

Swimming against the tide: managing impossible demand

Heather Holst
Deputy CEO



13 September 2017

Launch
HOUSING

IT'S TIME TO END
HOMELESSNESS

Launch Housing's role as an entry point

Collingwood for the inner north

St Kilda for the inner south

Cheltenham for the middle south

Rough Sleeping Initiative for the inner city rough sleepers

18,000+ people assisted by Launch in 2015-16

Clients may be seen as homogenous

Data and research suggest not

Lots of different cohorts with a variety of needs, affordable housing being what they have in common e.g.,

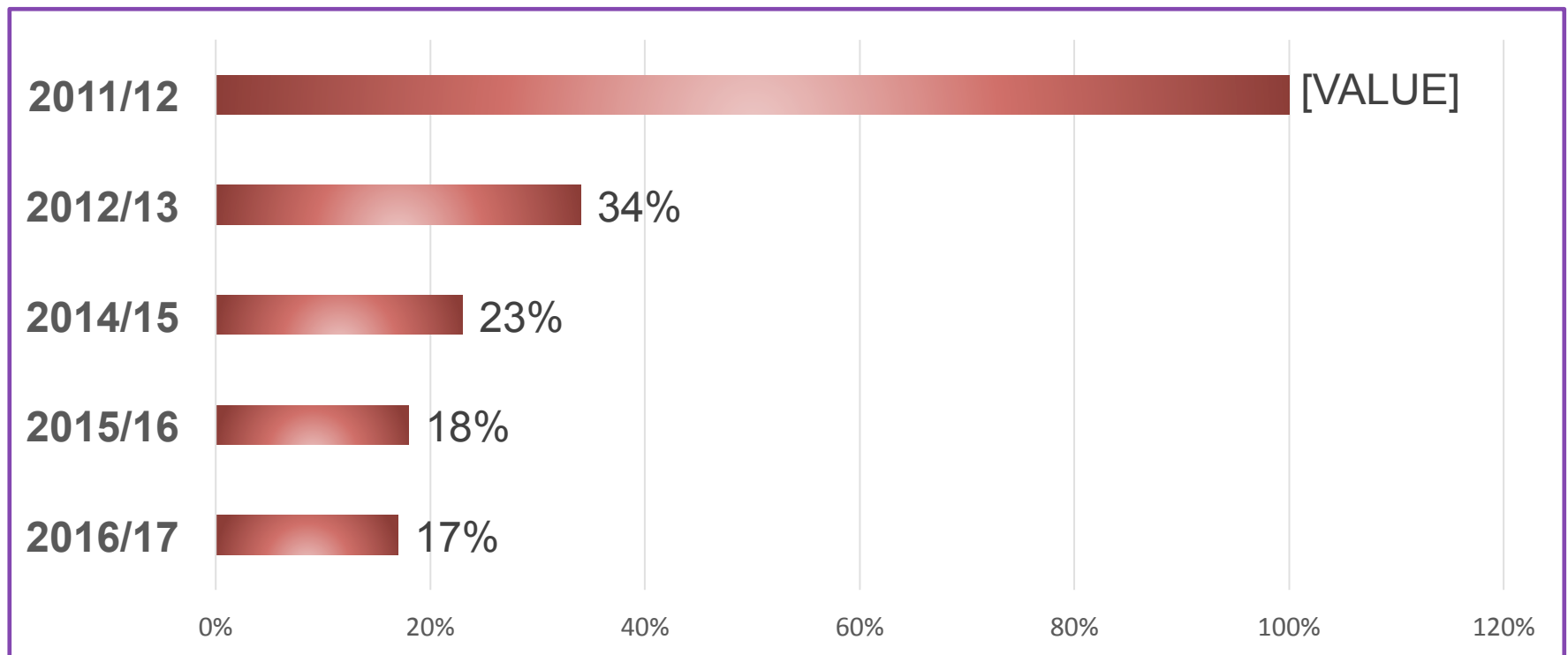
- Aboriginal and Torres Strait Islander peoples
- Women and children exiting family violence
- Young people exiting care
- Newly arrived migrants
- People struggling with unemployment and underemployment
- Singles and Families
- People living in poverty

All increasingly priced out of home ownership and private rental

Launch Housing Data: 'Clearance rates'

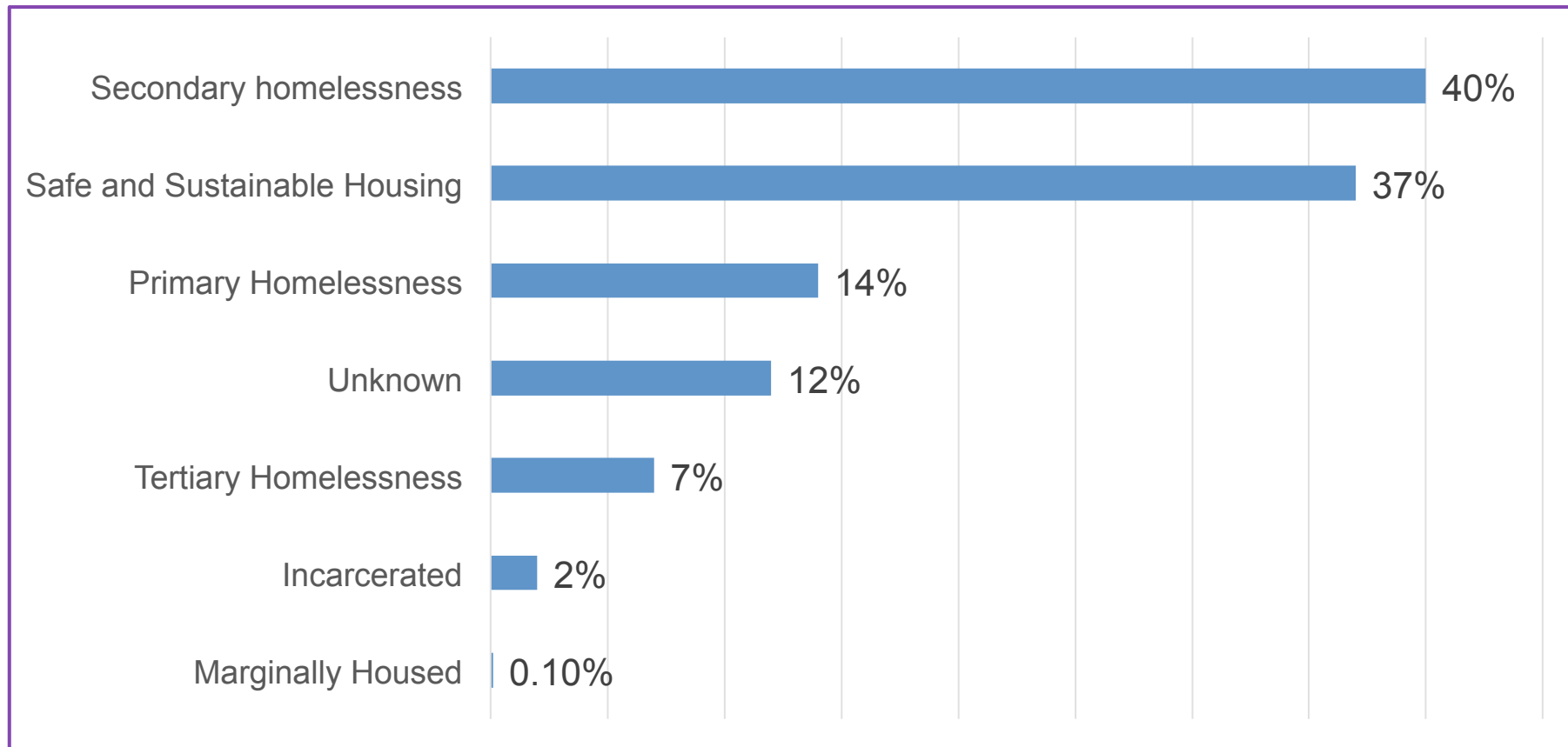
8,740 people received service at our Entry Points in 2011-12

Here's what happened over the next 5 years...

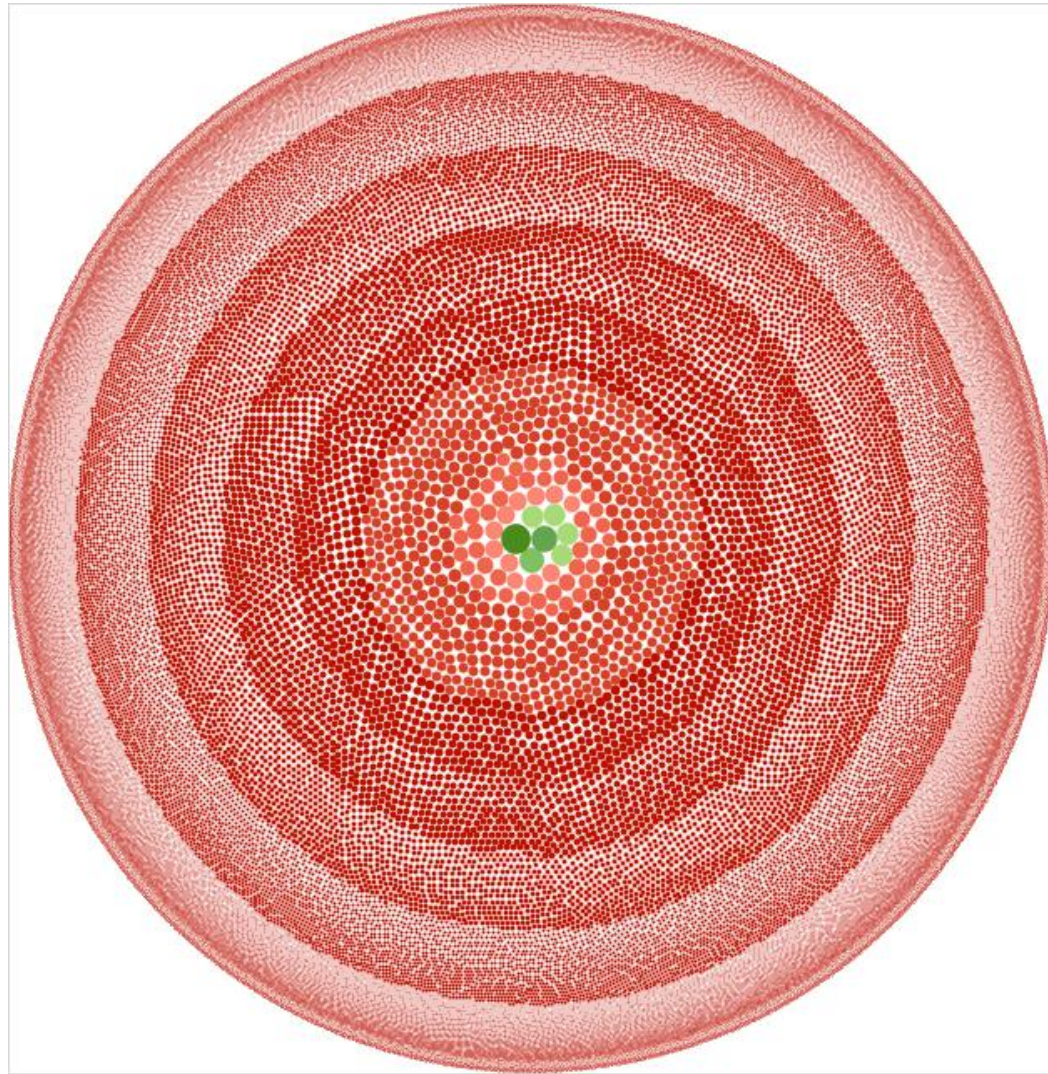


Launch Housing Data: 'Clearance rates'

So where did clients exit to over those 5 years?



Launch Housing Data: Service Frequency



number of contacts
1.0 808.0

Each dot = individual client
for 15 years from 2000

~ 80,000 people

The larger the dot the more
service contacts.

Overall
280 people have > 90 case
notes (0.35%)

4,000 (5%) btw 30 – 90

75,000 have < 10

What is VI-SPDAT?

- Vulnerability Index- Service Prioritisation Decision Assessment Tool
- A screening questionnaire that takes about 8 minutes.
- Supports worker decision making about who needs
 - (a) very little intervention,
 - (b) rapid rehousing or
 - (c) supportive housing.

Client level benefits

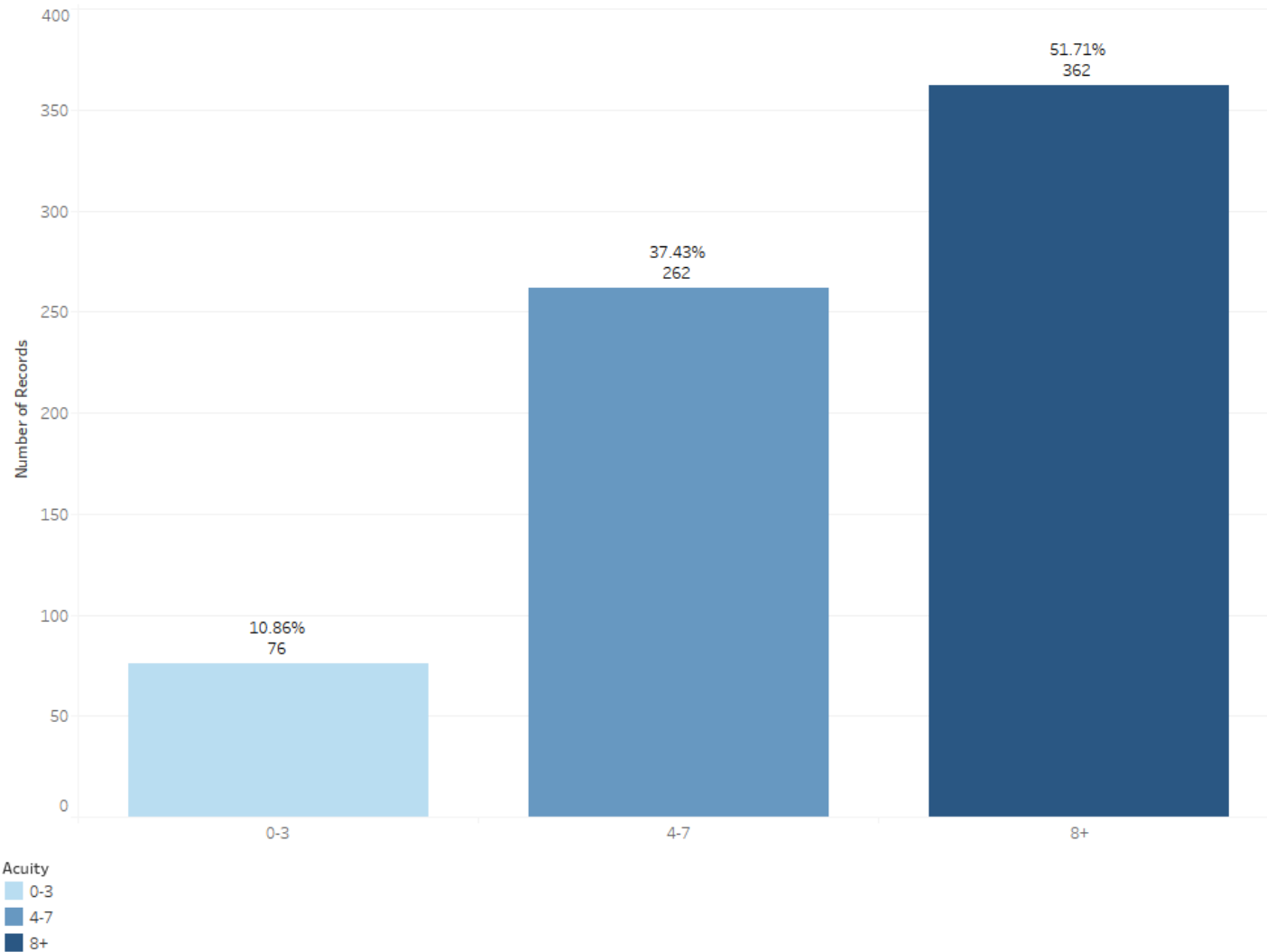
- Getting directed to the right resources sooner
- Having workers being consistent
- Being able to obtain intensive resources for the highest complexity situations.
- Having workers alert to a range of factors that impact on getting and keeping housing

Organisation level benefits

- It is contributing to the coherence of our service offer – who goes into what sort of accommodation, who into what sort of case management, etc.
- Allows us to understand housing and service need at an organisation-wide scale. For example, how many FV households need social housing as compared to private rental brokerage?

Results so far

Launch Housing VI SPDAT Assessments by Acuity



Thank you



Launch
HOUSING

IT'S TIME TO END
HOMELESSNESS