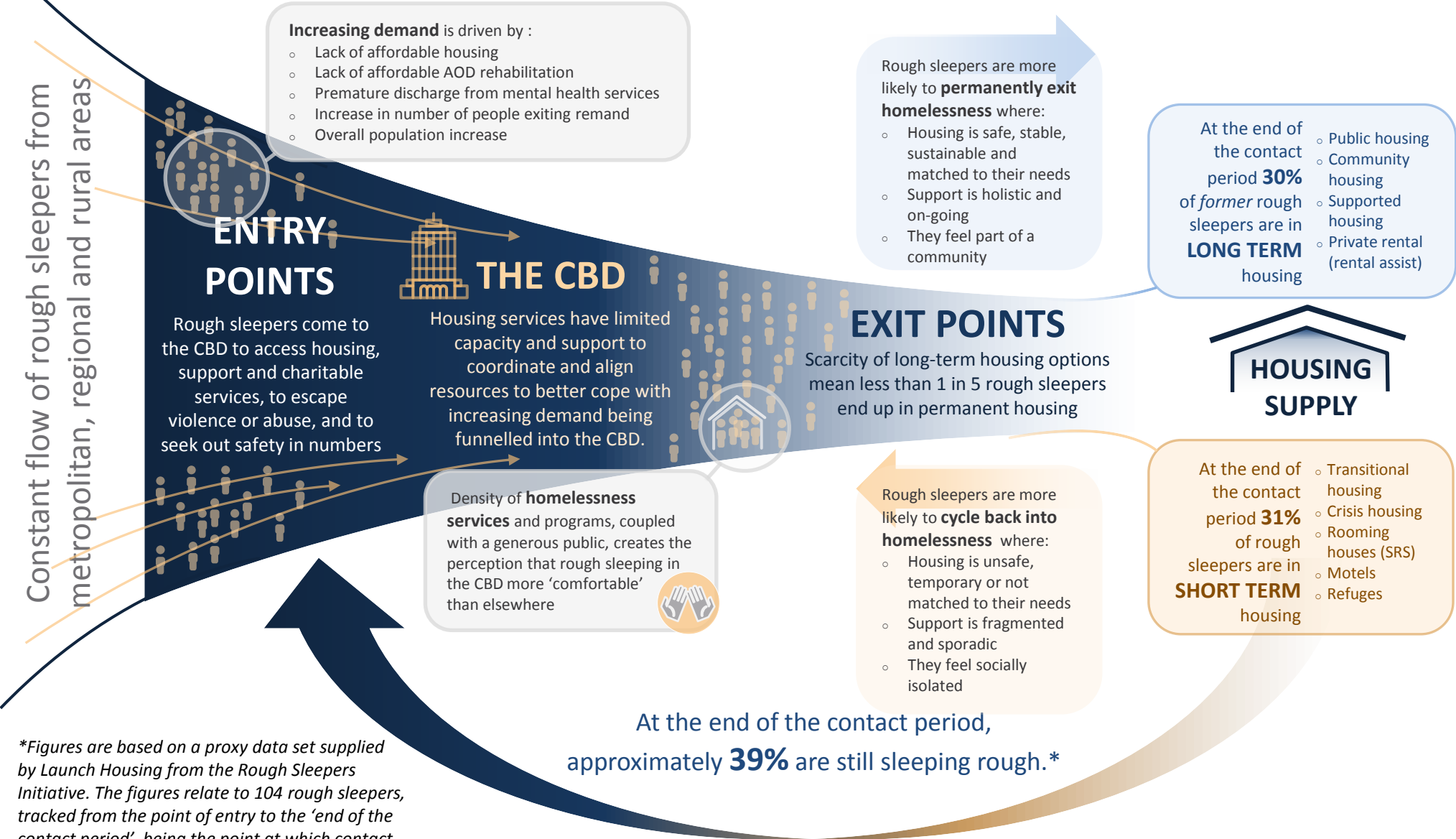


Harnessing collective impact to deliver better outcomes for rough sleepers



nous group

The current service landscape is not producing sustainable outcomes.



Increasing demand is driven by :

- o Lack of affordable housing
- o Lack of affordable AOD rehabilitation
- o Premature discharge from mental health services
- o Increase in number of people exiting remand
- o Overall population increase

Rough sleepers are more likely to **permanently exit homelessness** where:

- o Housing is safe, stable, sustainable and matched to their needs
- o Support is holistic and on-going
- o They feel part of a community

At the end of the contact period **30%** of former rough sleepers are in **LONG TERM** housing

- o Public housing
- o Community housing
- o Supported housing
- o Private rental (rental assist)

Density of **homelessness services** and programs, coupled with a generous public, creates the perception that rough sleeping in the CBD more 'comfortable' than elsewhere

Rough sleepers are more likely to **cycle back into homelessness** where:

- o Housing is unsafe, temporary or not matched to their needs
- o Support is fragmented and sporadic
- o They feel socially isolated

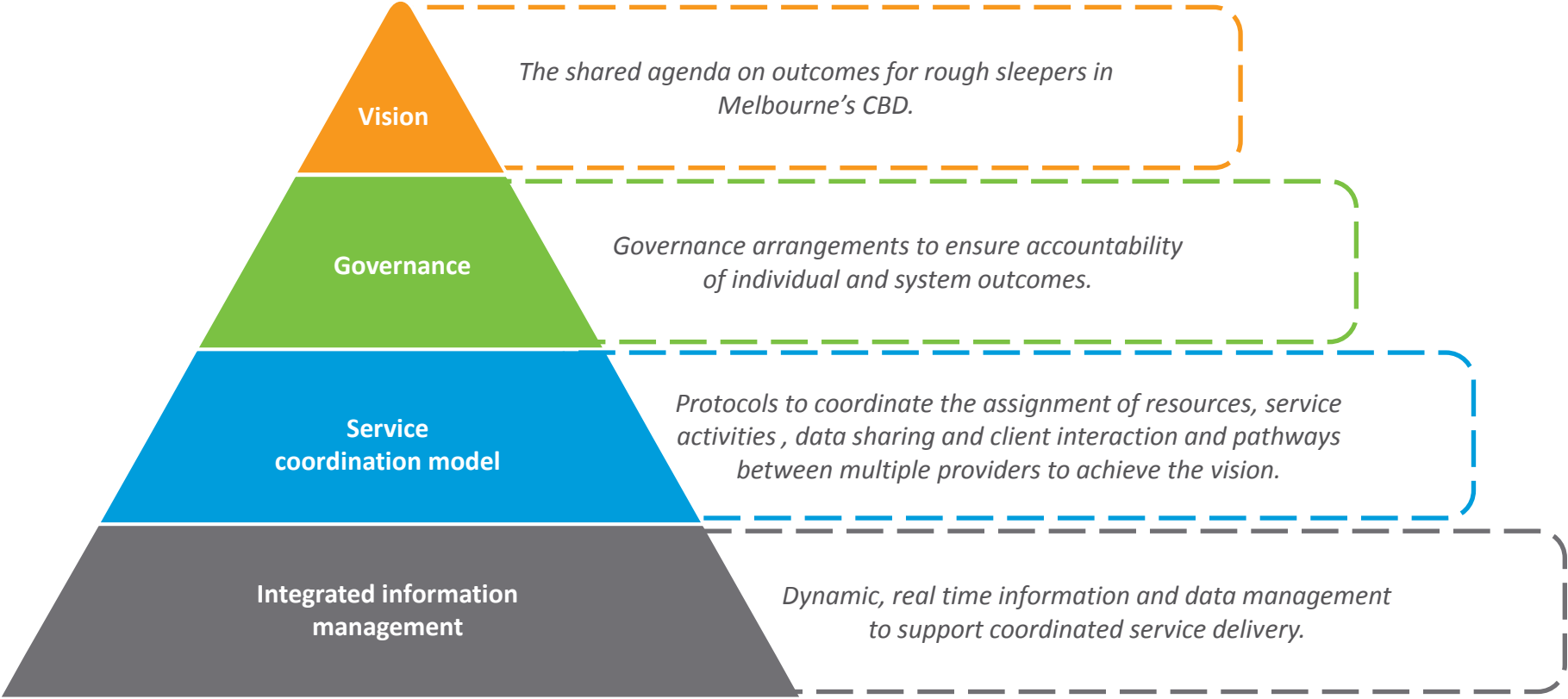
At the end of the contact period **31%** of rough sleepers are in **SHORT TERM** housing

- o Transitional housing
- o Crisis housing
- o Rooming houses (SRS)
- o Motels
- o Refuges

At the end of the contact period, approximately **39%** are still sleeping rough.*

*Figures are based on a proxy data set supplied by Launch Housing from the Rough Sleepers Initiative. The figures relate to 104 rough sleepers, tracked from the point of entry to the 'end of the contact period', being the point at which contact with the individual ceases.

Our brief was to develop a **collective impact model**.



Our coordination framework is the first step towards implementation.



VISION

Sustainably house all rough sleepers in the Melbourne CBD.

GOVERNANCE



Executive Partnership Group



Operational Group

Managed and supported by a **systems coordinator**



SERVICE COORDINATION MODEL

Assertive outreach and triage

- Assertive outreach
- Uniform triage process
- Common practice framework

Housing and case management plan

- Coordinated case management
- Tailored housing offer
- Centralised waitlists

On-going flexible support

- Continuous communication
- Intensity of support adjusted over time
- Periodic check-ins and follow-ups



Every rough sleeper has a **case manager** who provides day-to-day support, maintains continuous communication, and ensures that they are progressing towards their goals. Tier 2 and 3 rough sleepers receive additional support from a **support coordinator** who assists with linking in and coordinating a specialist support team.

INTEGRATED INFORMATION MANAGEMENT



Inter-operable information platform that links into the existing IT systems of different agencies

Real-time maintenance of a common data set

Clear and concise privacy protocols

Intra-operability