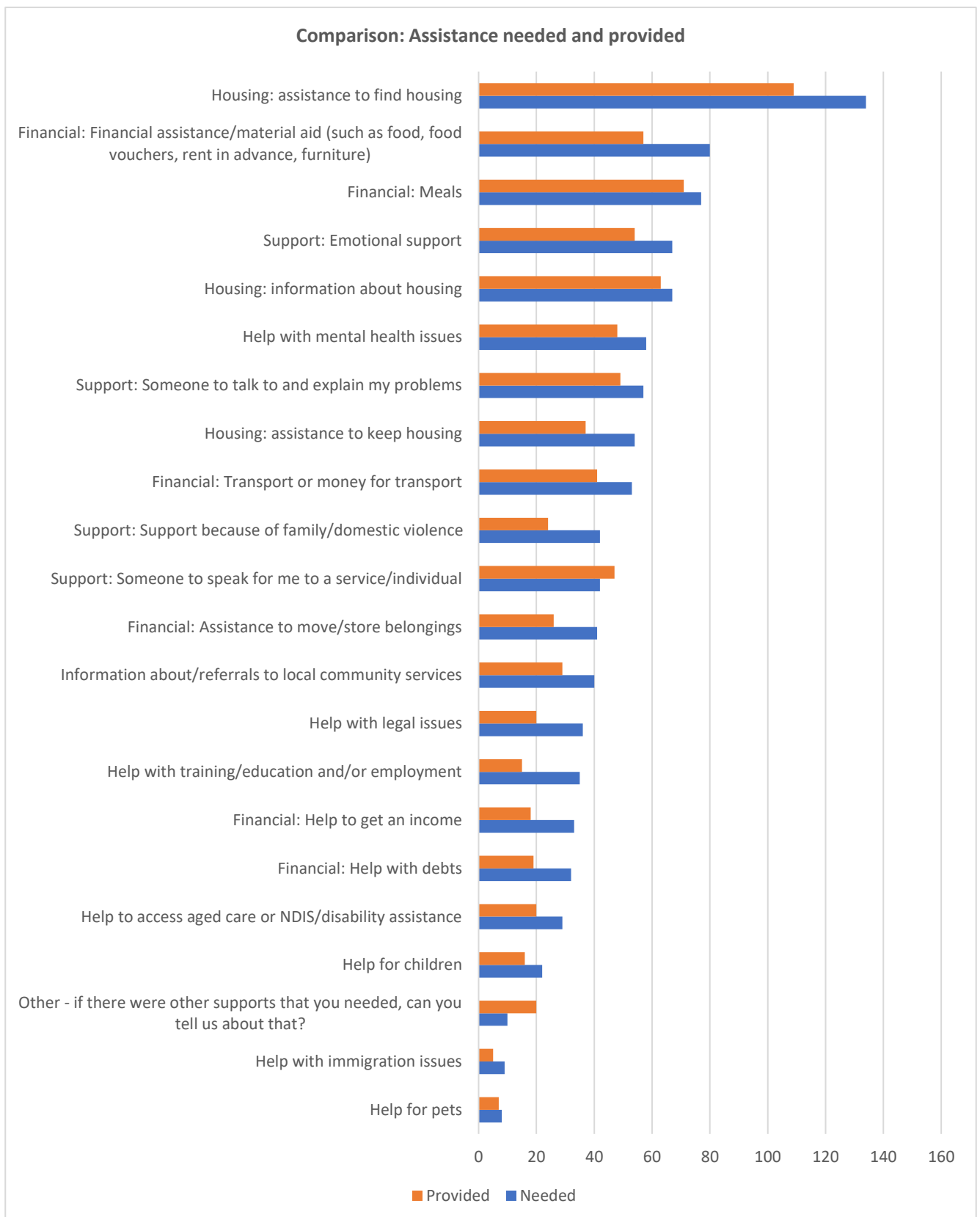
- *Surviving*
- *The staff have been awesome.*
- *Children, mental health, NDIS*
- *Safe, clean, temporary accommodation to stay in.*
- *Survival*
- *Emergency accommodation for about 5 nights.*
- *Recovering lost documents lost in fire, alcohol and drug counselling.*
- *Assistance with AOD and clothes.*

- *Maintenance.*
- *Referrals.*
- *These guys have been fantastic – helping to get ID together and hopefully soon getting us off the street.*
- *Housing support with prison.*
- *They provided me with some time to recover from my traumatic past, allowing me to focus on my goals. They helped me figure out the structure of community services, networks and support.*
- *Built relationship with other services.*

Lack of assistance

- *I was told I couldn't get housing assistance because I have a carer dog for I have PTSD and have been tortured and attacked and harassed. I required a lot of help due to several heart attacks and strokes – NOT ONE PERSON HAS TOLD ME ANYTHING ABOUT HOW LONG AND IF I WILL GET THE HELP I REQUIRE.*
- *Basically I usually just someone to tick off so I'm applicable to access.*
- *More outreach support for housing, health, transportation to medical appointments – limited services.*
- *Nothing yet. I've lost count of the amount of services I've contacted.*
- *Nothing and I am in a bad position.*

Comparison of assistance needed and provided



Themes/Comments

- More people wanted housing than we could provide.
- In all cases except speaking to other services on a consumer’s behalf, consumers needed more assistance than we could provide.
- We provide much less assistance to access education, employment and training than is requested.

- More provision of emotional support in response to the distress of the housing crisis is required.
- More time spent looking for housing than other support goals.

LASN recommendations

- **People don't have enough information. The information that is available needs to be correct and accurate. That LASNs provide more, clear, accurate, realistic information about what is available – what can we do, what can't we do, what can we do to help consumers with the things we can't do.**
- That the LASNs note the disparity between assistance wanted vs needed.

Q. 9 Are there things that you would like assistance with once you have a house?

Themes	Number
Furnishings/whitegoods/household items	38
Financial assistance/emergency relief/support with meals/bills	22
Ongoing support/case management	19
None	11
Assistance to connect to local/other services	10
Assistance to find work/education/schools/enrolling kids in school	8
Change mental health/mental health support	5
Assistance with budgeting	5
Help to establish/maintain social connections	4
Assistance with health	2
Help with AOD	3
Heaps of things	1
Moving/storage	4
Assistance with living skills	5

Themes:

- Most people identified short to long term support required to set up a house.
- Only 11 respondents identified not needing any assistance setting up a home.
- Some respondents would like ongoing emotional support, support with managing a home, support with mental health and substance use issues.
- Some respondents identified needing support to establish community connections, with a worry about being lonely.
- A high number of respondents would like support to access other services – health, NDIS, employment, education.
- Respondents reported needing assistance with budgeting and financial counselling.
- Many respondents identified an ongoing need for emergency relief/financial assistance.

LASN recommendations:

- **That the LASNs advocate for expansion of Housing First options and expand the Peer Support Establishment program.**
- **That the LASNs advocate for resources to support people through establishment of their home. (Broaden capacity of Tenancy Plus, supports through community housing providers).**
- Actively support people to create local linkages and links to other service systems.

Comments:

A high need recorded for assistance with furnishings and ongoing support. In Wyndham, the services are completely reliant on WERN for furnishings, which is run by volunteers. HEF can be used for establishing housing, but is now primarily used for emergency housing. Salvos services can use vouchers in Salvos stores. Availability at WERN changes markedly.

Do we re-think how HEF is used? A few nights in a hotel could provide the furnishings that someone needs.

There are some great services that help women leaving FV to set up a home – but no similar services for other cohorts. That the HEF name/guidelines identify that these funds are generally no longer ‘establishment’ funds.

Theme: In the comments, respondents identified a theme of loneliness/need for support and lack of confidence about managing housing into the future. Role for peer support workers in responding to this.

Are we linking with Council community connectors to assist people to connect to local services?

Baptcare has a mentoring program of trained volunteers who meet up with someone once a week for coffee. Bianca managed a similar program visiting people in prison and then maintained contact in the community.

Quotes:

Practical/financial assistance with moving/setting up a home

- *- Moving items - pack up crew and supply boxes - help to declutter - setting things up that are accessible in the new house - help with making my new babies room accessible. - Help with trying to keep my new home clean. - Make sure doors are lockable and windows are secure. - Appliances are working well. - Link into new services in my new local area - help with getting to usual places/Servies via transport if moving to a new area. - Support to settle my cats into new area, register to new local Council etc.*
- *Assistance with furniture/furnishing/white goods x 30*
- *- fridge - tv - food. To get settled easier and financially I won't be able to afford any of these.*
- *Furniture and white goods ill need help me as ive been homeless for 10 yrs or more and its been really hard as i do not have much family here since my aunt and father past away ive been homeless since then and just feels like i put so much hard work here at Ozanam House only to be told there is nothing and u must vacate on valentines day still i end back up on the streets with nothing again*
- *white goods other stuff that makes starting a tenancy easier*
- *moving, assistance connect water*
- *utilities, TV/electronics*
- *Household electrical goods.*
- *help with, filling the fridge and pantry, bedding and sheets, toiletries, cleaning products*

Support/Ongoing support

- *A case manager*
- *A case worker to assist with mobility*
- *A worker to check in periodically to help connect me to other services (as needed). Slowly over time, less and less frequent. BUT NOT STOPPING!*
- *Healthcare info Job assistance*
- *Budgeting x 3*
- *employment*
- *Employment Counselling*
- *Finding work.*
- *support to maintain housing, someone to talk to.*
- *support workers*
- *Guidance.*
- *Having a case worker, education on housing systems.*
- *Keeping the house; maintaining safety; having appropriate supports*
- *learning living skills finding in home assistance (disability) how public service operates navigating bills, utilities, maintenance issues*
- *I would like to see more support for those needing such (high support needs) medical, physical, psychiatric as this impacts every one around and deteriorates standard accom plus More Advocacy, lived experience training and support*
- *Ongoing support*
- *Maintaining stability. Familiar mentor is important.*
- *Leaving my belongings. Help with AOD. Help with finding work.*
- *legal support/case worker to help with coparenting as I have ADHD and I forget appointments. Need help to remind me*

- *meals and financial budgeting*
- *Moving. Financial counselling*
- *On going support sometimes someone to talk to is all a person needs.*
- *Ongoing support i.e: Food, bills, medical*
- *Ongoing support once I'm in a house/home.*
- *possibly financial support, emotional support, mental health support*
- *Re-education*
- *The moving*
- *Worker is assisting with what is needed once I find a house.*
- *Yes need assistance with prioritizing gas, electricity , rent, bills to be taken out of my account weekly , fortnightly monthly*
- *On going drug dependence issues Family breakup issues Access to centrelink in a way that reflects my current circumstances*
- *Support from the Social Worker with anything I need for my children*
- *Support worker*

Assistance to access other services

- *Access to other services available*
- *Accessing NDIS/ Mental Health Support*
- *Alcohol and other drug recover services PTSD and domestic / family violence recovery*
- *NDIS*
- *Connections with community and groups*
- *help finding childcare*
- *help to find childcare and settle kids into community*
- *Help enrolling kids in new school.*
- *I received all my furniture for free from St Vincent Care, and a community housing group who gave me the property Evolve Housing provided essential cleaning, bathing and hygiene welcome pack. I would like assistance with claiming my entitlements from centrelink and maybe a transport services.*
- *Link to services*

Social support

- *social activities so I don't feel alone*
- *Connections with community and groups*
- *Help with maintaining social connections. Help making friends.*
- *Social support*

Mental health support

- *mental health counselling support network in place*
- *Mental health support and daily task support*
- *Mental health.*
- *Change mental health*
- *Accessing Mental Health Support*

Emergency relief/ongoing costs

- *- power - rent*
- *Assistance to keep housing (financial, referrals) Food (vouchers, welfare boxes)*
- *Bills,*
- *Brief assistance to be able to afford housing. Until I get back on my feet and start work again*
- *bills, rent, food and essentials can be difficult to stay on top of*
- *Utility bills*

- *Financial assistance with tablet/computer.*
- *financial- furniture and appliances*
- *Financial support*
- *Food vouchers x 2*
- *Bond*
- *bond/ rent in advance,*
- *clothes, linen, food*
- *meals,*
- *Small loan to furnish*
- *Food vouchers*
- *move storage Assistance to access family violence package for financial support ie storage- there were left over funds Bond assistance*
- *Moving costs medical for my son transport*
- *Occasional financial assistance - eg. vouchers, support with car necessities.*
- *Removalist cost*
- *Rental assistance- even if its public housing*
- *Yes, financial assistance and help to get another assistance dog. I struggle everyday without my dog and it is making me sicker due to my lack of assistance. (There is no reason I should be ignored because I have a pet who is/was my only reason for living*

No support needed

- *No x4*
- *no going to rehab*
- *No I'm okay thank you*
- *NO I've been getting all the assistance ive been getting the help and support i needed.*
- *No thank you.*
- *No. I guess until I find somewhere to live I wont know what problems there might be with the house /apartment*
- *Not for me as I have NDIS support worker.*
- *The assistance from the [homelessness support service] has been terrific and once I do get a house Im confident to live an independent life and once again grateful*

Support possibly needed

- *possibly*

Other

- *Wants place to self so can avoid drugs - Eat Healthy - Be healthy - Wanting to put life on track*
- *A cleaner*
- *Fix the housing system Get more housing*
- *Heaps*
- *I really used to like youth centres and chill out spaces.*
- *NDIS supports would help me maintain tenancy and help me be a part of the community.*
- *Self maintenance*
- *to keep the house if I slip up and use drugs again. Stable housing will hopefully help me stay clean*

Q.10: We are always trying to improve our services. How can we make the experience of homelessness services better?

Themes	Number
More housing/cheaper & safer housing	18
Targeted/specialist services (Including Psychological, disability, AOD, culturally specific)	12
Happy with the service provided	11
Emergency accommodation that's targeted to individual's needs, self-contained, safer and with all basic amenities.	10
Better communication between workers and consumers. Empathy kindness, & more personable	10
Lobbying government for change and review of the homelessness crisis	9
More public amenities (i.e. shower, fridge, coffee, toilets- open after midnight, drop in spaces)	7
Shorter wait times for appointments and on the phone	6
More access to emergency relief & material aid including, Coles cards, better-quality food fresh fruit and veg, clothing)	6
Nothing comes to mind	6
More consultation with the consumers and or community about their housing need. Workers should not assume they know what consumers need.	5
Less judgemental approach from workers	5
More face-to-face services (phone communication too difficult)	4
More awareness of power dynamics between worker and consumers	4
Better workers. including worker having all the up-to-date information, appropriate training, and knowledge.	4
More workers	4
Maintenance requests completed in a timelier manner	3
24-hour services	2
Build larger homes 4+ bedrooms	1
Create more public awareness of homelessness issues	2
Not leaving consumer to follow up when workers have offered support, they should do complete the follow ups.	1
Staying humble	1
Financial assistance to maintain tenancy	1
Better privacy	1
Better support for transient consumers. Not to close transient consumers every time they move out of a catchment area	1

Themes:

- The need for appropriate emergency accommodation – safe, self contained
- The need for more public amenities.
- Consumers ask for workers to be less judgemental and to have greater awareness of the power dynamic between workers and clients.
- Theme about lack of maintenance.
- Faster replies/faster wait times/timeframes.
- Need for emergency relief came through.

- Strong comment from one consumer about their lack of agency.
- Theme about positive experiences.
- Consult about what people need in housing – don't assume.

LASN recommendations:

That the LASNs advocate for development of a shared measurement of wait times/unmet needs and advocate for sufficient resources for an acceptable wait time.

That the LASNs develop resource lists of facilities available – showers, toilets, community centres. (Note: National Public Toilet Map app | Australian Government Department of Health and Aged Care.)

Continue action in response to use of inappropriate emergency accommodation.

Advocate for more public amenities – toilets after hours

Quotes:

- *Had to wait months for answers and for support. no options presented for other services, no local services (city mainly)*
- *Help homeless people - Not shared options - More cabin and caravan parks*
- *More wrap around services - Easier referral process - More public amenities ie shower*
- *nothing he can think*
- *- UNISON maintenance never gets done, I find it really hard to communicate with them.*
- *1. Get the housing coordinators to secure rentals by negotiating government payments and aids to the landlords. 2. Build a rental profile for their client, submit their docs to low income housing developers/groups or coops 3. Have a list of Rooming houses across the state available upon arrival by requesting that info on clients behalf 4. Register their client into other community housing groups*
- *24-hour services One on one Face to face No phone- too hard.*
- *A service placed me in a rooming house. I got told it was permanent. Its been unsafe at times and needed help to re-apply for VHR and didn't know this*
- *access to fridges maintaining self care*
- *Accommodation cheaper. More disability housing.*
- *As a single person it was really stressful having to sleep rough due to no crisis accommodation being available for the time it took for me to find other accommodation. It was really difficult to get through to the access point and I had to leave messages and wait for a reply and the reply was hit and miss.*
- *Ask and Listen to the needs to the community instead of assuming what we need assistance with!*
- *Better food more vegies*
- *Better provision of safe and adequate/appropriate housing. Recognition of housing as a basic human right/necessity*
- *Better, safer housing options.*
- *Build More four bedroom homes for families*
- *Build more housing apartments*
- *By adding more basic features to amenity (room) i.e mini fridge and microwave and kettle*
- *By addressing the power dynamics between the homelessness service/ case managers and homeless people, as a homeless person I myself escaping domestic violence, I already been in a domineering relationship where I felt gaslighted and powerless. At [homelessness service] we women in the house face subtle bullying from our case managers where we feel controlled and powerless because we are stuck and don't have anywhere else to go and our only choice remaining is to submit and comply with to them to keep roof over our head*
- *By building more houses for homeliness people*
- *by not using drug dens like the [low end hotel] as emergency accomm for people just out of prison*
- *Consistency comfortable communication calls more often*

- *Counselling services*
- *Create awareness to public for need for donations - govt grants, pressure on government to dedicate more funding.*
- *Cuddles.*
- *End homelessness. Build Community's not just houses.*
- *ensuring good support workers*
- *Entry point need more staff to attend people waiting for assessment for longer period of time*
- *Every person's experience is different. Treat every request differently.*
- *Everything is good so far*
- *Faster replies.*
- *Faster times for assisting with housing when it comes to processing documentation*
- *Faster wait times*
- *Fix housing problem. Get more housing.*
- *For the services to be understanding of the persons situation and to be kind and friendly.*
- *getting a house faster, and shorter wait times on the phone*
- *Getting maintenance completed when it is meant to be done (I have been waiting months for basic maintenance)*
- *Glenroy no toilets open after midnight*
- *Good job so far.*
- *Government review of the homeless crisis- more funding, more emergency accom, transitional housing*
- *Greater awareness to public of the need for donations - government grants. Pressure on government to dedicate more funding.*
- *Have at least two computers for residents to use. Every building should have a wardrobe of toilet rolls at the entrance for residents to use.*
- *Have better people working in the housing sector ... people who care about people who need housing support and who do not judge other people for their life style*
- *Have staff not make judgmental decision, because of my criminal past. (I.e. make assumptions about non existent legal requirements).*
- *Honestly, I wasn't expecting much. What has been provided, however, I have felt supported with everything from a room over my head, food, mental illness services and the list goes on.*
- *Housing*
- *housing first approach fridge in the room better access to a psych*
- *I am happy with the services received.*
- *I didn't have a bad experience, it was amazing.*
- *I don't trust you could*
- *i find its okay*
- *i have found the services i have and are receiving have been great*
- *I have nothing I can think of, as I'm getting the support (cheap accommodation) I really needed to be able to get back on my feet again.*
- *I need support to help my children. I need to have co parenting legally bound/binding. My ex partner taken my children and I don't know when I will see them again*
- *i think the services are great*
- *I think everybody here is doing their best.*
- *I went to [homelessness access point], they allocated case manager*
- *if assistance is offered for service to follow through with it. Not leave it up to individual to follow up themselves. We are under a lot of trauma and stress already. HASS never returns your call*
- *I'm happy its pretty good*
- *I've been happy with the services and staff here*
- *just please help me find somewhere to live. Treat me with respect.*

- *Less continual efforts to go thru people's belongings and more concentration on actual effort to help people move forward and MORE HOUSING - I see people get Government housing and I get nothing. I have been on housing list for 20 years!*
- *Less impersonal comm.*
- *Less judgement*
- *Long term housing guaranteed.*
- *maintain self care more kitchen time*
- *Make sure workers are up to date with everything*
- *Making it easier to access the help - AOD referral.*
- *Maybe for workers, so young people don't have to wait so long for a case manager.*
- *More affordable house availability*
- *More awareness to children*
- *More coffee*
- *more drop in type spaces access in community as well as in offices*
- *More free Coles cards*
- *more funding for their programs*
- *More funding! I always here "we don't have the funding" when trying to get more accommodation*
- *More help with clothing*
- *More houses, more understanding*
- *More meeting with case manager*
- *More money*
- *more outreach support*
- *More rentals within an appropriate price range*
- *more social workers engaged with experience in this specific field*
- *More support for night time. More funding.*
- *More support workers*
- *More targeted services for minority groups; training around trauma/mental health; age specific services*
- *more time for workers because her case load is very high*
- *NIL*
- *no comment*
- *None at this time*
- *Not sure*
- *Offer more safe spaces at night*
- *One thing taken from this week, broken leg - crisis accommodation has been a mixed bag - the first one was Disability room provided - but facilities did not accommodate for disabilities. This was a big challenge for him. All the hotels seem to give the worst rooms and the client treated not great. For example, one of the rooms did not have a fridge or a lamp. They said that the person before him had stolen it so he missed out. He was able to advocate for himself and get a fridge. Based on the behaviour of other people treated different.*
- *[Homelessness accommodation service] are doing their best*
- *Please make sure that the access point housing assistance is up to date. What is expected of me when in emergency accommodation. How much I have to contribute for my emergency accommodation. What housing support are there? The information in the Homelessness access point is not up to date and information is not correct across the homelessness services.*
- *possibly personal fridges cooking facilities unisex people policy M and F*
- *Provide more public housing.*
- *Providing AUSLAN interpreters on the spot for emergency / mental issues*
- *Regular check ins (more than 1 per week?) More autonomy (kitchen access/cook own meals)*
- *Services need to be more culturally competent and appropriate and gender diverse.*

- *Someone to actually help*
- *Staff are wonderful. Case managers consistent. How Salvation Army have assisted me with a room and three meals a day is a God send!*
- *Staying humble*
- *Stop charging me so much to live here.*
- *Stop working with unison find something better*
- *Support around financial assistance to keep tenancy Easier and quicker access to service when/as needed*
- *Support people whose income is limited by visa status. Outreach into these communities.*
- *supports with alcohol and drugs*
- *to improve services I believe that its important to really understand every individual case*
- *Use need to train the workers better to actually help us get a place I've been through 3 workers and still nothing to all they can say is sorry that's not ok and share housing is not a safe haven they need to be cleaned up half the governments share housing and yeah its a ugly feeling being in one to charge a arm and a leg for a room no use need to build more tiny homes or more 1 bedrooms for those on the streets*
- *Visit your community you're local place that you'll find homes less personal and people who are trying to get food live in the cold, I think it's okay to go and see the homeless and give them support*
- *Waiting times need to be improved. Services seem to be understaffed /under resources*
- *Weekly appointments More privacy More volunteers*
- *with me I've been in homelessness services since 2016 it was hard to stay connected because i was moving to much and because I was out of reach some had to close and for a homeless person they need to know no matter if you are moving around you should feel like you are supported by the services and not feel they would have to close down on your case for moving out of the attachment area .*

Q.11 How can we improve the service system for children and their carers?

Themes	Number
Appropriate housing for families	7
Resources and support for children and carers	21
Communication of service options and process	6
Children's right to decide their own care	2
Safety of children and their carers	13
Check in	2
Focus on outcomes	4

Themes:

Child Safe Standards

LASN recommendations:

That the CPWG forwards the responses to question 11 to Children's Resource Program and ask that they analyse and make some recommendations to the LASNs in response.

Appropriate housing for families: 7

- *Better pathways from 1 bedroom THM to bigger properties once you start a family. There has been a lot of support and understanding for me as a trans man who is pregnant from Wombat and my wombat workers. PRIDE. - It's scary moving into a new home as a child (I was 17 when I moved) and so maybe a children's pack for children when they move could be good - drawing books, sensory items etc. - Every THM with a back yard needs a blow up pool.*
- *Children whose parents have come into homelessness services should be able to find a home within an appropriate time frame. Waiting for vic housing is such a disappointing experience. My children need their own home and unfortunately it's too hard to be able to find suitable housing*
- *Create a facility that specifically caters for parents/guardians only.*
- *Don't put them into motel accommodation that is full of drug users and prostitutes*
- *Look after the children and get a place for them and make sure they are safe*
- *More homes with affordable housing*
- *My ex says she and her children are homeless but I have a 4 bedroom house. My ex has support from family but she threatens me.*

Resources and support for children and carers: 21

- *Better pathways from 1 bedroom THM to bigger properties once you start a family. There has been a lot of support and understanding for me as a trans man who is pregnant from Wombat and my wombat workers. PRIDE. - It's scary moving into a new home as a child (I was 17 when I moved) and so maybe a children's pack for children when they move could be good - drawing books, sensory items etc. - Every THM with a back yard needs a blow up pool.*
- *Have up to date information for families with children. Have clear support services that are there for families with children. Referral process is sometimes takes time.*
- *Be kind*
- *Greater understanding of LGBTIQ+ parenting*
- *Have an all inclusive system where children and carers are welcome.*
- *Help*
- *I'm not sure, my daughter likes Kas & Julia & the gifts.*
- *Make sure they feel actually supported and not feel like your just doing your job.*
- *More community outings to get to know the community and the system*
- *More free Coles cards*

- *More meetings with social workers*
- *More peer support workers*
- *More reading material*
- *More staff.*
- *More support*
- *More time for workers because her case load is very high*
- *No idea - probably in the same way. Nicer hotel staff*
- *Support*
- *Supporting them to lives they value*
- *Provide advice to estranged parents (counselling)*
- *By respond to their needs immediately*

Communication of service options and process: 6

- *Advertise let people know you are there*
- *Better explain the system and what is useful or helpful*
- *Have up to date information for families with children. Have clear support services that are there for families with children Referral process is sometimes takes time*
- *Making yourselves known Get to where they are in their environment*
- *More active awareness*
- *More reading material*

Children's right to decide their own care: 2

- *Allow children more power over their care Provide more advice and respite for carers*
- *Listen to children more, especially teenagers who know what is best for themselves. Keep children safer, I was kept in the same home after child protection visited and things only got worse.*

Safety of children and their carers: 13

- *Don't put them into motel accommodation that is full of drug users and prostitutes*
- *Look after the children and get a place for them and make sure they are safe*
- *Listen to children more, especially teenagers who know what is best for themselves. Keep children safer, I was kept in the same home after child protection visited and things only got worse.*
- *Improved checks of individual carers. Introducing a license to care for children.*
- *Just always look for vital signs.*
- *My ex says she and her children are homeless but I have a 4 bedroom house. My ex has support from family but she threatens me.*
- *Better safeguards.*
- *Children need to have better support and safety built-in. Carers need to be more thoroughly screened to ensure competency and safety.*
- *Create a facility that specifically caters for parents/guardians only.*
- *Get homeless person to put significant other/ex/carer/ details so you can call.*
- *Greater understanding of LGBTIQ+ parenting*
- *Have an all inclusive system where children and carers are welcome.*
- *Have family benefits to be earned, not given. Crucial child support workers.*

Check in: 2

- *Check in always*
- *Check in with people who have been going thru trouble with homeless money wise*

Focus on outcomes: 4

- *Focused and goal oriented.*
- *Follow a routine, calendar or process that organises a child's development in social activities, community awareness and health & safety programs. Teach them to create their future by setting short term goals actioned by the end of every quarter that allows them to meet a long term goal which should be met by the start of a NY. ie. What is your long term goal? Who do you want to be by the end of the year? List 4 steps you need to make this goal happen - a) you have 3 months to complete each step b) you need to document and record the tasks you took to complete each step c) create a workbook of all goals, records and notes to be rewarded with certificate of competence*
- *To improve services for children it's good to work closely with them and their family on their interest and goals*
- *You guys are doing a great job already*

Q.12: If you have a pet/s, what were their needs and were they met?

Themes	Number
Pet/s needs were met	6
Pet/s needs were not met	5
Person had to give pet up/lost pet	5
Listed care the pet needs	8

Themes

- For those who have pets, they are of utmost importance.
- Some services have worked to meet the needs of pets.
- Some people reported having to give up their pet in order to move to safety, being asked to give up their pet/s or that their pet died while they were homeless. All reported this as devastating.

LASN recommendations:

- **That the LASNs discuss shared strategies/information for supports available to people experiencing homelessness who have pets. LASNs to firm up linkages with Pets in the Park, Pets of the Homeless, Lort Smith**
- **That the LASNs document best practice in relation to supporting pets.**

Quotes:

Pets' needs were met

- *I had two rats/pets when I was in a hotel and then moving into THM. They needed good ventilation, cage, litter, toys - they got everything they needed as they don't take up much space.*
- *Assistance with therapy/companion dog available to people.*
- *Cat died I kidney issues. Need close support and care. Both provided*
- *Food and shelter, yes they were met.*
- *I have a dog and he needs a small back yard and they were met.*
- *Yeah my dog come to my place*

Pets' needs were not met

- *My pet dies while we have been homeless*
- *No available support to keep pets*
- *No- not a lot of services are there that supports us that with our pets.*
- *Not always there were times when we were separated*
- *Yes and absolutely no help whatsoever. Just told that because I have a carer dog I was un-eligible for housing and I was told that if I put my dog down I would stand a better chance of getting Government housing. My dog (now dead) is no longer with us and I still have not housing despite being told continually that if I didn't have a dog it would be a very short wait. All lies! Used to placate me or shut me up.*

Had to give pet up

- *Cat needed housing. Had to surrender to RSPCA and lost her*
- *I have pets and sadly that is the biggest concern and the thing that gets me down. I miss my cats so much. I can't see them without jeopardizing my safety with me ex*
- *I was asked to get rid of my dogs which was not an option.*
- *my 2 dogs ended up being put down while I was trying to leave a domestic violence- I was shattered*
- *My pet dies while we have been homeless*

What pet needs

- *Flea treatments and pet food*
- *Food is main for pets water a warm blanket*
- *Sexchange*
- *Pet food and veterinary check up*
- *Taking my dog for a walk an hour a day and feeding him breakfast, dinner, showing love and making sure he's healthy and happy.*
- *To be link up with pets' servicers.*
- *vouchers for vets bedding and food supplies to get back on your feet*
- *Water, shelter and protection from weather*

Other

- *Finding housing that will allow my dog is imperative*
- *Cat, I have a house buy my ex doesn't. She is saying my children are homeless but they have access to my house.*
- *companion Assistance with dog therapy available to people*
- *No my dog has never needed help from any one as i just need a comfortable place for me and my dog*
- *yes but she has a home now.*

Q.13: What can homelessness services do to make it easier for you to access them and communicate with them?

1. 24/7 access to services/support
2. Alternative ways of accessing support
3. Easier to access service via phone/quicker call backs.
4. More face-to-face support
5. Better advertising around what services are available
6. Shorter wait times for support
7. Clearer explanation of what services offer.
8. More client centered approach without judgement
9. More of something eg. Housing, Funding, Crisis accommodation, staff, Access points
10. Other
11. Happy with current support

LASN recommendations:

- **People don't have enough information. The information that is available needs to be correct and accurate. That LASNs provide more, clear, accurate, realistic information about what is available – what can we do, what can't we do, what can we do to help consumers with the things we can't do.**
- **That LASNs consider how to build our capacity to assist clients online during and after hours.**
- That the LASNs advocate for easier access after hours to services – extended hours.
- That the LASNs discuss ways to provide more face to face support
- That LASN agencies include a message on their answering machines, letting people know the timeframe that their call will be returned – or that there is not capacity to return a call.

24/7 access to services/support

- *24 hour phone support - more so then direct line*
- *24-hour service Someone to talk to Linked with case worker for extra support and consistency in worker.*
- *Be available during the weekends, rearranging with caseworkers availability. Shorter phone waiting times*

Alternative ways of accessing support

- *Maybe an online portal with my profile that has links to services?*
- *More phone lines, callback services, online/email messaging. Also follow-up checks after clients are placed in housing to see if other needs such as health and financial are required.*
- *Online chat or phone call to remind me about appointments*
- *Online webchat and longer contact hours*
- *Online: website Link Email Make an appointment online*
- *Have online agents/volunteers 24/7 working from home or remote areas across victoria. Live updates from Homeless Shelters on Availability (ensuring all clients have completed all task needed to get into their own place, constant rotation) Add each community service group to a database of housing projects categorised by suburbs then post that every quarter to a Online Platform made specially for Homeless, Victims Support & Crisis Services in Victoria ensuring info is kept up to date. Start with: - Access Points (Registration) - Services Available - Contact No. for General Enquiries - Email Address for Registration - Location for Appointments - Booking Callender - List of immediate aids and essential items provided - Criteria that must be followed in order to receive and continue with that particular communities support and assistance - Property Portfolios - Volunteer Enrolments - A service that you support ie Domestic Violence and the types of assistance you provide to these services.*

- *Have alternative communication methods; give outside services more information to pass along to clients; have multiple ways to access/communicate*
- *By passing more information ways of communication*
- *Have CONVO app ready to go. Would help in the long run and have a calming presence*
- *make the referral process easier*
- *Allow self referral rather than through third party agencies.*

Easier to access service via phone/quicker call backs

- *Being able to access an appointment time over the phone*
- *Call back sooner – [access point service]*
- *A better way of communicating with [access point service]*
- *Access to speaking to someone directly instead of leaving a voice message and wait to be contacted (can often be days until your called back!)*
- *Answer calls and be available.*
- *Answer emails and calls from clients. Use text message to communicate with*
- *Answer the phone when I call!*
- *Answer the phone, get back to me faster.*
- *Being able to access an appointment time over the phone*
- *Consistent messaging. I was told no place for NZ citizens.*
- *Make sure that the numbers are correct as there are multiple numbers for services... or make sure that the young person knows when the duty line switches off to help prevent anxiety when they can't get through to a worker.*
- *More phone lines, callback services, online/email messaging. Also follow-up checks after clients are placed in housing to see if other needs such as health and financial are required.*
- *Launch Housing never answers their phone. They will only see you if you come in and wait for hours*
- *Improved phone services*
- *More staff available so not on hold for so long.*
- *over the phone*
- *Phone answering place took a long time even at 9am. Wanted to give up*
- *To respond at least to when people leave messages t Just reply back to those in need don't just send them a text sorry we only hep those in crises and i am in crisis in being homeless ones again its not fair these government agencies they really don't care as they get paid at the end of the day and that's not ok with the system they need to go and do a clean up right through the government agencies straight up*
- *If they will give you a different number (contact) to call if you've been interviewed already.*
- *Have more agents to answer calls*
- *direct phone line, 1800 you can never get through*
- *Easier phone access, less wait time. Feels heavily pushed back attending in person.*
- *Shorter wait times on the phone*
- *telephone calls, emails. Top up phone credit*
- *[access point service] - answer the phone!!!!!!!!!!!!!!*
- *direct phone line, 1800 you can never get through*
- *Easier phone access, less wait time. Feels heavily pushed back attending in person.*
- *every time I called launch the wait times were huge more operators especially when we are asked to call every day*
- *i have found a lot of services are online and i struggle with computers and using them. so phone and face 2 face would help me access services.*
- *Less wait times. More freecall services. More access.*
- *free telephone line. User friendly internet referrals*
- *they can make their number free to call as a lot of homeless people don't have credit and more awareness and location accesses points*

More face to face support

- *maybe go out and do more face to face support*
- *meet up in the community and more flexible appointments*
- *On hand workers.*
- *Have a homeless worker that visits Macauley house, and check in with the women living here face to face to see if our rights in the refuge been upheld*
- *send workers and safe zones*
- *Having workers come to services or even centres to be put forward to workers.*
- *i have found a lot of services are online and i struggle with computers and using them. so phone and face 2 face would help me access services.*
- *Talk to me.*

Better advertising around what services are available

- *Advertise so people know these services exist.*
- *Better advertisement*
- *Billboards*
- *Make an add for TV for young people to see, I get asks in the fortnightly about services for youth and adults homelessness services such as [homelessness support service] .*
- *More advertisement*
- *TV ads Social media*
- *More awareness of services in area. More promotion from service providers*
- *More flyers as round health services etc*
- *They already do a lot, maybe have an ad on TV/internet or train stations throughout Victoria. Have more brochures at shopping centres in Victoria.*
- *Flyers*
- *they can make their number free to call as a lot of homeless people don't have credit and more awareness and location accesses points*
- *Better available online directory content - access*
- *Available in print at Australia Post or other government multinational establishment.*

Shorter wait times for support

- *Be available during the weekends, rearranging with caseworkers availability. Shorter phone waiting times*
- *Less wait times. More freecall services. More access.*
- *long waiting time over the phone. 30-40 minutes*
- *Long waiting times.*
- *It has been a while since I had to seek assistance from them, so hard to say. Generally I would say the services should be expeditious as possible, given the urgency of the situation.*
- *more appointments and smaller case load*
- *More availability and more understanding from people.*
- *more availability from people and more understanding from people*
- *hard to navigate and long process to get support*

Clearer explanation of what services offer

- *Better explain things Not just leave you hanging Follow up It would have been helped if they put me on the priority waitlist when they put me in a rooming house 3 years ago*
- *Clear information and make sure that the homelessness service information is same other homelessness services.*
- *Consistent messaging. I was told no place for NZ citizens.*
- *Make sure that the numbers are correct as there are multiple numbers for services... or make sure that the young person knows when the duty line switches off to help prevent anxiety when they can't get through to a worker.*

- Explain how services work from first point of contact- agency referral system, what support can be provided, how these are provided
- Explain what they can do from the start. Make things clearer and pen more communication. Have more online support, especially for late night emergency
- Not flob u off tell u u need to speak to another service and refuse to help
- Give more information
- Understanding to communicate with them easier
- There need be better communication and transparency between clients and services. Frontline intake workers need to be better trained and not judge clients in a stereotypical manner and to lookout for clients who are vulnerable and in need but unable to advocate their needs or troubles.
- Have well trained staff that can talk someone through the process.
- Available in print at Australia Post or other government multinational establishment.
- Open-Ended Response
- Clear information and make sure that the homelessness service information is same other homelessness services.

More client centered approach without judgement

- A stronger connection for better outcomes
- contact them more show that you care about they change and help them evolve in to the person you know that they can be because homeless people are just people who are misjudge. try and understand and listen care about their characters because everyone is different in personality and looks wise never judge accept everyone.
- More lived experience. More support \$ for the service

More of something e.g. Housing, Funding, Crisis accommodation, staff, Access points

- If they can afford it, more staff.
- we always have ran into not enough funding. maybe more transitional housing
- We need more family homes
- More lived experience. More support \$ for the service
- Housing
- Assisting me to get public housing
- Direct line into crisis accommodation, which was my case.
- Easy to access, access points places
- Make more local ones in Broadmeadows
- more community support

Other

- Access or use of lime scooters/Hive
- Have social justice as a priority
- helping to read and learn how to read

Happy with current support

- All good at the moment.
- Not sure
- Nothing really
- service is good
- Services are good
- Services are great
- I haven't had problems to access them. It was actually faster than I thought it would be.
- i think the services are good already
- I went to the office it was fine.
- the services were pretty good

- *they already have great communication already*
- *They are pretty good with availability*
- *Happy with how they are at the moment.*
- *Have not had problems*
- *Found them to communicate well.*
- *I feel that things are pretty well covered*

Q.14: If you wanted to find out information about homelessness services, where would you look for that information?

Themes

- Survey results show that there are various ways to access information about homelessness services.
- Some people prefer to contact community services and agencies such as local councils, Tenants Vic, Salvation Army, Launch Housing, Diverse, Haven Home Safe, and St Kilda Crisis Centre.
- Others prefer to use websites like Ask Izzy or the Department of Housing, or search engines like Google.
- Additionally, some individuals rely on word of mouth, asking people on the streets or friends for information.
- Written information and handouts are also available in places such as Travellers Aide and Living Room. However, sometimes the information on these handouts can be out-of-date.
- There are also specific sector services websites, community notice boards, and libraries where information on homelessness services is available. Although some people may not know where to start to find information about homelessness services.
- Suggested improvements include: one centralised call centre that has information on every community service available and can provide direct information for their suburbs access point. Some also suggest putting up signs about Ask Izzy and making sure that the information is accessible and not judgmental.

LASN recommendations

That Ask Izzy is updated/accurate.

Ensure that information available at the places listed is accurate.

Themes	Number
Contact community services	22 different services accessed for information
Websites <ul style="list-style-type: none"> • Ask Izzy • Department Housing 	5 Ask Izzy 1 Department Housing
Internet or search engines <ul style="list-style-type: none"> • Google • Tick Toc • Face book • Specific Sector Services websites 	
Written Information/ handouts <ul style="list-style-type: none"> • Are available but sometimes out of date info Travellers Aide, Living Room 	5
Word of mouth <ul style="list-style-type: none"> • Ask people on the streets • Ask a friend 	6
No idea where to start to find information	6
Suggested Improvements	6

Contact community agencies

- *Local council*
- *Tenants Vic*
- *Salvation Army- temple*
- *Launch Housing*
- *Diverse*
- *Haven Home Safe*
- *Kirrup and housing access points.*
- *School/ education provider*
- *St Kilda Crisis Centre*
- *the Living Room*

- *St Vincents*
- *Centrelink*
- *Latitude*
- *Wesley Mission*
- *Housing commission in south Melbourne*
- *Flagstaff*
- *Community centre in Collingwood*
- *local homelessness services, internet*
- *Through a church.*
- *Wombat*
- *Library*
- *St Mary's House of Welcome*
- *rehab*
- *Rooming House Outreach Worker*
- *WHN*

No idea where to start to find information

- *I have no idea where to start*
- *Didn't know they exist*
- *I'm not sure*
- *No idea*
- *No idea, it isn't very accessible*
- *Not sure*

Suggested Improvements

- *It would be so much easier if there was one centralised call centre that has info on every community service available and is able to provide a victim with the direct info for their suburbs access point then book them an appointment.*
- *Put signs up about Ask Izzy*
- *I'll be going to websites or going down to the place or call them up and let them know its good to be honest and not feel judge.*
- *I'd like to look it up on the web first, then internet, then make phone calls or chat in person (face to face).*
- *community notice boards*
- *There are listings and booklets. (However, sometimes out-of-date info.)*

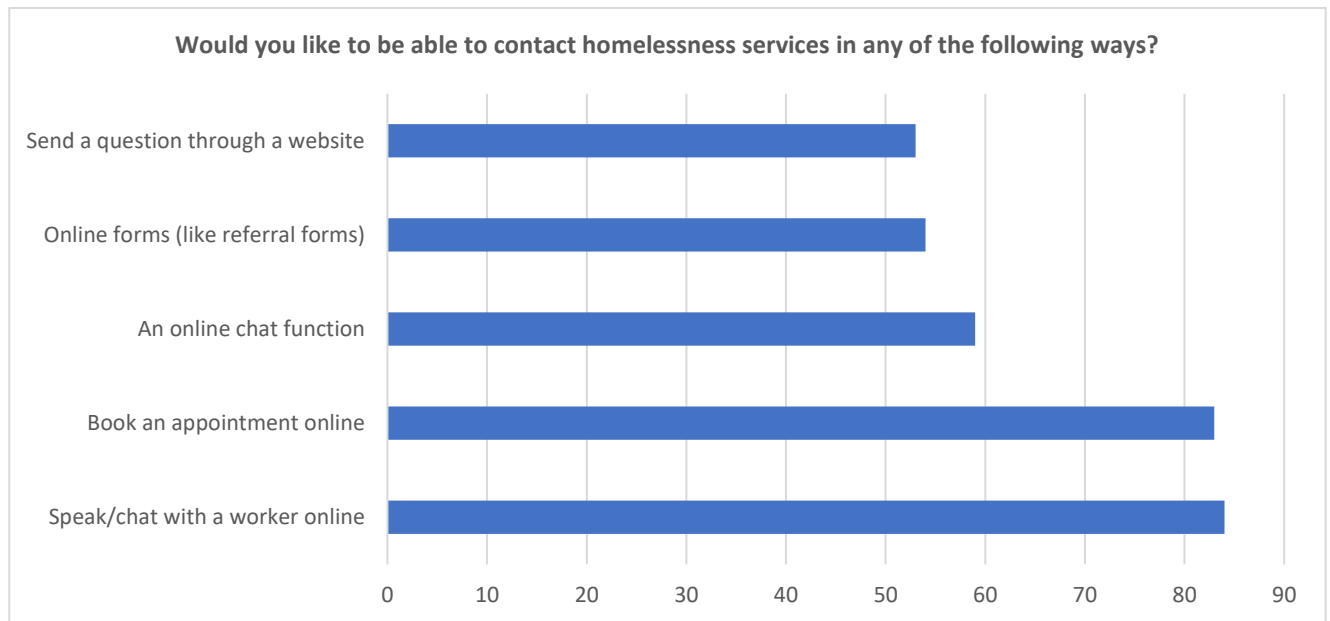
Quotes:

- *An online website - type in google community services, homeless or ask a friend. It would be so much easier if there was one centralised call centre that has info on every community service available and is able to provide a victim with the direct info for their suburbs access point then book them an appointment.*
- *Ask Izzy x 5*
- *Local council Tenants Vic*
- *Australia homelessness information *Homelessness Australia*
- *call homelessness helpline (like homeless gateway) or community service to ask what there is & how to access it. Department of housing websites*
- *Call WHN on xxxx.*
- *Centrelink*
- *Community*
- *Community centre x 2*
- *contact salvation army, Launch Housing*
- *Didn't know they exist*

- *Diverse Haven Home Safe*
- *Drug services*
- *Episode of homelessness in 2012 - Client advised no idea. Currently - Helplines, Kirrup and housing access points.*
- *facebook , centrelink?*
- *go to people I've known. School/ education provider*
- *Google x 10*
- *tiktok - you can like and save videos*
- *Put signs up about askizy*
- *Centrelink*
- *call Centrelink*
- *local council*
- *St Kilda Crisis Centre Have booklets at Southern Cross travel aid*
- *Check online.*
- *Handbooks that have been handed out at Salvos, the Living Room and St Vincents Online search Word of mouth in queues for foo*
- *here latitude altona they have been more helpfull than anyone else by a country mile*
- *Housing commission in south Melbourne told me to go to launch and then I found out more information from there.*
- *I ask my workers*
- *I have no idea where to start*
- *I look online or if I know friends or families that have received supports in the past I speak to them about their support experience.*
- *I would ask my Wombat housing worker*
- *I would look for it through an agency such as the 'Salvos' or on internet.*
- *I'm not sure*
- *I'd like to look it up on the web first, then internet, then make phone calls or chat in person (face to face).*
- *If you wanted to find out information about homelessness services, where would you look for that information?*
- *ill be going to websites or going down to the place or call them up and let them know its good to be honest and not feel judge.*
- *In person in offices.*
- *In the city- word of mouth*
- *Internet x 29*
- *Youth and community centre*
- *phone*
- *interacting services*
- *Wesley Mission.*
- *I've been in the system a long time . If probably go to a community centre.*
- *Launch Housing x 11*
- *via a church*
- *Flagstaff , community centre in Collingwood*
- *local homelessness services, internet*
- *Through a church.*
- *Salvos crisis centre salvos Bourke St*
- *library Word of mouth community notice boards*
- *Local Council offices.*
- *My worker or the internet*

- *Net*
- *No idea*
- *No idea, it isn't very accessible*
- *Not sure*
- *NWHNs*
- *telephone*
- *other homeless people*
- *Phonebook.*
- *Places like St Mary's House of Welcome and Launch*
- *rehab*
- *Rooming House Outreach Worker*
- *Salvation Army x 10*
- *Vinnies x 4*
- *shelters, centrelink*
- *Social Worker*
- *someone told about the services on the street*
- *That organisation in St Kilda name unknown*
- *There are listings and booklets. (However, sometimes out-of-date info.)*
- *Through community servicers, by looking up on website.*
- *Websites x 3*
- *Word of mouth when desperate*
- *word of mouth*
- *Yellow pages*

Q. 15: As homelessness services have restricted times and availability, would you like to be able to contact them online in any of the following ways?



Method	%	Number
Speak/chat with a worker online	74%	84
Book an appointment online	73%	83
An online chat function	52%	59
Online forms (like referral forms)	48%	54
Send a question through a website	47%	53

Themes	Number
Face to face	5
Phone	5
Phone or face to face	2
Messaging apps/WhatsApp	2
Email	3
Text messages	1
Info available from another sector provider	1

Stand out comments to enrich the above themes identified:

- *Help at Centrelink*
- *Weekend support. I need to talk to a person because of my dyslexia but I understand people like online. Need to think about accessibility of online chats etc. can they read aloud for those who are blind? Sometimes different fonts can help with dyslexia, being able to make the words bigger or different fonts*
- *WhatsApp is a good tool to use as you can categorise communities and have the one service being homeless divided into suburbs and access points. Also google maps should have every community centre available.*

Yes, people do want to be able to access services after hours.

Point of comparison – last survey on communication preferences.

LASN Recommendations:

That LASNs consider how to build our capacity to assist clients online during and after hours.

LASNs to think laterally about ways we can expand our responses/the way we provide support/information.

Other:

- *Speak to someone in person*
- *No computer*
- *Email x 3*
- *A phone number*
- *messaging apps*
- *Telephone*
- *Face to face*
- *Speak to someone in person*
- *Up to date map of food/clothing providers*
- *Help at Centrelink*
- *No, I prefer face to face interaction through my case worker*
- *Text messages as well as in person appointments*
- *No online*
- *I would rather speak to somebody online or on the phone*
- *Weekend support. I need to talk to a person because of my dyslexia but I understand people like online. Need to think about accessibility of online chats etc. can they read aloud for those who are blind? Sometimes different fonts can help with dyslexia, being able to make the words bigger or different fonts*
- *Direct phone communications*
- *24 hour service outside of the 1800 number*
- *I go to office, I like it that way*
- *Online support app*
- *Communication gets lost through chats online. Does not like.*
- *No phone so really hard.*
- *I like seeing my worker at her office and speaking to her on the phone.*
- *I like to talk to my worker on the phone/test or visit them at the office*
- *No thank you*
- *WhatsApp is a good tool to use as you can categorise communities and have the one service being homeless divided into suburbs and access points. Also google maps should have every community centre available.*
- *On the proviso you have IT access.*

Q.16: Imagine you are now sitting with the Prime Minister of Australia – what would you tell him about the experience of homelessness, or risk of homelessness, and what he should do about it?

Themes	Numbers
Increase in affordable/appropriate housing.	49
Increase in funding for Services/ increase support i.e., Mental health and AOD / preventative supports	22
Sense of despondency – Do more – homelessness to be reflected as priority in Govt.	13
Sharing personal stories / trauma because of experiencing homelessness.	10
Disappointment in service provision i.e., accessibility of services & resources/response from support workers.	7
Centrelink income increases.	6
More employment opportunities.	4
Improvements in the system /recommendations for accessible toilets / showers / mobile support for rough sleepers / mobile charging stations	3
Improvements in appropriate and safe emergency accommodation.	3
Ask the Prime Minister what he is doing / opinions on the current state of the country?	3
Accessibility to resources	3
Be more active toward homelessness / address as a matter of priority	3
Improvements in housing and services for people with disability/improvements for people who experience hearing challenges.	2
Equal rights	2
More funds invested into homelessness and less in immigration.	2
Support for people from NZ	2
Private rental is unattainable.	2
Invest in prison programs that could work toward job opportunities i.e. Trades / education.	1
Positive experience.	1

LASN recommendations:

- **That the LASNs recognise the impact of burnout on consumer experience and work on practice improvements to avoid burnout.**
- **That the LASNs/Government develop programs/pathways to reflect support that’s needed in today’s climate (housing and financial crisis), as outlined by consumers.**
- **That the LASNs end the responses to question 16 to the Premier and Prime Minister – one at a time.**
- **That the LASNs send the report/elements to State and Federal MPs in Melbourne’s north and west, and Local Government with clear calls to action.**
- **That the LASNs advocate for more staff in the Sector to manage current demands.**
- **That the LASNs advocate:**
 - Build more affordable & appropriate & safe housing.
 - Build appropriate housing for people with disabilities.
 - More housing for families.

- Improve emergency accommodation options / facilities. Dangerous motels is not an appropriate response.
- Access to resources for rough sleepers - device charging stations, access to free wifi, mobile bathrooms.
- Increase in preventative support services & increased program timeframes for holistic support.
- Recommendations to improve service delivery/staff response:
 - Organisations valuing and accounting for peer/group reflection, peer supervision.
 - Work load distributed fairly and adequately i.e. if there is an increase in tasks there should be a decrease somewhere in the roles responsibilities (demands of current workloads increase reactionary responses and burn out).
 - Organisations dedication to safe work place & positive work culture: i.e., valuing team bonding, networking.
 - Training: Including training on identifying burn out, emotional regulation, vicarious trauma etc.
 - Flexible work arrangement where possible, i.e., practising what is in policies and modelling accountability.
 - Encourage mental health days off.
 - Modelling a thought out response to support and not a reactionary fast approach.
- Invest and acknowledge the human rights of people who have migrated to Australia – investment in providing support services/housing/income for people on varying visas.

Quotes:

- *helping people more -*
- *I would slow clap for a while - There seems to be so much wasted and empty housing - to have this utilized for people experiencing homelessness . More could be done in this space. - Some legislation around how people are treated about being homeless- discrimination acts that hotels needs to abide by*
- *accessibility to resources*
- *advocate more low budget housing*
- *Affordability for housing*
- *Again do a clean up throw the social workers and youth workers back to school and study again as its well over due to shake ot up to please its not ok to just turn a blind eye to the government agency's really need a clean up*
- *Albanese should understand as he grew up in social housing More affordable social housing needed COVID is over - restrictions for builders lifted Support for builders/trades these homes/units/flats*
- *ALL POLITICIANS at some point in their 'job' to live a month 'homeless' or 'crisis' with same income and access to same assets (i.e. car, clothes, phone etc) - Pretend and get to know all in this mess to properly understand the problem.*
- *Australia has lots of land and its a big wealthy country. Why can't we have houses to live in? Everybody*
- *Being homeless is worse than I imagined. We need more affordable housing for low income earners*
- *Bring back Bob Hawke*
- *Build a homeless shelter - a proper one. The places we have are "for homeless people", but a place ACTUALLY for homeless people. Help them look for jobs, help them build their life because every life is precious. If they don't want to do anything to help their life - kick them out. You can't help someone that doesn't want to be helped, but if they do want to be helped be for there for them. If they want to be helped, they can achieve.*
- *Build more homes*
- *Build more houses for homeless Give more money for homeless services*
- *Build more housing.*
- *Built more houses and create more jobs.*
- *Change your attitudes, society, anyone might experience homelessness with the slightest misfortune - don't underestimate the debilitating impact of mental illness and wide spread domestic violence*

- *Create more equal rights.*
- *Dangerous, not good for health reasons something that's not nice*
- *Disability housing is a must with more available for elderly DSP and veterans. Centrelink giving accommodation payments for crisis accommodation, 2-3 weeks paid 4 times a year plus food vouchers.*
- *Dump AKUS submarines and spend 300 billion on helping the poor*
- *During Corona was well covered. Seems to have dropped off.*
- *ensure hotels and temp accommodation be more realistic*
- *explain how hard it is to get to where you need to be to find a house. Hard to maintain employment without a house. Employment doesn't cover the cost of house, food, transport- all needs to align.*
- *Fix the economy*
- *Have more affordable housing. Build more community housing.*
- *Have more support*
- *He has no idea what it's like being homeless. Worrying about someone pissing on you for a laugh. More crisis center's or safe places we can rest and not worry about falling asleep.*
- *He should be more active towards homelessness*
- *Help more people with housing and homelessness.*
- *Help the rental crisis directly by building more affordable housing and by stopping raising levies on land tax and vacant residential land tax to the property owners, who in return raise the rental value sky rocks. Do not pass the responsibilities to others and causing more problems itself.*
- *Help us to have a permanent place. And give us a job even when we are homeless.*
- *Hep with more affordable housing, been on the priority list for nearly 6 years and never had an offer of a house.*
- *Homelessness has lost me years of my life and traumatised me. Build more social housing take a housing first approach*
- *Homelessness is no way for anybody to live. Do something about it as a priority. I voted for you.*
- *Homelessness is very draining . The Prime Minister should come up with many more houses*
- *How dangerous and scary it is. How hard it is to find somewhere to sleep, eat, go to the toilet. Open up more accessible*
- *I believe that in Australia there shouldn't be homeless people at all. Build houses and give them to people so they can get on with their life.*
- *I could start by highlighting the universal nature of homelessness, emphasizing that it can affect anyone regardless of background or circumstance. Then, I might mention that access to safe housing is a fundamental human right. As for what the Prime Minister could do about it, I would suggest implementing policies to increase affordable housing, provide support services for those at risk of homelessness, and address underlying issues such as poverty and mental health.*
- *I have been in emergency Housing for nine years and I am still waiting for a four bedroom home with Housing commission. It has been so long on this waiting list and they are not building any four bedroom homes for us. It is difficult to live in a small home With not much room also I am not stable at the emergency Home because it is not permanent. I would like some improvement in the system it is letting us down*
- *I think that more funding should be directed towards this sector. Create more housing facilities and mental health support.*
- *I will just say hi to him.*
- *I would ask him to build tiny houses on large properties and start giving them to people trying to better their lives for them selves and doing all the things asked to get housing*
- *I would ask him why we give away so much money overseas. When we have a crisis in our own backyard.*
- *I would explain there is very limited deaf awareness basically about 95% of these services aren't deaf friendly. They would feel overwhelmed at the start and trust people over staff which isn't ideal for anyone involved*

- *I would honestly tell him that everyone deserves a home and that would rather the government invest more on housing them so many other things that aren't as important*
- *I would like to know what can you do to make a dark country better and what can we do to help?*
- *I would start by asking are they ashamed by the state this country is in*
- *I would tell him its all too real*
- *I would tell him that he could create incentives to invite more investors and philanthropists to build social housing and related businesses that would support the community which not only provides housing but support agencies and potential jobs for those who can work.*
- *I'd punch him.*
- *I'd tell him that there's pounds of drugs getting smuggled to Australia which leads the youth higher changes to being homeless and what's his plan to stop all this?*
- *Invest in buying more public housing.*
- *Invest more heavily than current in more affordable housing. Provide better funding arrangements into the future.*
- *Invest more money into homeless service*
- *It can happen quickly through no fault of homeless person. Anyone can become homeless. There needs to be more awareness in the community not many really know about it.*
- *It is ridiculous that Australia, a huge continent, with that much free land, people still can't afford to own land. Decentralisation of capital cities should be a priority so that everyone has the same change at owning property and still accessing facilities.*
- *It's absolutely disgusting that ive been trying to get help since December and no one will help. Instead I've had everything made worse and had child protection involved who instead of helping have again made things worse and refused to help and done nothing but put us at risk it's disgusting that the hospital has been able to get away with what they have and I've been treated so badly for trying to ensure he is looked after.*
- *It's in a good place.*
- *Its scary out there. More houses please.*
- *I've been on the housing list for 10 years. They lost my application for the 1st 5 years and I had to start again. Please build housing with personal toilets and showers. The days of rooming houses are gone. They are now too dangerous with the ICE epidemic.*
- *Keep head up - Move on - Get a place for yourself - eat good - start a good family*
- *Limit the number of new immigrants based on how much Australia can accommodate in terms of shelter. Permanent residents should not wait 4 years before they can get help.*
- *locate more funding and resources to homelessness and crisis services. A percentage of all new builds needs to be allocated to people who need houses/ new tenants seeking a home.*
- *Make housing cheaper and more available Make it more accessible*
- *Make housing cheaper and more available. Make it more accessible.*
- *More \$ for unemployed and pensioners and more public housing needed. People can't afford rent these days*
- *More cheaper houses*
- *More financial support*
- *More funding for permanent bw-income housing Increase in emergency/crisis accommodation and for longer terms to be able to find more permanent options. Roaming support at night for rough sleepers. Spend a night in our shoes!*
- *More funding for services*
- *More funding for the Northern suburbs with housing*
- *more funding! Allow us to make THMs more homely. Have more accessible properties, make more of them houses with yards.*
- *More houses are needed*
- *more housing*

- *More housing needs to be available for transfers and just getting housing in general after fleeing domestic violence and then all the street people need suitable and affordable housing or hostels*
- *More money*
- *More money for Centrelink and more houses.*
- *more places, more services, make the system easier, make the system more straight forward even with vouchers and food hampers. One stop shop services. Weekend access*
- *More preventative services; more age specific or minority targeted services; safer and more stable services*
- *My story*
- *need more houses*
- *need more housing need more D and A services*
- *need more housing that's affordable*
- *Needs to improve everything that leads someone to homelessness, mainly cost of living.*
- *No one should be experiencing homelessness in one of the wealthiest nations on earth. The neo liberal user pays approach to housing is hurting not only the individual but the nation at large. Where do essential workers live when they cant afford it*
- *Not just throw large amounts of money at the problem/have all organisations working together/not fighting for scraps of funding*
- *Nothing*
- *Once you have become homeless things get steadily worse until you become so mentally ill you are beyond the point of realistically being able to recover to a point of being able to find employment. FUND MORE HOUSING I.E. WE NEED MORE HOUSES TO PUT PEOPLE IN. I'M TOLD NON STOP ABOUT THE HOUSING SHORTAGE SO MUCH THAT THERE IS REALLY NO HOPE AND I END UP STUCK IN THE SYSTEM WHICH MAKES ME MORE MENTALLY ILL (NEVER ENDING CIRCLE).*
- *People that are currently incarcerated that have skills to be able to fix social housing in order to be able to rent to other individuals. Also, to get younger people in prison to attend and learn a trade.*
- *Post COVID - it is no longer the emaciated, stereotypical homeless person. Normal, recently financially content people like me are seen on the street. It's ridiculous.*
- *Prefer not to answer.*
- *Pull his head in and stop being a Jew.*
- *reduce the waiting time for everyone because they are desperate. Because case manager they don't have houses for everyone*
- *Rent is impossibly high and there aren't enough options for people at risk of homelessness. Housing and related services are under resourced and desperately need more funding*
- *Rooming Houses should not be long-term housing option There needs to be more services to help people in the homeless system I didn't understand how the housing waitlist works and that I was eligible for priority*
- *Seriously ?????*
- *Showers/mobile phone charging and wifi access*
- *sometimes you just have to give someone a chance, where am i going to sleep tonight and how long can it keep going for like this*
- *Spend more on actual citizens and less on asylum seekers*
- *Stop allowing so many air bnbs when people need houses for long term rent. Have a condition list to be able to lease a home for airbnb.*
- *That having a "roof over your head " doesn't mean you are no longer homeless or at risk of homelessness. A roof is great but then there are things such as bills, paying rent, having food in the house, simple essentials such a toilet paper, shampoo etc. We are often left to continue to steal and act in ways that are frowned upon just because we have to, to survive! You think we like stealing food? You think that makes us feel good?! It's incredibly degrading but when you haven't eaten in days, sometimes you're left with no other choice!*

- *That homeless services workers can treat people without dignity or respect and use homelessness as a weapon against tenants*
- *That the streets aren't a place for children and teens on their own that's where a lot of my troubles got worse there should be more centres opened to homeless youth Young adults having difficulties at home and have come to the streets for assistance. OPEN MORE ASSISTANTS TO THE YOUTH OF AUSTRALIA IN ALL CORNER'S it could change everything if people have a home to go to crime rates would lessen .*
- *That there are a lot of people who are homeless that shouldn't be*
- *The government has a responsibility/ Obligation to insure any legislation is passed quickly and the public housing residents should be means tested annually*
- *The homelessness services needs to be improved. Needing more affordable housing. putting in place a systems that better responses to people at risk or homeless already.*
- *There is a reason why the system has not worked for me. I was a tax payer with a house a car a pet and lost it all quicker than it took to make a home.*
- *There should be better assessment of homeless people to get them the best housing each person.*
- *There should be more facilities like Open Door, instead of spending taxpayer money on artwork which is useless - spend it on the homeless facilities.*
- *These people need emotional support more than anything and a way to separate the services offered for those trying to help themselves and those that aren't*
- *Things are not getting any cheaper, everything is increasing. He should do something about making things fair and affordable for low income earners*
- *To be honest I would not bother*
- *To be polite say nothing.*
- *To many people*
- *To please put more money into housing and help people that don't have any money, like myself.*
- *Very positive. No complaints.*
- *We need housing, too many people are homeless, hard going up against 100 plus people at housing inspections. Disheartening.*
- *We need more houses. I think that obvious.*
- *We need more housing options for single people. I would ask him to go and sleep in one of the rooming houses because they are terrible.*
- *What it's like to live like this.*
- *Where to start? I think its all pretty self evident meaning it is a miserable situation and the PM must already be aware of this and for one thing, it is very clear more housing needs to be built and needs to be a mega priority*
- *Why are New Zealand Resident who are not on a protected visa unable to receive financial assistance on a regular basis when they have had traumatic events occur in their lives while under your supervision, rules and regulations? How can we change the system to allow all NZ residents the same provisions as asylum seekers or international students or bridging visa residents. When faced with tragic circumstances like relationship breakups, loss of income, mental health abuse, child protection and lack of family support. For instance, my case! Partner becomes addicted to illegal substances produced in Australia He forces sexual assault and domestic violence into the family environment Female escapes violence No family support Loss of income Loss of children Homeless Not eligible to receive any donations, grants, government pensions or rent assistance from any charity, social group or support service*
- *Why is it so difficult for nz to get financial support when we're neighbouring countries. Everyone experiences difficulties just some more than others but why is it so hard for nz citizens to get the same help as aus citizens. For example if aus citizens go to nz they are supported. Why not us. I played sports and unfortunately due to an injury cannot walk but I am not eligible for Support. But then I cannot carry on doing the same job. And am a single mum with no family support in aus. Is it set up this way for us to quit and go back to nz? It's really unfair. And negatively effects mental health.*

Q.17: Is there anything else that you would like to add, that hasn't been covered in this survey?

Themes:

- Skill/practice – be aware that everyone's issues and needs are unique – listen to consumers, be flexible. Consumers report very different experiences with workers. It is difficult for homelessness workers who are burnt out because they have so little capacity to assist people to get housing.
- Advocacy
- Responses appropriate for people with disabilities
- Not being allocated food and accommodation that is adequate – quality matters/has an impact.
- Power dynamic/people feeling judged
- Responding to experience of violence and of perpetrating violence

LASN recommendations:

- **That the LASN agencies focus on ensuring strengths based responses, as well as trauma informed.**
- That the LASNs examine the responses to q.17.

Response:

How does the Homelessness Sector operate in a confident way – only providing responses that we think are appropriate to client need. Quotes show an inconsistency in the quality of services provided. Quality services are not available for everyone across the board.

Quality of response is linked to respect and dignity.

So few resources for single men. What is the argument for prioritising women and children? All consumers are worthy of the response they need.

Trauma informed workers/organisations/trauma informed community housing providers

Power dynamic between workers and clients

Focus on wellbeing of homelessness workers – how are workers presenting to consumers if they are overloaded/overwhelmed/disempowered/despondent

Peer support workers can engage without power.

Find research to back up the outcomes of trauma informed work.

Turnaway data

Quotes:

- *All organisations need to be umbrellaed together. Equal funding for all to work on better outcomes for clients and better services.*
- *Better response for people experiencing homelessness and needing an emergency accommodation.*
- *End homelessness with broadened perspectives ie Respect not one glove fits all Prejudice transience*
- *Have a traineeship type of job role so there is more opportunity for people looking to work in their field.*
- *Homelessness can affect anyone, not just the drug affected, criminals or mental health problems. It is everyone's problem!*
- *How the services treat you*
- *I don't know who to report to when things get stolen (like packages), I told Haven home safe but they said it wasn't their responsibility*
- *I haven't come across - not sure how much are across dealing with - not providing appropriate options for people with disabilities. Or appropriate for elderly people.*
- *Individual case plan from what I can see mental health pushed aside*

- *Instead of sending millions of dollars overseas for aid we should focus on homelessness in Australia and put the emphasis here*
- *It was valuable having funding to establish my tenancy. I am scared of public housing because it means I won't be with Wombat anymore. I have really enjoyed and need the long term case management Wombat has provided me in my THM. More accepting of partners moving in/being on the lease.*
- *More housing with personal toilets and showers.*
- *More info on housing and visits with kids when CP in place*
- *More land needs releasing shorter than 25 years. Currently on land to the north church land? Surely.*
- *My workers are nice, helpful and actively in mine and my daughters life. They are kind and understanding and genuinely help or just TRY and it means a lot . I'm lucky, I hope all workers are like for all of the young people like me.*
- *Need to end the assumption that its the govts responsibility, everybody needs to help and be aware of people around them who are at risk * it actually works*
- *No thank you x 3*
- *No. Just everyone needs to be themselves and help each other, because helping each other you achieve a lot in life.*
- *Restart the whole sector with new people*
- *Rooming Houses - even though community housing providers need to be closely monitored People with mental issues need to be put into supported accommodation not rooming houses Repairs to homes, including rooming houses ie black mould shouldn't be left for nearly 2 years. Not only affects people with respiratory issues but the whole house.*
- *Stop bringing immigrants into Australia for the sake of economy. Look at the big pictures. How can more rats or mice be available to help researches when there were not enough for them to stay cages?*
- *Stop throwing out tents/homeless belongings.*
- *Thank you to Sunshine Salvos.*
- *The quality of care care of food over time is piss poor. Its taken a toll on my body especially if I don't substance abuse at all. So somebody needs to do something about this. I used to do heavy lifting so the transportation part of being a disabled person without eating my normal portion of food was absolutely awful!!!!*
- *There needs to be more help for people who may not have a mental illness or worker- for the plain Joe its a slow road.*
- *treat people how you want to be treated. Having somewhere comfortable to sleep and call home gave me the motivation to work on my self and changed my life. Working hard to break the generational trauma.*
- *We need to build more houses and be prepared.*
- *We should be exempt for applying for a visa if we are already eligible to receive government support. And classed as a Permanent Resident once in the system.*
- *When someone gets straight release from prison there are hardly any resources to help with housing. If you want to lower recidivism rate then start giving straight release people stable housing*
- *Why cant couples find homelessness places/ rooms together? WTF!*
- *Wifi, fridges, lapdancers.*
- *Yes but too many to mention.*
- *Yes housing is the most basic need apart from food sustenance and good health. Government need to prioritise these as well housed and adjusted people are more likely to create a positive environment that benefits all regardless of it being economy or politics or something else.*
- *Yes the power dynamic between case managers and clients*
- *You have my vote, consider myself a socialist for the people. Move futures to the "left:*