

## North and West LASNs' Consumer Survey 2016

### Feedback and responses

#### Background

The Consumer Participation Working Group (CPWG) coordinates an annual survey of consumers across the homelessness service system in Melbourne's north and west.

The survey is conducted across 120 homelessness programs in Melbourne's north and west. This is the fifth year that the North and West LASNs have run this survey. This year the survey was a qualitative survey – exploring the themes that have evolved through the past four surveys.

#### Purpose of the survey

The LASNs want to know:

- How can we improve the service system?
- Is it meeting the needs of consumers?
- What do we need to advocate for?

#### Participation

- 168 consumers commenced the survey and of those 160 completed it.
- 10 consumers per access point completed the survey = 71 consumers across 7 programs
- 94 consumers of support services completed a survey – an average of 1 consumer per program = 94 consumers across 91 programs.

#### Demographics

Of those who participated:

- 51% reported a disability. 29% reported mental health issues.
- 45% were single people. 35% were single parents.
- 46% were 18-24.
- 30% were born in countries outside of Australia.

#### Themes

The survey explored these themes:

- Housing
- Places people stay when they are homeless
- Waiting for long term housing
- Waiting for a support worker
- Support
- The experiences of children
- Fitting the system (how does the system fit for consumers)
- Information sharing
- Information about the services and the system

## Summary of themes

### Theme 1: Housing

In past surveys people have told us that a lack of affordable housing is the major issue for people experiencing homelessness.

#### 5. What has a lack of affordable housing meant to you?

The key themes in the responses are:

1. Impact of expensive housing leading to rent arrears and eviction
2. Impact on wider family and friends who help out
3. Becoming homeless
4. Impact on the direct family
5. The struggle and distress of being unable to find a house (impact on self, including physical and mental health)
6. No housing
7. Long waiting lists

Examples are:

1. *Couch surfing with friends and family. Eviction, Rent arrears.*
2. *Accessing private rental has been very difficult. Previously I was moving between friends and family for 5 years. If it were not for family I would have been on the street.*
3. *mean that I could end up on the street at any time after I move out of the transitional housing program. It's really scary and distressing.*
4. *Not living independently alone or with my child.*
5. *you can't pay rent you can't eat ... looking for stable accommodation*
6. *Having to decide between food on the table, or a roof over our heads. It's also about providing a sense of safety; a secure environment, not only about cover from the rain.*
7. *i have not been able to maintain a relationship with my children*
8. *Terribly, affected your life. I had to live in dangerous environment.*
9. *it's prevented myself and my children living together in a happy peaceful environment.*
10. *I have had to live in my car for two years, and was at the point I was suicidal. I was not able to work because I had no stable home, and felt completely desperate.*
11. *Being on the streets with children*
12. *Staying in a dangerous place, risking mine and my children's safety*
13. *stress, self doubt, worthlessness*
14. *a lot. I've been homeless on a few occasions and living in your car isn't something you want to do.*
15. *It means that as a victim of domestic violence I have been housed and surrounded by drunks, addicts and living with a sense of feeling unsafe*
16. *living on the street mainly*
17. *spending almost every cent on private rental*

#### 7. Besides more housing, what would you like to see changed in the response to homelessness?

The key themes

- More support and assistance
- More services
- More appropriate emergency housing/accommodation
- Child support
- More funding especially to make housing affordable
- Community led/Peer models/Consumer empowerment
- System improvements including follow through

**Examples are:**

1. *More financial support, support and mentoring for child assistance and support from DHS. as well as assistance with employment and upskilling.*
2. *More workers to support you while you wait. Better communication. Put application in then no one will tell you anything.*
3. *more commitment to helping, feel like people let me down.*
4. *Support to empower me to can overcome homelessness.*
5. *Less homelessness - make things affordable.*
6. *Increase in safe boarding houses and crisis accom. Renovate boarding houses to a better standard.*
7. *Change allocation of funding direct more to the individuals than to agencies.*
8. *No regions - causes barriers for homeless people.*
9. *Better assessments of eligibility. Look at different states what they are doing.*
10. *Services should move away and far from saviour industrial complex model to community-led lead by people who have had/are still experiencing homelessness. These people should also be paid for their expertise and insight. -Services need to stop using and take advantage and expect those who know what it's like to be homeless/at risk of homelessness to provide free service giving service providers their expertise, insight, training etc. - Peer and Leader model, Check out Berry Street and the drum youth services for more details. When recruiting new staff, prioritise people with lived experience of being homeless*
11. *more organisations like MOSS that support clients in all areas. I started from Crisis program from MOSS then moved to longer term program of TOST. It helps not needing to start all over again with another service and other workers.*
12. *When I went to the access point (on many occasions), the most I was provided with was a night here and there at a motel. This didn't resolve anything, and I just had to go back to sleeping in my car. I would have gone to crisis accommodation or anywhere that could have been arranged. Some support would have been very useful for me.*
13. *I went to xxxxx & was sent to shared housing that was not appropriate for my children to be with me. Need more emergency & appropriate housing, I waited too long to be seen at Yarra H 2 days then I had to attend all the time, I was then placed in a rooming house and the children could not come with me,*
14. *To be better crisis housing for families. The time when i first left my husband due to dv, i was in a motel and that was not appropriate for me and my children. it was not the safest environment for children. I was given two options of motel rooms. when you have children involved, you need more care taken to accommodation children in safe places.*

**Theme 1: Advocacy for LASN**

- More housing!!!

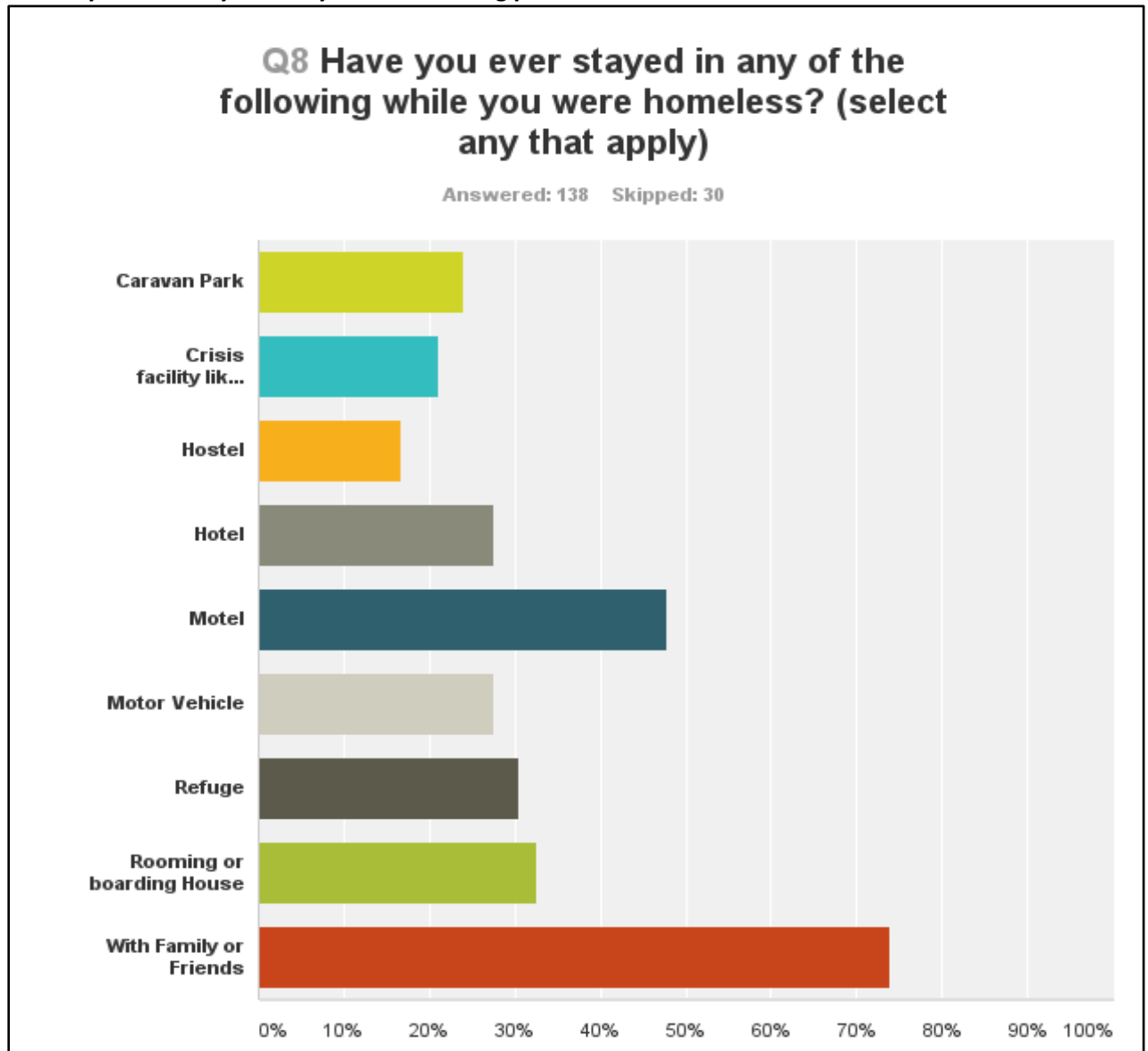
**Theme 1: Improvements for LASN**

- Sensitivity to the experience of homelessness
- What is the point of asking for what we need or being asked questions if we can't respond?
- Volunteers in the waiting areas to provide information about material aid and other resources
- Managing client expectations

## Theme 2: Places people stay when they are homeless

People often stay in short-term or 'crisis' accommodation while their experience homelessness, but they also stay in a lot of other places.

8 Have you ever stayed in any of the following places?



9. What has been your experience of these places?

### Themes

- There are differences between supported crisis accommodations and refuges, and the motel, hotels and rooming houses that are used for crisis accommodation
- Bad or not good
  - Unsafe, fearful, noisy, scary, dangerous
  - Difficult, stressful, degrading, nightmare
  - Unhealthy
  - Overcrowded
  - Expensive
  - Lack facilities and amenities, dirty
- Good, okay or positive
  - Supported
  - Safe

- Need more of the good ones
- Mixed experiences
  - Curfew and rules not great
- Stays are not long enough

**Examples are:**

- *Difficult, stressful, especially with 3 children.*
- *Horrific/degrading felt like a cell.*
- *unsafe, uncomfortable, scared, lonely, worried.*
- *The worst nights of my entire life.*
- *Scary, unsafe environment, lack of support: overcrowding. Lack of support and Lack of access to needs and social support.*
- *I was scared e. citigate apartments lots of men. wanting to talk to you and come in your room.*
- *A lot of my belongings stolen so not great.*
- *It was a bit difficult as I was sleeping on their couches. I felt intrusive and I was constantly tired and had no energy from the lack of sleep.*
- *Felt degraded.*
- *Positive experience - being homeless has helped secure housing.*
- *Nightmare to comfortable , safe, clean and facilitated room's (hotel). I'm so thankful for all your help you have no idea how much you're helped and saved me.*
- *Ozanam is the best so far.*
- *Some boarding houses are okay, but landlord were aggressive and threatened violence.*
- *Motel was horrible dirty. a lot of unsafe people who had issues like drug addiction, difficult to be around with children. Had to access food van as could not cook cramped in one small room.*
- *Boarding house wasn't a safe one. Majority were psychos.*
- *It is really hard to live.*
- *Fearful, cold, noisy, bad people*
- *Workers at the refuge I was at were really lovely. However, there's a very urgent need for trans and gender diverse inclusive training.*
- *some are good it wasn't healthy, Motels and hotels were good, lived in the car near a service station and it was a bad experience*
- *Excellent - but far from practical, both financially, and mentally. (the ongoing stress of not knowing what tomorrow will bring can be harrowing.)*
- *some are good it wasn't healthy, Motels and hotels were good, lived in the car near a service station and it was a bad experience*
- *Refuge: in xxxx. Hard to get along with workers. Found it hard to talk to them, maybe because it was first time. The workers could have made more of an effort. current refuge so much better, felt comfortable and welcomed.*
- *i have found it's better to stay away from people for security*
- *not very nice experiences living in a car for a year was hard. Living with people you don't know always ends up a nightmare. People know your homeless and the automatically think your scum. very sad for the homeless children.*
- *Not safe and dangerous. crisis facility full of dangerous and scary people. Motel was safe but too expensive to stay long term.*
- *very heartbreaking as myself and my children have been separated.*
- *It was awful living in my car. I couldn't cope mentally, and my physical health suffered. I couldn't eat properly or shower, and relied on Footscray mission for some of these services. I wanted to get back into work but couldn't from that situation.*
- *Unsafe for kids in Rooming House. Got robbed there.*
- *I suffered I was frightened children had to stay elsewhere due to safety.*

- *Unsafe for children, lack of amenities, - no cooking facilities, - shared one single bed with two children- not comfortable. had to ask for a microwave. lucky my children were two and three yr old. if they were older it would have been much harder. i did not sleep for two weeks when i was in crisis accommodation.*
- *not good at all, depressing. I do not understand why the refuge has so many rules as i need my friends support to get me through my emotional trauma, but could not tell me them where i was staying.*
- *Varies from place to place, some have strict rules and curfews which leave me feeling like a child with no dignity*
- *Drug addicts, violence, assault, dirtiness, unclean toilets, toilets without doors*
- *Has not been the best of places to stay. Also not to mention that given my current situation, child protection would not approve of my residency there whilst I have custody of my daughter or would allow me to have her in such places.*
- *okay, best to keep to yourself.*
- *deeply disturbing (refer to written answers from questions 1-4)*
- *cold lonesome depressing*
- *Not the greatest as we have two kids and the place was too small for them to wonder around and play they ended up getting restless and frustrated*

#### **Improvement for LASNs**

- Staff trained to be culturally appropriate, particularly with LGBTI
- Workers 'eye ball' crisis accommodation options so that they can describe the options realistically and help people prepare for what they have to expect (provide photographs, virtual tours)

#### **Advocacy for LASN**

- Gender specific crisis accommodation
- Family themed services
- Advocacy with owners of crisis accommodation – assisting them to be culturally appropriate  
Checking that emergency accommodation options meet OH&S requirements, advocate for better safety options

## Theme 3: Waiting for long-term housing

In past surveys, people have told us that the waiting times for housing are too long.

### 10. What has been your experience?

#### Themes

- Wait times are too long
- It is very hard
- The result has been homelessness, family breakdown, violence, despair
- We need more housing (especially public housing, also community, transitional)
- We need more affordable housing
- We need more private rental
- We need more options and they need to be quicker with an easier process
- We want permanent stable, secure housing
- It is hard to find, acquire or maintain

#### Examples are:

- *Emergency accommodation through metro-west: 6 months in transitional then offered property.*
- *Very long waiting time causing family breakdown.*
- *I believe it's a matter of timing/chance. I was lucky and was provided immediate accommodation due to the availability, but otherwise it would take forever.*
- *waiting for over 4 yrs/ - disheartening.*
- *Was not allowed to apply for community housing since I was trap in private rental through being trapped financially*
- *Been on and off Seg 1 housing list for 19 years. Keep falling through the cracks.*
- *You can die before you get something.*
- *i have been waiting 52 years (Client ID #85)*
- *I was homeless on waiting list from age of 35 to 48, once i signed up with xxx it took 3 months to find me a place*
- *some fuck wit crack head trashes their housing becomes homeless goes into crisis housing top priority with all the other crackheads meanwhile i get sent to this "boarding house" which is full of bedbugs a mattress covered in black mould a window that doesn't lock and i'm supposed to pay 280 dollars a fortnight for the privilege ... oh and the boarding house comes with crack heads too .... i haven't bothered going back to "housing"*
- *before i got into transitional housing it was four weeks in crisis accom it was very difficult-uncertain. i understand situation and that there are a lot of homeless people. ideally a shorter timeframe would be better especially for kids.*
- *I had offers for housing in rural areas that were not appropriate for my circumstances and was forced to decline which made me feel helpless*
- *too long and difficult to access for people with disability/illness.*

## 11. Do you have any ideas for improving this?

### Themes

- More houses (public, community and transitional especially)
- More affordable, safe good quality crisis accommodation
- More support while waiting
- More affordable housing, more financial support for making housing affordable
- More funding for housing and for services and support workers
- Safer housing options
- Better processes (applications, prioritization, communication)
- Nothing would have helped

### Examples are:

- *Access on individual basis. Prioritise people born in Australia.*
- *my experience*
- *Better guidelines/rules/boundaries for emigrants/refugees if provided with housing. Perhaps time frames for people in public housing.*
- *Talking to real estate and landlords about helping out and giving people a fair chance.*
- *Using unused building for housing.*
- *Give more money/distribute more accurately - ie more long term homeless/ ex prisoners - more accurate categories.*
- *Getting priorities right this has been by support from OZ house.*
- *Keep people on the waiting list more informed.*
- *Educate people to be more responsible and take initiative to help themselves first. (#63)*
- *Increase tax on empty properties. Invest in more subsidised housing that works based on one's income.*
- *just get us off the streets*
- *Maybe exit people in OoH who are working and can afford private rental.*
- *I read recently that, 'While there are children on the streets, and empty churches 6 days a week, religion is flawed.' - other than that, taking over the seemingly abundant empty condos and penthouses throughout the city would be nice!*
- *separate emergency housing for drug users and non drug users .... minimum health and safety standards enforced in boarding houses...*
- *Government has to buy more land build affordable housing. this is an ageing generation and it will only get worse.*
- *Provide more help that one night at a time here and there.*
- *Immediate government housing transfer done when i had to hand in my keys to my government house because of domestic violence. I just got kicked out on the streets when I handed my keys back.*
- *Help people with health care cards whether they are Aussie or NZ, or different cultures.*
- *Yes-refugees get in first, so they should have a different system for them. Australian citizens should get first priority. I have been in Australia for 40 years as a taxpayer (boilermaker).*
- *get more houses and remove those who are rorting the system. ie 1 person living in a 3-bedroom house should not be living there.*
- *assume someone who is homeless only needs somewhere decent to live*
- *gees - let's see. MORE HOUSING.*
- *Help the people that want to help themselves*
- *It would be good if more houses were available and people with children became a priority as not having a stable home moving around does not allow them to productively participate in school/work etc.*
- *better services*



## 12. What would have helped you while you were waiting?

### Themes

- Support from workers
- Understanding care, respect
- Getting connected to support
- More affordable, safe good quality crisis accommodation
- Just housing
- Nothing would have helped

### Examples are:

- *Experiencing some pleasurable times with provision to take children to activities + bond more.*
- *Knowledge of the future! A level of foresight that is beyond everyone's means... but as it was, being in constant contact with ppl, and knowing that we weren't being forgotten, was enough. I'd say, that a Morning call (contact) to say what actions were planned, and an evening (end of day call), to advise of any changes of further details to said plan would be nicer than us feeling we should call first.*
- *Get connected to support services earlier while waiting to be housed. Needed someone to explain the waiting period so you knew what to expect and waiting period.*
- *more contact support workers not just phone.*
- *xxxx- lack of communication, i did not find them professional, sympathetic, they were disgusting- the workers were not professional or sympathetic. Especially one of the workers sent me back to my abusive husband- worker saying that they could not put me in crisis accom. i did not feel supported and not taken seriously.*
- *Immediate alternative accommodation. i had to sleep in my car for three days with my daughter.*
- *counselling or case management services which link up with employment services and more local area for less commute*
- *Just need a place where I can sleep in peace*
- *more access to short term housing for men instead of having multiple housing choices for women.*
- *More houses. Support workers can't help with the stress of no houses.*
- *The people I have encountered have been friendly and polite. It has been easier to deal with homelessness when having supportive people that earnestly want to help.*
- *a hug*
- *worker contacted me every week - not sure what could be done better*

### Improvement for LASNs

- Some sort of communication during the wait times helps
- Better processes (applications, prioritisation, communication)

### Advocacy for LASN

- More housing
- Safer housing options

## Theme 4: Waiting for a support worker

In past surveys, people have told us that the waiting times for support workers are too long.

### 13. What has been your experience?

#### Themes

- Was not a long wait (43 people responded that this was the case)
- Don't have a support worker (35 people responded that this was the case)
- Was a long wait or too long (25 people responded that this was the case)
- Need support or a support worker (6 people responded that this was the case)
- Good, positive, helpful experience
- Was linked to my housing

#### Examples are:

- *They are many good support workers*
- *I had phone calls from a workers before I got my first worker. She organised for me to get transitional housing and I got another worker while I was there. She is helping me once I've moved to my permanent home now.*
- *We were given a support worker but they said we didn't fit criteria for a house. -not drugs or violent relationship.*
- *Never get connected as do not know the system as also + involvement with the law.*
- *It takes too long to secure a worker, it's a waiting game - waiting for help. It's not right.*
- *long - I understand. Just have to wait everyone here needs help.*
- *Only just seeked help from an organisation but got told nothing available up to maybe 5 months.*
- *Never had a support worker. Process too long.*
- *it was frustrating that i had different workers allocated all the time and i have to explain my situation all the time*
- *It seems they are Always busy - which is both a comfort and a frustration. But I've never had any issues of complaint.*
- *My experience with support workers has been positive as I have had multiple people helping me and I was appointed these people quite quickly*
- *Wait was 2 weeks. In a crisis situation 2 weeks seems like an eternity.*
- *it bad being homeless*

### 14. Do you have any ideas for improving this?

#### Themes

- More workers/staff and funding for more
- Better to get immediate support
- Follow up and check in (even by phone) are helpful
- Advice for other people accessing homelessness services
- Free Wi-Fi and places to charge phones
- Processes that seem inflexible and are too much of a burden

#### Examples are:

- *More workers - less case load*
- *stay strong + engage with the services.*
- *More refuges and more workers. Longer stays at refuges.*
- *income - believe it's quiet low when client working, believe they should be rewarded for working and wanting to work.*
- *timed appointments.*

- *Delegation and better wide access to user information so that anyone who receives a query about a person, can access a database that will either address their needs, or alert the required worker with what information was needed.*
- *Hire more support worker, If there is a shortage trained support worker to be flexible not only one client per day, let them have a quota.*
- *I had to go from xxx to xxxx. if someone rang me once a day that would be good. It would be assuring to me, a five minute telephone conversation would be more assuring. Instead of waiting at xxx for hours in their office with other homeless people. This has an impact on my children. One time i was waiting at xxx for 6 hours because they did not put my information on the computer and put me in their family waiting room and forgot about me. I was first in line and was last to be seen. not good enough, especially with young children.*
- *I would like the workers to have more understanding of where the woman is coming from. Workers are paranoid that woman will go back to the man. A woman's heart is different to a man.*
- *Homeless centres should have free Wi-Fi so that clients with phones can go online and access information*
- *should always be here to assist*
- *more support workers at the caravan parks*

## 15. What would have helped you while you were waiting?

### Themes

- Nothing or not much
- More workers
- More support and better support
- Appointment times
- Better amenities like chairs, tea/coffee/drink/food,
- Better communication
- More information
- One worker
- More understanding, care and respect
- Recreation/respite/fun

### Examples are:

- *Provision to attend zoo, movies with children when times were intense (social activities)*
- *Someone to explain things to me.*
- *a more understanding support worker willing to listen to my family story.*
- *Not being made to wait, only to be told there was nothing.*
- *I understand the budget issue but constant displacement from one housing situation to another is not good*
- *Knowing that we were more than just a number on a list waiting to be called up. Recognition that we were human - altho it was given, initially, to be honest, there is a sense of 'take a number and wait in line' (and it's hard to tell whether we have been set aside with the junkies who can't hold a house together, or if it's recognised that we are a family in an unfortunate series of events - or even there can be a bias in the order of things.)*
- *am i supposed to have my own support worker or something??? (#97)*
- *To be allocated an approx time for appointment. we had no food, drink etc. if i leave to feed kids i was wondering if this will take longer. Unsure of what the process was. Xxx need more workers employed there. if you are homeless and you have to travel to see them it takes time (esp with children), mentally i was maxed. Xxx put extra worry and stress on attending their office.*
- *Not having to wait until 9 am the next day for a crisis appointment*

**Improvements for LASN**

- More communication between workers and clients
- More information about the process and about other services in the area
- Use TVs at services to provide information
- Consumers identify that they had to be proactive – turn up, turn up early, call
- Use the wisdom of people who have been through the system to help tell people what it was like/what it will be like
- Provide real information about options, wait times
- When a consumer's photo was in the paper, the service started going to the consumer rather than asking him to go there
- Knowledge, information
- Information about wait times
- Regular contact

**Advocacy for LASN**

- More support

## Theme 5: Support

In past surveys, people have told us that they value the support they receive.

### 16. What did you expect support to be?

#### Themes

- Someone to help
- Help with housing applications and navigating the service system
- Providing information and education
- Help to find housing
- Describing a positive and valued experience (36 people did this)
- Assessment of needs
- Support to achieve goals
- Don't know
- Being listened to and not judged (understanding, care and respect)
- What we received or are getting now
- Happy with what received, grateful

#### Examples are:

- *All support offered was valued, beyond expectation.*
- *Don't need support. Need a house.*
- *Liaising with Ooh and coming to resolution that I couldn't have done on my own.*
- *Actual support with what I want, not with what I can get.*
- *Someone who would help me to find a place and help me move in and get the stuff I needed.*
- *What I got. Someone there for me to help me with everything.*
- *Being there to listen when I need to talk, not being judgemental.*
- *Point in right direction help the best they can. Exactly what they are doing for me.*
- *Assessment of needs and support in achieving goals.*
- *Someone to help me through this time.*
- *What my worker provides and what I contribute to the work.*
- *Exactly what we received.*
- *Help finding somewhere to live.*
- *I like my case workers. But the support service itself is quite saviour industrial complex, which is toxic.*
- *help me to get well and not be vulnerable*
- *I found the support to be well above and beyond my expectations. It's not just about finding somewhere to rest your head, it's about supporting your lifestyle, your wellbeing, and ensuring there is understanding about how you got into this situation, and preventative measures to stop it from happening again.*
- *Expects to be helped with housing, other issues going on in my life. Be able to openly discuss things as they arise. i feel lucky.*
- *Expected it to be like in WA. Hear from them once and then never again*
- *What I am experiencing now, housing advice/information, emotional support*
- *Nothing like what I got. I receive very good support and always there for you.*
- *I felt it was more than I deserved. Very Good.*
- *I don't expect anything anymore*
- *Didn't expect this amount of help to be honest were grateful*

## 17. What more do you want from the support that is offered to you?

### Themes

- Nothing more
- Describing what support would ideally look like (43 people provided this)
- Happy with it or valued it
- More housing
- More support
- Follow up
- Human rights
- Advocacy

### Examples are:

- *understand better what 'support' can be offered... is it more than housing?*
- *Support provided was very good. I did not need any more then was provided.*
- *help me be myself, hear me out.*
- *I would love services to acknowledge that the system sucks, instead of dismissing this fact. I would love services to understand and always keep in mind that it is our fundamental right to live where we feel comfortable and safe living in. Please don't dismiss our right and expect us to rent in places in the outer suburbs just because it's cheaper. By doing this, you are creating and supporting another system of class and further advancing gentrification. Housing in any area should be affordable to everyone. Stand in solidarity with us. Listen to what we said and use your platform of privilege to advocate for our rights. Employ peer leader to work with us.*
- *keep the bad men away from me*
- *I honestly don't think I could possibly ask for more! As I said, for us, they certainly seem to go above and beyond to ensure that we were not only safe, but happy! - I suppose my 'concern' may be towards the sense that there were people that appeared to be taking advantage of the system. Stories about 'repeat offenders' that just don't seem to care that they are abusing the generosity of these establishments, on the grounds that they have illegal habits that they 'can't control'. It comes across as a flawed service when support is provided on the grounds that the service is there for Everyone.*
- *Re-assurance - as i am only offered three months crisis property and am worried about where i am going to go next.*
- *transport support pretty much as we cannot afford to carry the weight of homelessness ourselves*
- *I need immediate housing as I have been attacked yesterday. Every day is a struggle*
- *The support I got was the best.*
- *well i got the opposite i got an amazing man called xxx and he felt my pain*
- *Somewhere to live*

### Development for the LASN

- Not judging/respect
- Consistency in information being given out
- Compare caseloads and what support services consider a service, discuss caseloads

### Advocacy for the LASN

- More support

## Theme 6: The experiences of children

We've had feedback that being homeless with children is an incredibly difficult and challenging experience.

18. As a parent/carers, how do you think your child has been impacted by homelessness?

### Themes

- Affected child negatively (43 people felt that it had)
- Affected – had an impact (7 people felt that it had)
- Affected – not much, very little (9 people felt that it had)
- Affected home negatively (5 people felt that it had)
- Violence and crime
- Loss of routine (5 people felt that it had)
- Interrupted schooling (18 people felt that it had)
- Guilt, stress and anxiety
- Loss and separation from parent (13 people felt that it had)

### Examples are:

- *Son wouldn't leave the house, go to school, agoraphobic.*
- *affected school attendance, created distance, caused family breakdown.*
- *Caused his behaviour to be erratic and difficult.*
- *Scared + anxious to be homeless.*
- *As a parent I'm lucky to have family support however I'm also making the choice of living with my parents with my child so homelessness does not impact my child.*
- *Children are used to living poor.*
- *Don't see children due to distance.*
- *Bad sleeping habits and nervous.*
- *Not being able to go to school. Not sleeping very good.*
- *Children missed school out of routine in a tiny motel room.*
- *Children become unsettled. School work interrupted, loss of friends and community support.*
- *A lot of anxiety and down days.*
- *An unhappy parent.*
- *me and my child was raped on the street*
- *To be honest, as a result of the support and care that was provided, I don't think they were as much 'impacted' as they were confused by the odd holiday they were put through. We were always being looked after in some way, and never needed to impose a sense of dire concern towards the children... so they remained, for all intents and purposes, unaware of any issues, other than that we were looking for somewhere to stay. (not unlike trying to find new shoes that fit.)*
- *They are affected. I can feel it. They feel uncomfortable about moving around.*
- *In my situation I'm trying to avoid to be homeless, being homeless can give a big impact to child, they might be scared, embarrassed, ashamed to their situation.*
- *Uncertainty, they are really young asking where are we staying tonight? trying to keep them safe. i worried a lot about my children. Usual routine of parenting gone, their familiar things have gone- a lot of loss- eg toys, bed times muddled up, eat out a lot. You don't feel like a good mother when you eat fast food all the time.*
- *Disrupted routines, threats from child protection of removing kids from their parents' custody.*
- *I think she is ok now. She hasn't really known any better*
- *they have been removed by DHHS*
- *Severely, he lives with the perpetrator of FV*

## 19. What have your children/child said about being homeless?

### Themes

- Why is this happening to us
- We want to be like other children
- We are not like other children
- I miss my friends
- I hate this
- Scared, worried,
- Sad, depressed, quiet, disconnected
- Ashamed, angry, crying
- Can we go somewhere else
- It's your (parent) fault
- When can we get our own home, it would be great
- Why?
- Nothing said

### Examples are:

- *We struck together + got through together +be strong*
- *That it was not nice/ why does it have to happen us?*
- *instability - when are we getting a house mum?*
- *there sick and tired off just want to be like other children*
- *Hate it, Don't feel safe.*
- *When we went to motel they said wanted to go somewhere else.*
- *They were not happy and they blamed me.*
- *Felt aimless, helpless and had cultivate sense of abandonment.*
- *When can we get our own home?*
- *"Were we homeless?" is probably my favourite. "When will we see [insert support worker or Motel manager or other random person who displayed an exuberant level of care or kindness]?" is probably another common quote.*
- *They didn't like seeing their mother in situation*
- *hated every minute*
- *They want to live in a happy house*
- *They always say Mommy I hope they can find a house that would be great.*
- *When we went to motel they said wanted to go somewhere else.*
- *Feeling sad unwanted, not being like other kids.*
- *They are embarrassed and hope it never happens again*
- *Why can't we go back home? Why are we here? These are hard questions for me to answer.*
- *We have to move again mum and dad?*
- *They are sad*
- *all he does is cry and I can't wait for our own house.*
- *He complains that he is alone he doesn't have any friends and it has become hard to make friends because he may be uprooted once again*
- *I wanna go home. But we have never had a stable home.*
- *want to get new place asap*

## 20. How can we improve homelessness services for children and their carers?

### Themes

- More housing
- Accommodation that is suited to children (safe, access to cooking facilities, with other families)
- More accommodation and housing options close to schools and friends
- Quicker access to housing
- Keep us safe



- More workers and support for the child (assessment of trauma and counselling if needed)
- More support from schools
- Provide parents with some respite, 'this is so hard'
- Better processes, stop having to 'drag the kids' around
- Explain homelessness to kids in age appropriate and hopeful ways
- Make children and families a priority
- Don't let families be split up

**Examples are:**

- *to at least support us with a 'safe place' rather than car.*
- *More workers in schools. More options to stay local so young people/children can stay close to friends and supports.*
- *don't make us move so far from our area. Need more motels in area.*
- *Quicker access to transitional, or any form of housing that does not put my family in danger or harm's way.*
- *THM is our forever home as now we are settled and don't want to move.*
- *Be receptive and accommodate more people who are in desperate need.*
- *Should be a shelter for children during these times.*
- *Children need stability and a home. Leaving on the street/ cars etc is not healthy for their wellbeing so they should be housed immediately.*
- *feed us, house us and able to access clean clothes*
- *It's obviously hard to find a suitable cheap environment that caters for children, especially under these types of circumstances. But if you can find places where the children's' activities are sufficiently distracting and entertaining (essentially making it a fun time), then definitely do it. (building blocks, games consoles, swings, etc, are items that kids will often happily lose hours in!) - the other thing would be finding a way to not have to 'drag' them around to meeting after meeting. If there is any way that special consideration can be granted to bring paperwork or discussions to where the family is, rather than having to 'Make' the kids get to some strange foreboding building for five minutes then go back to this confusing accommodation - that would be heavenly.*
- *Treat them equally, give them assurance that they are safe.*
- *To have safe & appropriate emergency and permanent housing not bad hotels or rooming house.*
- *needs to be better housing for families set up for families: full kitchen, bedding, safer environment- not sharing next to a drug addict. Sharing in a place with other families - not worried about who is next door to you.*
- *Re-assurance of our safety. Try to get my child back on their feet quickly. Try not to dwell too much on violence of ex partner. Getting child back into school quickly. No motel accom options, get rid of those options- not good environments- feel like a convict.*
- *Age appropriate books that provide a story of homelessness that acknowledges the fear and reassures children that things will be ok*
- *Stable housing, support, counselling for the children.*
- *More houses, so experience is shorter.*
- *By making children and those who have children a priority by ensuring their lives are not greatly affected by the homelessness*
- *Having someone check in with the children and ensure their needs are met as well as access to supports meeting their developing need as a child in crisis*
- *let me bring my children over here to be with their mother*
- *I think we have been treated really well*
- *Build more housing so when we leave the abusers, we can safely take our children with us*

**Improvements for LASN**

- LASN to be aware of what is available i.e visiting school resources
- Talk with adults who were children in the homelessness system
- Find specialists to talk with kids about their experiences
- Acknowledge the differing experiences of children ie newly homeless
- Keep workers who currently work with kids
- Encourage workers to train in supporting children
- Material aid for the kids
- Children treated equally

**Advocacy for the LASN**

- No motel accommodation for families
- Funding for children's support workers

## Theme 7: Fitting the system

People have told us in a number of different ways that they need to fit the system and not the other way around.

### 21. What can you tell us about your experience of accessing homelessness services?

#### Themes

- Describing service access – Positive, valued and good experience (34 people did this)
- Describing service access – Okay or reasonable experience (12 people did this)
- Describing service access – Unsuccessful, Negative or Bad experience (30 people did this)
- Describing service access – Mixed (5 people did this)
- Need to fit certain criteria to get a service
- Wait times can be long
- The system needs changing, not the person, fix the system (homelessness and housing)
- Need more flexibility
- Workers are hard-working, professional and understanding
- Workers can also be rude and insensitive
- Services need to be louder and stronger advocates
- Luck plays a part in good outcomes
- The person still needs to make efforts

#### Examples are:

- *That I was discriminated against as I was a single male with a child.*
- *Housing services are hard to access. lining up. They don't answer the phones.*
- *they are supportive and hard working*
- *It's very hard. I can't get to Yarra at 9am because of the kids but then they won't help me.*
- *they act like to support but they don't solve the actual homelessness.*
- *a lot of understanding people trying to help.*
- *There is no funding for women who are not experiencing domestic violence.*
- *I was scared , they comforted me and helped when I had none and nothing.*
- *it's hard for me to ask for help.*
- *It's coz of the cage the rat is in, not the rat.*
- *Because you move from area to area you cannot go to the same service all the time.*
- *They were rude and didn't care.*
- *It was hard to get an appointment as you have to be there very early. I got there at 6'o clock in the morning and waited until 9am.*
- *Service providers dismiss our effort of finding housing and dismiss the fact that there's minimal affordable housing on the market. Instead, they want us to 'get our shit together'. Why don't they use their platform to tell the system to 'get their shit together'?*
- *Right place at right time.*
- *I find it disappointing that people would feel uncomfortable about having to abide by the needs of a service that is ultimately just doing what we either lack the resources to do, or simply the time to do. I'd find it utterly insulting if I was helping someone out of a ditch, and they told me that they couldn't step up because they'd get their feet dirty, and try to tell me I just have to pull them! I was happy to do whatever was required of me to ensure that the current unfortunate situation I was in was remedied as quickly and efficiently as possible. If that meant that I had to go to offices, and make phone calls on a daily or hourly basis, then I did. I understood that I was not the only person or family in need, and that the support that I was being given was a Blessing and most certainly NOT a Privilege.*
- *some people just want to help you ... other people look at you like wtf are you even here for ....*
- *But after xxx they passed the buck to xxx and that's when i felt left out. did not get daily phone calls, vouchers, emotional support. Felt very unsettled, worried, confused as no one*

*from xxxx contacted. If you are not strong enough as a woman it may be quite easy to return to your abusive ex partner during this stage as i was not supported by xxx.*

- I became homeless while escaping family violence, I was offered refuge in Warrnambool and Geelong which were very far away from my child's doctors, I felt ungrateful saying no and was threatened that I would be ejected from safe steps for saying no. I felt belittled and not listened too*
- yeah that's pretty much how i felt about the experience here as i have seen people who are violent and angry get their way much quicker than me*
- too many assessments, too many questions*
- Need to fix the housing system.*
- The system is not designed to help homeless people it is much difficult to get help and support*
- Pain having to access services whilst trying to ensure you lead a normal life so your children's lives aren't disrupted too much. It becomes hard when you have to que in a line outside a service in the rain*
- I don't have enough knowledge and education level to share with you my opinion*
- i haven't got housing yet and I've been homeless for 3 years. I can't recover*
- I have no income so I have no choice where I live*

## **22. What can homelessness services do to make it easier for you to deal with them?**

### **Themes**

- More services, more staff, more support*
- Treat us all more equally*
- Empathize more, be nicer*
- Understanding, care and respect (we are people not numbers)*
- Provide us with more options*
- Fix the system, be creative, don't keep doing things the same if they are not working*
- Nothing*

### **Examples are:**

- Everyone's different but I stayed strong + took it as it comes + kept enjoying with services.*
- Treat you like a human being. Not make you feel like it's your fault.*
- Xxx need to open more and have more people so you don't have to be there and line up at 1:30. I was told if I didn't get an appointment I would have to come back the next day at 8:30am*
- be honest from the start about \$ limits. Website didn't explain limits - just said they can help if we need it.*
- Be more general not just specific, so not just programs for families, disabled, other countries.*
- No regions*
- 1. Trans women should have the right to access women refuge, regardless of their medical history and what body parts they have. Most cis women never get ask about their body parts prior to access women's space. This should also be the case for trans women. Where possible, remove all gendered facilities.*
- I know the workers are professionals but i often found they really do not understand or empathize with my personal situation*
- we were constantly moving around all over Melbourne to access a day here or day there in crisis accommodation. Possibly for all housing agencies to work together in same area to avoid families getting moved around all over crisis accommodation*
- make people feel more comfortable. Interacting with people more, talking more, treating me like a human, and not a number*
- Treat people like equal not different because of their race*
- Once referral to xxx - felt not supported and support not consistent. you did not know where you were sleeping that night. very stressful. i was only advised of two motels - they need to link into better/ and more motels- so that you have more options.*

- *Workers not showing a lot of care of where I have come from. E.g. it felt like i was going to a bank- just like a number, not a human being. Workers need to show more compassion and understanding. You should be feeling like they are going to take you somewhere safe, but they throw you back on the streets.*
- *just provide a more local service area like those super clinics instead of having to commute so much*
- *fix the whole entire system.*
- *Create a system in which people are able to come in and flow through rather than stand in a line out in different kinds of weather. Maybe a number or ticketing system that way people aren't standing and waiting to be called next causing irritation*
- *more hugs they were great i can't say more*
- *building more public housing in order to reduce homelessness*
- *be more accepting of people with no money*

#### **Development for the LASN**

- More trauma informed training for IA&P workers
- More family violence training
- Intersection between systems needs to be better
- IA&P outreach work so people don't have to travel
- Ensure clients have access to a phone
- Consumers wanted an appointment system, given a ticket, so they don't have to wait outside
- Peer support
- More scope to drive decision making process themselves

## Theme 8: Information sharing

Some people have told us that they have to repeat their information when they move from one service to another.

### 23. What has been your experience of this?

#### Themes

- Yes its true and negative (28) and it's
  - Re-traumatising
  - Don't like it
  - Cruel
  - Frustrating
  - Annoying
  - Makes me angry
  - Is no-one listening?
- Yes it's true (46)
- Yes its true and necessary (13) because,
  - I understand why (it means its more accurate and can protect me)
  - My privacy
  - My confidentiality
  - I don't want full disclosure between agencies
  - Put up with it to get what you need
- Yes its true and sometimes I just don't do give all my information
- It's okay
- It hasn't happened to me (28)
- Can we do it better?

#### Examples are:

- *Re-traumatising*
- *Yes, has had to relay information repeatedly, even to workers of the same program.*
- *very true can be annoying cause distress*
- *Yes, one database where all agencies can access your information once permission is given. sick of re telling my story.*
- *It's ok because they need to know and I like that they ask.*
- *I don't like to repeat my life experience.*
- *ALWAYS REPEATING YOURSELF, FRUSTRATING*
- *Always repeating yourself, makes me angry.*
- *Just have to keep repeating to get what you need.*
- *Frustrating - needing to explain yourself over and over.*
- *It's hard because I have to repeat the bad things that happens it upsets me.*
- *I don't want to tell my story to everyone I meet so I am not always honest and it doesn't help me. I lose out.*
- *They knew about my situation before I came in.*
- *Agreed. I noticed that one of the most obvious forms of abuse of the system came from the lack of communication between differing services. Users who had trashed or even burnt down their house with one service, would be casually laughing about it out the front of the next service. Likewise, having to pour your heart out, explaining the dire circumstances you're in, with complete strangers, is heart wrenching. But having to do it over and over again, is just cruel. - unless you are taking advantage of the system, in which case, it is just practice to them, getting more believable and desperate sounding at each recital.*
- *I agree. It's frustrating when this happens. the amount of time I had to fill out forms and signed forms with one agency only to repeat myself and do it all over again before my support even started and I was mentally not able to process everything given what I had just gone through.*

- *I have had support workers in the past, then when I change I have had to revisit my past. I need to build relationship with worker first before I tell them my story. Each time I change workers I have to start the cycle again and build trust....it's hard, it's very hard.*
- *true. I had to repeat and repeat my story over and over. especially when I had to repeat my story in front of my children was inappropriate- at xxx .*
- *Yes that is true. I was telling my story to too many people. You feel like you've locked up all your emotions - then you have to talk about everything. It messes you up in your mind a bit. No time gap to process all my trauma. E.g. in a month, I jumped from two different services.*
- *Should be able to transfer info*
- *call and get told to come in. Come in and get told to call.*
- *it's like starting all over again and no one cares what you've already done*
- *It is frustrating in crisis or any situation to repeat yourself in particular in situations where it has been traumatic*
- *It is frustrating in crisis or any situation to repeat yourself in particular in situations where it has been traumatic*
- *that happens everywhere. That's why I don't like going to counsellors*

## 24. Does it need changing?

### Themes

- Yes (63 people agreed)
- No (29 people disagreed)
- Not sure (8 people were unsure)

### Examples are:

- *If there was 1 file that can then be shared with whatever services that would be good.*
- *it is frustrating, but I prefer to tell my story than someone else tell it in the wrong way.*
- *No- It will lead to a lack of privacy.*
- *I understand that there are issues around confidentiality*
- *Desperately! I cannot implore you enough to get in touch with other services that provide the same support, and at least find out about these people, if not simply cross reference their needs and priorities. There is a ridiculous amount of time spent just finding out who we are, and what we need, before we can even begin to discuss what support is available. So we waste both your time and ours, and for a homeless family, this sort of time (or in most cases, entire days), can be beyond depressing!*
- *only if you want to share people's private information in a unethical manner*
- *yes, workers at xxx need to be more sensitive in relation to gathering information in front of children. Even if I was offered a pen and paper and write my story down this would have been better.*

## 25. How could we improve this?

### Themes

- Ideas for changing it (73 people provided ideas)
- One database for all services, then share my information with my consent
- Shared assessment form
- Better communication
- Listen properly, record it accurately and then read it before you meet someone
- Do we need to have regions, can I keep one service instead of lots of services
- Keep the same support worker to follow you through
- Change the system

**Examples are:**

- *Have it recorded - instead of retelling*
- *Read up on someone before meeting with them*
- *A system that has all your info that all services can access. (with my consent)*
- *Give me something, paper or a report, I can take with me to different places so they can ready it.*
- *write the story down and do not ask the same question twice.*
- *Database to share information.*
- *If I am moving from area to area I should be able to go back to the first service.*
- *Can there be a one stop assessment form for all to use.*
- *Develop a technology information management that allows government agencies to access information when needed.*
- *One data base for all access points*
- *Create an information sharing system where info about a client could be shared with workers and services and in case notes etc. with the contact of that client.*
- *better communication between services and no politics*
- *by having one support worker instead of 3 or four and you don't have to explain all the time*
- *As mentioned, network your resources! If a family comes in, standardise the questions, and put the word out to everyone that can help. Don't make them run around the city spending hours in waiting rooms to find that no, this service isn't appropriate, or unavailable. At least with a Family, when children are involved - it's just not fair on the kids to have to explain why another meeting about where to live and what happened has to occur. Parenting is hard enough!*
- *Should be one central system that agencies can access*
- *Keep support*
- *System should be upgraded so they can store more info till 5 years, because if they will repeat every time they go to often facilitated is just a waste of time from the client to the support worker.*
- *There needs to be an overarching system funded by the state government that manages homeless services*
- *Need to be on one system. All link up so every service knows what we need.*
- *More surveys*
- *Listening*
- *have one worker who follows you through the services*

**LASN improvements**

- Consumers can tell when workers haven't read the notes available – ensure workers make time to 'research'
- Find ways to create summary information in files
- Ensure that all services use the same assessment form
- Why does every service need so much information?

**LASN advocacy**

- File transfer in SHIP



## Theme 9: Information about services and the system

People have told us the service system can be confusing and it's hard to know what will happen next and what to expect.

### 26. What has been your experience of this?

#### Themes

- Is confusing or complex (35 people agreed that it was)
- 'I do not understand' (11 people)
- Uncertainty, no-one has told me what to do (8 people)
- It is good or satisfactory (25 people)

#### Examples are:

- *Yes - When a service closed I was not advised of what next to do.*
- *Yes. Very confusing. I don't understand about areas*
- *there is a lot of not knowing.*
- *I have been provided with clear information and clear expectations about my right and entitlements.*
- *Had phone calls from workers every week to see how I was going.*
- *It can be quite confusing with people/ workers saying different thing.*
- *My case worker has told me about the process.*
- *Expect the unexpected.*
- *So much information and you do not know where to go.*
- *I felt very lost.*
- *Found it very scary as I do not know where I will be staying each night. Had to spend some nights on the street.*
- *My previous support worker just left and there was a lack of communication regarding changes to services/support workers*
- *Sometimes confusing - depends on how info is being delivered - Some workers explain things better than others.*
- *Trying to figure out what the "service system" is; the irony of that confusion aside... Yes, not knowing how it all works, and what is going on, and what will happen next was definitely the hardest. But it was explained clearly enough to acknowledge that I wasn't dealing with soothsayers that can divine my fortune. It seemed a unfortunate reality, that, while everything was being done to ensure we had a roof over our heads - it was always unclear as to how long it would be.*
- *I've never found it confusing*
- *Definitely the main cause of stress*
- *very difficult process. when i was staying with my aunty i applied for affordable housing with a friend. Due to miscommunication the IAP service thought that i was in a new relationship with a man and the worker decided that i was not in need for transitional housing. This lady at xxx did not take me seriously, it was only when my daughter's social worker called xxx to advocate on behalf of me that they gave me transitional housing.*
- *Absolutely correct*
- *with xxx I don't know who is who and if my worker is away no one else knows what to do.*
- *confusing? ok then if you say so*
- *when i was in the caravan park i just thought it was easier to die then to find housing*
- *when i left my partner i had no idea where to go or what to do, the first 4 weeks were a blur*

### 27. Do you have any suggestions for improvement?

#### Themes

- Ideas for improvement (46 people provided these)
- Make it easier to understand, clearer

- Be honest, transparent about what we are eligible for
- Make sure the workers know what's going on
- Step by step guides
- Better communication, regular updates, let us know what's going on
- Same information shared between all services

**Examples are:**

- *more understanding of workers because you are already stressed.*
- *Being told what I can access and are eligible for.*
- *Make all services the same. Make sure all information is the same.*
- *Knowing what's going to happen.*
- *Treat consumers like adults not children and respect their way of life even if it differs from your own*
- *More information on what services offer and eligibility for what is on offer.*
- *More communication*
- *More explaining*
- *one worker from the beginning to the end*

**LASN improvements**

- Explain thoroughly what will happen next
- One worker if possible
- Explain the system better
- Ensure that information is passed on to other workers
- Stream line – one service
- Consumer reads and signs their case plan

## ACSS 2016 Preliminary Update

168 consumers commenced the survey, 8 started but providing no other answers

### LASN Participation – In brief

Program types	# Surveys started	# Programs	Average per program type
Access Points: Youth, Adult, Ozanam House	71	7	10
Support Providers	91	94	1
Undesignated (no identifying info provided)	6	Unknown	Unknown
<b>Totals</b>	<b>168</b>	<b>101</b>	

### LASN Participation - detailed

#	Groupings	# surveys 2016	# Programs	Average
1	103 Access point – Youth	1	1	1
2	107 Access point – Cross Target (1 no response)	65	5	13
3	1071 Ozanam Entry Point VCV	5	1	5
4	201 Crisis Accommodation – Singles (1 no response)	6	2	3
5	203 Crisis Accommodation – Youth	7	8	0.9
6	204 Crisis Accommodation – Family Violence	2	5	0.4
7	205 Crisis Accommodation – Aboriginal	0	3	0
8	301 Crisis Support – Singles	0	2	0
9	302 Crisis Support – Families	0	2	0
10	303 Crisis Support – Youth	0	2	0
11	304 Crisis Support – Family Violence	0	1	0
12	307 Crisis Support – Cross Target	3	2	1.5
13	401 HPSS Support – Singles	5	1	5
14	407 HPSS Support – Cross Target	6	3	2
15	501 Transition Support – Singles	3	11	0.3
16	502 Transition Support – Families (1 no response)	4	9	0.4
17	503 Transition Support – Youth (4 no responses)	28	34	0.8
18	504 Transition Support – Family Violence	0	6	0
19	505 Transition Support – Aboriginal	0	5	0
20	507 Transition Support – Cross Target (1 no response)	25	18	1.4
21	No identifying information on the surveys	8	1	8
		<b>168</b>	<b>122</b>	

## Summary statistics:

### Gender

	#	% of those answering
Female	91	60%
Male	57	38%
Prefer not to specify	2	1%
Other (please specify)	2	1%
<b>Total</b>	<b>152</b>	<b>100%</b>
Did not give an answer	16	10% % of the total sample (168)

### Sexual orientation

	#	% of those answering
Asexual	12	10%
Bisexual	4	3%
Gay	2	2%
Heterosexual	91	72%
Lesbian	1	1%
Queer	1	1%
Other (please specify)	15	12%
<b>Total</b>	<b>126</b>	<b>100%</b>
Did not give an answer	42	25% % of the total sample (168)

### Disability

	#	% of total sample (168)
Intellectual	5	3%
Physical	13	8%
Mental Health	48	29%
Vision	6	4%
Cognitive	3	2%
Hearing	2	1%
Other	8	5%
<b>Total who report a disability</b>	<b>85</b>	<b>51%</b>
<b>Total who report no disability</b>	<b>83</b>	<b>49%</b>

### Living arrangement

	#	% of those answering
Lone person	65	45%
Couple	8	6%
Lone person with children under 18	51	35%
Couple with children under 18	12	8%
Other	9	6%
<b>Total</b>	<b>145</b>	<b>100%</b>
Did not give an answer	23	14% % of the total sample (168)

### ATSI status

	#	% of those answering
No, Neither	134	92%
Yes, Aboriginal descent	12	8%
Yes, Torres Strait Islander descent	0	0%
<b>Total</b>	<b>146</b>	<b>100%</b>
Did not give an answer	22	13% % of the total sample (168)

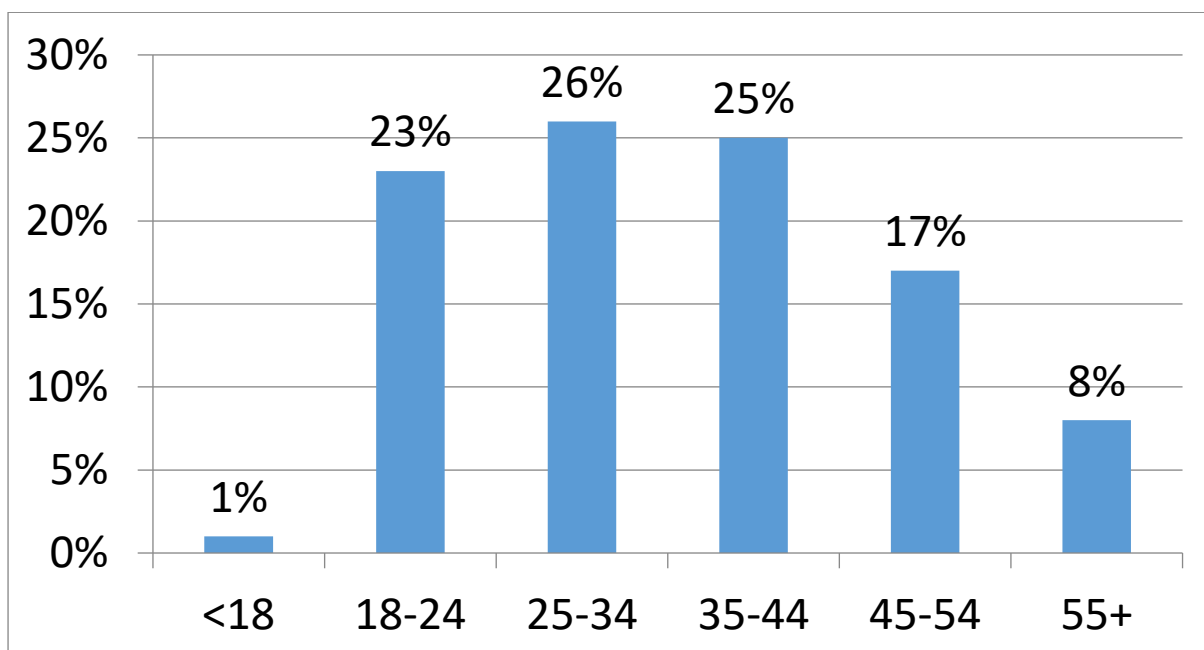
### Country of Birth

	#	% of those answering	% of Other countries
Australia	85	64%	
Other Countries	47	36%	
Africa	23		49%
Asia	10		21%
Europe	6		13%
Pacific	6		13%
Americas	2		4%
<b>Total</b>	<b>146</b>	<b>100%</b>	<b>100%</b>
Did not give an answer	36	21% % of the total sample (168)	

### Age breakdown

	#	% of those answering
<18	1	1%
18-24	34	23%
25-34	37	26%
35-44	36	25%
45-54	25	17%
55+	12	8%
<b>Total</b>	<b>145</b>	<b>100%</b>
Did not give an answer	23	13%
		% of the total sample (168)

### Age breakdown



### **Purpose of the Annual Consumer System Survey**

There was a change to the purpose of the survey in 2016 to,

1. How can we improve the service system?
2. Is it meeting the needs of consumers?
3. Providing material for advocacy

A number of key themes were identified over the past 4 years of surveys and these formed the basis for the questions that were asked.

The nine themes are:

1. Housing
2. Places people stay when they are homeless
3. Waiting for long-term housing
4. Waiting for a support worker
5. Support
6. The experiences of children
7. Fitting the system
8. Information sharing
9. Information about services and the service system

## Thematic analysis of these responses (preliminary)

### Theme 1: Housing

In past surveys people have told us that a lack of affordable housing is the major issue for people experiencing homelessness.

#### 5. What has a lack of affordable housing meant to you?

##### The key themes are

8. Impact of expensive housing leading to rent arrears and eviction
9. Impact on wider family and friends who help out
10. Becoming homeless
11. Impact on the direct family
12. The struggle and distress of being unable to find a house (impact on self, including physical and mental health)
13. No housing
14. Long waiting lists

##### Examples are:

18. *Couch surfing with friends and family. Eviction, Rent arrears.*
19. *Accessing private rental has been very difficult. Previously I was moving between friends and family for 5 years. If it were not for family I would have been on the street.*
20. *mean that I could end up on the street at any time after I move out of the transitional housing program. It's really scary and distressing.*
21. *Not living independently alone or with my child.*
22. *you cant pay rent you cant eat ... looking for stable accomodation*
23. *Having to decide between food on the table, or a roof over our heads. It's also about providing a sense of safety; a secure environment, not only about cover from the rain.*
24. *i have not been able to maintain a relationship with my children*
25. *Terribly, affected your life. I had to live in dangerous environment.*
26. *it's prevented myself and my children living together in a happy peaceful envirnoment.*
27. *I have had to live in my car for two years, and was at the point I was suicidal. I was not able to work because I had no stable home, and felt completely desperate.*
28. *Being on the streets with children*
29. *Staying in a dangerous place, risking mine and my children's safety*
30. *stress, self doubt, worthlessness*
31. *a lot. ive been homeless on a few occasions and living in your car isnt something you want to do.*
32. *It means that as a victim of domestic voilence I have been housed and surrounded by drunks, addicts and living with a sense of feeling unsafe*
33. *living on the street mainly*
34. *spending almost every cent on private rental*



## All responses (144)

1	a lot. ive been homeless on a few occasions and living in your car isnt something you want to do.
2	Accessing private rental has been very difficult. Previously I was moving between friends and family for 5 years. If it were not for family I would have been on the street.
3	Affordability, housing closer to family (lack of).
4	Becoming evicted
5	Been evicted due to not being able to afford private rental. Single mum left homeless.
6	Been in transitional housing for a long time.
7	Before I had my son I had to go from place to place. stayed in my car, with different people. Really hard to find somewhere I could afford to stay in.
8	Being on Newstart it is hard just living i.e eating/phone credi
9	Being on the streets with children
10	cannot pay a rent or not have enough income
11	Can't afford to live near family/ affordable resources.
12	Can't find a house I can afford.
13	Couch surfing with friends and family. Eviction, Rent arrears.
14	couldn't easily afford private rental.
15	Crisis
16	Currently in caravan park due to not being able to afford private rental.
17	Difficult to find somewhere to live
18	disaster
19	Don't want to answer
20	expensive
21	family breakdown, emotional distress
22	finding suitable housing for my health needs
23	had to live in backpackers
24	Hard to find a place need use to help people out
25	Hard to find housing
26	Hard to find housing after fleeing DV.
27	Hard to find somewhere I can afford for my family and I. Have had to move around from place to place.
28	Have had to reside in THM since 2014 whilst waiting on allocation of a 4 bedroom property previous to this staying with my partner's ex - very stressful.
29	Have not been able to rent.
30	having no housing
31	Having nowhere to live.
32	Having to decide between food on the table, or a roof over our heads. It's also about providing a sense of safety; a secure environment, not only about cover from the rain.
33	having to move from one place to another
34	Having to stay in different inappropriate places.
35	Health Problems
36	higher rent
37	Homeless - Can afdord to get into private/supported rentals in turn can get a job (with no address).
38	Homeless, not having somewhere to stay
39	Homelessness
40	Homelessness
41	Homelessness
42	Homelessness

43	Homelessness
44	homelessness and struggles
45	Homelessness for long periods of time. Not lived in private rental as I couldn't afford.
46	Homelessness, moving around a lot.
47	homelessness. not nice situation, very stressful and chaotic
48	Housing is too expensive for a lot of people to afford.
49	I can't be with my kids until I have a house.
50	I can't find a house I can afford
51	I have had to live in my car for two years, and was at the point I was suicidal. I was not able to work because I had no stable home, and felt completely desperate.
52	i have not been able to maintain a relationship with my children
53	I have to end up homeless
54	I have to share with other people. I can't afford to live on my own.
55	I haven't been able to get custody of my child because I don't have secure housing
56	I was on Newstart i think that might have been the problem that you can't afford a house
57	If you want cheap share accommodation plenty available, however to live on your own is expensive.
58	insecurity of tenure
59	Instability
60	It forced me to stay with family & in my car.
61	It has been a great hassle due to the lack of stability especially with children
62	it has made me become homeless
63	It has meant that I have had to live in an old derelict leaking caravan with no access to bathing, running water or bathroom for 2 years.
64	It is hard not having a place where to stay
65	It is hard when unsettled
66	It made it very hard to find a house.
67	It means that as a victim of domestic violence I have been housed and surrounded by drunks, addicts and living with a sense of feeling unsafe
68	It means that I had to be homeless.
69	It's made it harder to find a secure/stable home and the process longer.
70	it makes makes homeless
71	It's meant that it has been hard to find housing that i can afford.
72	It's not a good system and there are too many homeless people.
73	It's prevented me from starting a fresh page with my daughter after separation with her father.
74	it's prevented myself and my children living together in a happy peaceful environment.
75	it's separating me from my son
76	keywords: local and then state jurisdictional responsibility (based on formal and informal insurance entities and concerns); constant churn for the uninitiated (product based phoenix allocation with cultural dilution concerns driven by: 1) accounting profits and same recording techniques (last in first out); 2) filial biases and overwhelming medical research and ingratuitous knowledge accumulation
77	lack of affordable housing
78	lack of affordable housing led to our family relation to break and interrupted my education
79	Lack of income, getting the money together for private rental- the bond, two weeks rent in advance. all the extras- furniture etc. Provides limitations when you need to save money up.
80	Lack of options
81	Large waiting lists for housing.
82	Less choice, harder to get a house.
83	Let staying at friends homes with my 3 children unstable. life/living homeless and feeling helpless alone.

84	living on the street mainly
85	Living with friends and family in overcrowded houses with two growing kids. With little or no space for our own stuff
86	Living with Sister in law and overcrowding
87	losing contact with friends, not finishing school
88	made it hard for my son & myself to be able to afford to live. At time I have had to go without to make sure my son had what he needed and rent paid.
89	Making mental illness worse.
90	Many problems
91	Me been homeless
92	mean that I could end up on the street at any time after I move out of the transitional housing program. It's really scary and distressing.
93	Means I'm still in Emergency housing.
94	means now guarantee of getting a house
95	Means that there is no housing for me. I have been on the list for government housing for nearly 10 years.
96	missing out on quality time with my children. Increased chances on missing out on housing if a property does come up due to lack of references.
97	My family are living in a motel we have nowhere else to go.
98	N/A
99	N/A
100	No choices about where you live or who you live with.
101	No founding
102	No houses available.
103	No privacy, had to share, couldn't live with my children
104	No stability/homeless on and off for 19 years.
105	Not being approved for houses, being evicted.
106	Not enough money to pay for a decent room
107	Not having money for housing, not having somewhere stable to stay
108	Not living independently alone or with my child.
109	not much
110	Not much housing.
111	Not trying to apply for places because of prices being too steep.
112	Nowhere to live
113	People are homeless everywhere.
114	People may lose hope
115	Private housing is a bit expensive. Most of low income earners won't afford.
116	Queensland Housing.
117	severe hardship
118	spending almost every cent on private rental
119	stable housing quicker
120	stable housing quicker
121	Staying in a dangerous place, risking mine and my children's safety
122	staying with family members a lot
123	Stress- aggravates existing medical condition.
124	Stress, moving around, interruption to kids.
125	stress, self doubt, worthlessness
126	struggle to find affordable housing.

127	struggling to pay my current rent
128	Terribly, affected your life. I had to live in dangerous environment.
129	that I cannot have a home to myself
130	That I can't move out. I don't want to live with John anymore, but I can't afford private rental.
131	That I was homeless for a period of time
132	The amount of rental property is higher than income.
133	The price of rental properties is way too high on low income earners
134	to gain and have a roof over my head
135	too expensive
136	Trouble finding accommodation.
137	Unable to work.
138	Uncertainty of where my family will sleep.
139	Very difficult.
140	Was harder to find accommodation when living on the street.
141	we have usually been able to gain help/housing
142	within my (low income) new start allowance.
143	Worrying about where we are going to live.
144	you can't pay rent you can't eat ... looking for stable accommodation

## Theme 1: Housing

In past surveys people have told us that a lack of affordable housing is the major issue for people experiencing homelessness.

### 6. What sort of housing are you looking for?

#### The key themes are

- Public Housing
- Community Housing
- Long Term Housing
- Affordable
- Private rental
- Permanent or Long-term
- Enough bedrooms
- Share Housing

#### All responses (153)

1	1 bedroom 1 bathroom 1 lockable door	40	Anything.	79	Office of Housing property, 4 bedroom.	118	public housing or affordable housing
2	1 bedroom apartment.	41	Big enough to house me and my 4 children plus the 7 children that I am looking after.	80	Office of housing/transitional	119	Public housing or community housing
3	1 Bedroom apartment/ house	42	Cheap rent - Priority Housing	81	One bedroom unit	120	Public Housing or Community Housing.
4	1 bedroom unit	43	Cheaper rental.	82	one bedroom with a yard for my dog	121	Public housing.
5	2 bedroom house or unit.	44	Commission	83	OOH	122	Public housing.
6	2 bedroom house or unit.	45	commission/public housing	84	Permanent	123	Public housing.
7	3 bedroom near to hospital.	46	community	85	Permanent and public housing	124	Public housing.
8	3 to 4 bedroom housing	47	Community house.	86	Permanent housing now achieved	125	Public housing.
9	3+ bedroom house in metro west area	48	Community housing and affordable private.	87	Permanent Housing	126	public housing/ share house
10	4 Bedroom Housing	49	Disability housing accommodation	88	Permanent Housing	127	Public/ private
11	a home, permanent. Thankful for the immediate help.	50	emergency	89	permanent office of housing.	128	qwieta
12	A house that is close to my children so that	51	Flat/unit - anything	90	Permanent,government housing	129	Rent a house/unit

	my younger children are not seperated from their elder siblings.						
13	a one bedroom unit	52	Government	91	private	130	rental property that can accommodate myself, my partner and my dog
14	A roof over our head.	53	Happy to stay at caravan park as it is affordable.	92	Private and Public	131	Safe and can afford
15	A safe affordable shelter, with practical means of transport (ptv) and access to schools.	54	House	93	Private rental	132	safe, secure and affordable housing
16	Addordable housing, a place where I have my own space.	55	Housing on your own/public housing.	94	Private rental	133	Secure, safe, long term and affordable
17	affordable and quality in absolute alignment with past and recent past legislative intent (at the highest levels aligned with a overarching balance between sovereign and country risk factors)	56	I have a unit which i am happy with but i cant afford pest control there is a lot of bed bugs and other pest	95	Private rental	134	Share accomodation.
18	affordable and safe housing	57	I have injury and bad knees and i live in 20th floor and i would prefer ground floor for access	96	private rental	135	Share house
19	affordable community or public housing	58	idealy a unit just for me whereim not sharing with anyone	97	private rental in Ballarat	136	shared acccommodation
20	affordable family home.	59	I'm currently looking into Home Share	98	Private rental, unit/house	137	Sheard accomadation
21	affordable house.	60	Independant 1 bedroom.	99	Private Rental.	138	Small 2 - bedroom unit.
22	affordable housing	61	Just a house, affordable housing	100	private rental.	139	something I can afford and is in good condition
23	affordable with	62	Just secured	101	Private rental.	140	Something our

	minimum income source		private rental.				kids can grow up in, safe area and of course affordable
24	Affordable, safe.	63	Long term	102	Private rental.	141	Something that I can afford on DSP
25	affordable, secure, long term.	64	Long term 2-3 bedroom unit/ house for me and my daughters	103	Private rental.	142	Something with a roof and four walls.
26	all ready housed	65	long term housing	104	private rental/ community housing.	143	stable
27	any	66	Long term housing	105	Private rental/shared.	144	stable one bedroom
28	Any	67	long term housing	106	Private rentals	145	stable secure public housing
29	any	68	long term housing	107	Private shared	146	Subsidised housing in the inner city.
30	Any	69	Long term housing, Public Housing, Private rental.	108	public housing	147	Suitable housing to suit my Medical needs and allows me to keep my pets.
31	any	70	Long term, affordable, safe and feel comfortable in the property.	109	Public housing	148	Three bedroom.
32	any housing that is safe for my family.	71	Long term.	110	Public Housing	149	Transitional housing
33	Any.	72	Long tern public housing.	111	Public Housing	150	two bedroom unit / house
34	Anything	73	Low income/ Long term.	112	Public Housing	151	Ultimately 1 or 2 bed unit. Need to have privacy.
35	Anything	74	My own place.	113	Public Housing	152	Unit
36	Anything	75	N/A	114	Public housing	153	units
37	Anything - private rental - public - caravan park.	76	No.	115	Public housing - more affordable housing.		
38	Anything affordable and permanent.	77	Now in public housing.	116	Public Housing (commuion)		
39	anything stable	78	Now in public housing.	117	Public housing I want but private rental.		

## Theme 1: Housing

In past surveys people have told us that a lack of affordable housing is the major issue for people experiencing homelessness.

### 7. Besides more housing, what would you like to see changed in the response to homelessness?

#### The key themes

- More support and assistance
- More services
- More appropriate emergency housing/accommodation
- Child support
- More funding especially to make housing affordable
- Community led/Peer models/Consumer empowerment
- System improvements including follow through

#### Examples are:

15. *More financial support, support and mentoring for child assistance and support from DHS. as well as assistance with employment and upskilling.*
16. *More workers to support you while you wait. Better communication. Put application in then no one will tell you anything.*
17. *more commitment to helping, feel like people let me down.*
18. *Support to empower me to can overcome homelessness.*
19. *Less homelessness - make things affordable.*
20. *Increase in safe boarding houses and crisis accom. Renovate boarding houses to a better standard.*
21. *Change allocation of funding direct more to the individuals than to agencies.*
22. *No regions - causes barriers for homeless people.*
23. *Better assessments of eligibility. Look at different states what they are doing.*
24. *Services should move away and far from saviour industrial complex model to community-led lead by people who have had/are still experiencing homelessness. These people should also be paid for their expertise and insight. -Services need to stop using and take advantage and expect those who know what it's like to be homeless/at risk of homelessness to provide free service giving service providers their expertise, insight, training etc. - Peer and Leader model, Check out Berry Street and the drum youth services for more details.. When recruiting new staff, prioritise people with lived experience of being homeless*
25. *more organisations like MOSS that support clients in all areas. I started from Crisis program from MOSS then moved to longer term program of TOST. It helps not needing to start all over again with another service and other workers.*
26. *When I went to the access point (on many occasions), the most I was provided with was a night here and there at a motel. This didn't resolve anything, and I just had to go back to sleeping in my car. I would have gone to crisis accommodation or anywhere that could have been arranged. Some support would have been very useful for me.*
27. *I went to Yarra housing & was sent to shared housing that was not appropriate for my children to be with me. Need more emergency & appropriate housing, I waited too long to be seen at Yarra H 2 days then I had to attend all the time, I was then placed in a rooming house and the children could not come with me,*
28. *To be better crisis housing for families. The time when i first left my husband due to dv, i was in a motel and that was not appropriate for me and my children. it was not the safest environment for children. I was given two options of motel rooms. when you have children involved, you need more care taken to accommodation children in safe places.*



### Actual responses (137)

1	A foster application process and flexibility.
2	a positive reaction
3	A quicker response to those who are homeless
4	Access to emergency funding.
5	Access to more services besides Yarra Community Housing
6	Affordability
7	assuming there is something wrong with me
8	Availability to computers/internet.
9	Better access to public housing and support services for homeless.
10	Better assessments of eligibility. Look at different states what they are doing.
11	Better service integration, a one stop housing network
12	Centrelink access to New Zealanders
13	Change allocation of funding direct more to the individuals than to agencies.
14	Cheaper rent.
15	Cheaper rents or more rent assistance.
16	Community-led services. Services should move away and far from saviour industrial complex model to community-led lead by people who have had/are still experiencing homelessness. These people should also be paid for their expertise and insight. -Services need to stop using and take advantage and expect those who know what it's like to be homeless/at risk of homelessness to provide free service giving service providers their expertise, insight, training etc. - Peer and Leader model, Check out Berry Street and the drum youth services for more details.. When recruiting new staff, prioritise people with lived experience of being homeless. -Drop your white supremacy! -Services should stop their patronisation on clients, expect clients to 'get their shit together', 'stand on our feet' etc. Instead services providers need to use their platform to advocate for our rights, and advocate against systemic oppressions we face that stops us from being able to afford private rental, that forces us to live well under the poverty line (which is incredibly distressing), that racially profile against black people, that discriminates many people from being able to find employment etc. - You are not our saviors. The services you provide is not about you. It's about us "Nothing about us without us". -Empower us. - Stand in solidarity with us. - 'We must always take sides. Neutrality helps the oppressor, never the victim. Silence encourages the tormentor, never the tormented" - Elie Wiesel. "You are the expert of your service, we are the expert of ourselves" - Sam Lilit. Ensure your services is inclusive in all aspects. Many people don't feel safe reaching out for support. E.g. sex workers, trans and gender diverse people etc. Fight against ableism and Neo-Liberalism.
17	Early intervention. More community help centres.
18	easier access to community housing programs
19	Easier to get a house
20	emergency housing provided for people who don't use drugs separated from those who do
21	Extra assistance.
22	follow up response
23	Food and affordable transport system.
24	give a big hand people who are homeless because H is a big issue
25	Government to build more houses and accommodation. Cheaper rent. More support to help with homeless peoples needs.
26	Greater understanding of cultural needs of the homeless
27	Happen quicker and not ask so many questions all the time
28	Help more people that need it especially sick people and families. help children
29	Homes for people who are going to be evicted with children and couples.
30	I believe a better monitoring of people who abuse the system, and get away with it, is required. To many homes get destroyed by junkies and vagrants who just don't seem to care. These ppl require a dorm like environment where they can be monitored or supervised until they can get on their own

	feet again.
31	I felt unsupported by the access point (Vincent Care.)
32	I have no where else to go.
33	I think maybe increase the Newstart allowance
34	i want to see homeless off the street
35	I was transferred to pension because of a psychiatric diagnosis i am unsure whether this will change my housing situation
36	I went to Yarra housing & was sent to shared housing that was not appropriate for my children to be with me. Need more emergency & appropriate housing, I waited too long to be seen at Yarra H 2 days then I had to attend all the time, I was then placed in a rooming house and the children could not come with me,
37	I would like to see less homeless children
38	I would like to see more services to help older people who are currently homeless.
39	If housing was cheaper and if wcs quicker to get. In my area there is nowhere to stay if you need emergency housing.
40	If the family members can help their own.
41	If we can more places like this where people can come and seek assistance
42	Increase in safe boarding houses and crisis accom. Renovate boarding houses to a better standard.
43	intensive assistance for people with medical conditions.
44	Jobs
45	just more housing
46	less forms. Quicker response.
47	Less homelessness - make things affordable.
48	linking Centrelink rent assistance to CPI
49	Longer time getting support.
50	Money to help get set up in a house.
51	More 14/7 emergency housing help.
52	More access to services that can help you.
53	more affordable housing
54	More affordable housing.
55	More affordable housing.
56	more assistance and more houses available for single parents with children.
57	more assistants.
58	More awareness and change to the stigma around homelessness.
59	more commitment to helping, feel like people let me down.
60	More crisis Accomodation
61	more facilities
62	More Finacial Assistance.
63	More financial support, support and mentoring for child assistance and support from DHS. as well as assistance with employment and upskilling.
64	more funding, better service.
65	more funding.
66	More government interventions.
67	More help
68	More help for food and clothing
69	More help in Aforible housing
70	More help with food and or clothes, blankets to keep warm if no housing is available.
71	More homeless shelters and homeless crisis response teams

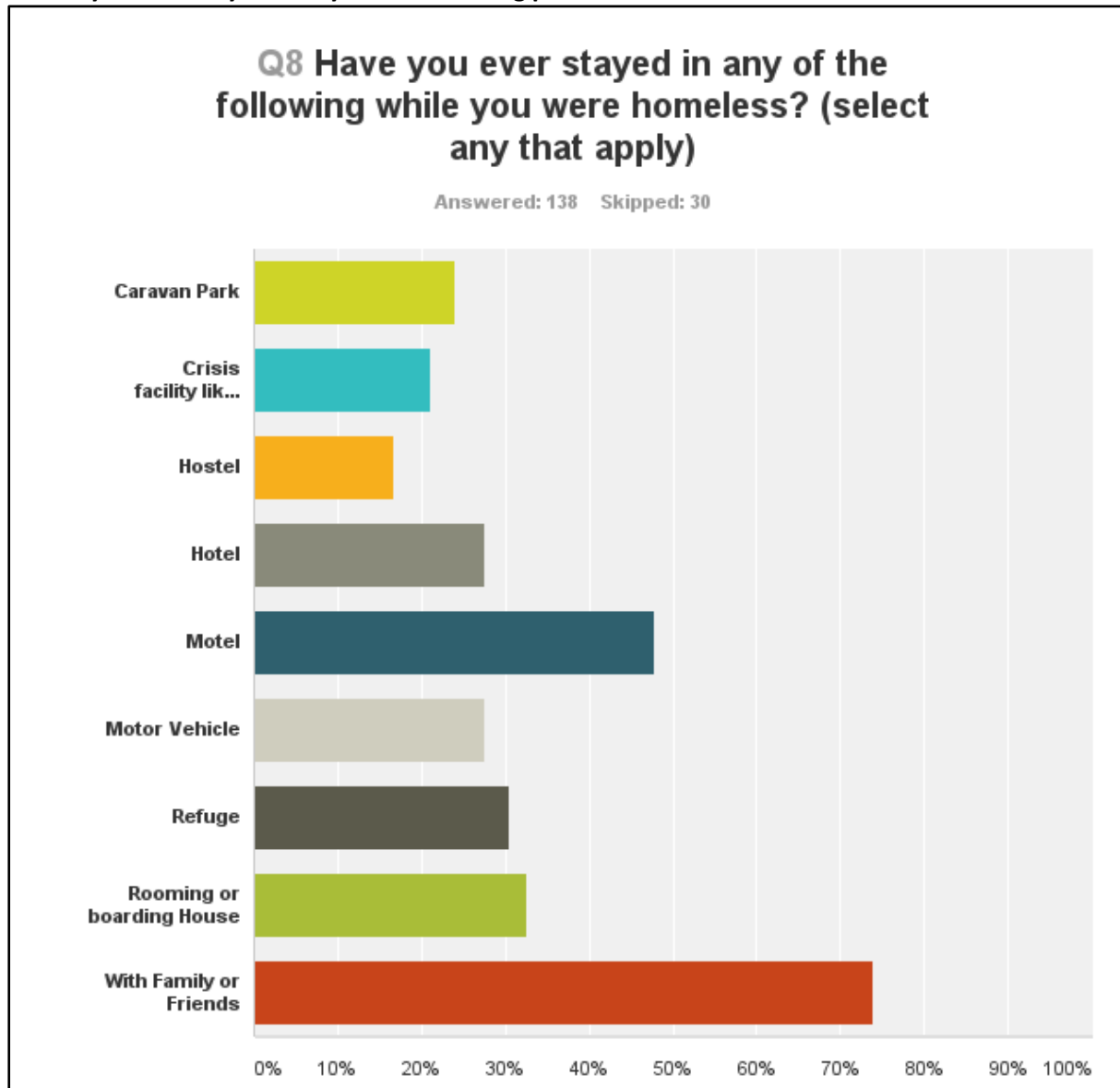
72	More houses are answer.
73	More housing for Australians
74	More housing optiona, more transitional house.
75	more housing options, like different types of housing
76	More housing. Public housing should not go to high income earners.
77	More jobs
78	more jobs
79	More jobs, and refuges, understanding people.
80	More money for improving services. Faster access to transitional housing.
81	More money to Access Points - No regions - causes barriers for homeless people.
82	More money when people need it for motel. More workers to help us when we need it.
83	more organisations like MOSS that support clients in all areas. I started from Crisis program from MOSS then moved to longer term program of TOST. It helps not needing to start all over again with another service and other workers.
84	More places to go for help.
85	More public housing.
86	More services
87	More services.
88	More shelters even if it's in a park it rains to much
89	More staff to support me while looking for housing. To help with other options.
90	more support from workers.
91	more support
92	More support and resources available
93	More support and services.
94	More support during the experience of homelessness, while in the transition and after moved in to a housing, support is crucial
95	more support for mental health housing issues
96	more support for people experiencing Family Violence
97	More support for people.
98	More support to prevent people to become homeless. I know a lot of young people who are homeless - more family support.
99	more support workers.
100	More support.
101	more support.
102	More vacancies
103	More workers to support you while you wait. Better communication. Put application in then no one will tell you anything.
104	more workers, more funding.
105	N/A
106	N/A. Don't Know. Need more support.
107	nicer access points. People are mean.
108	not sure
109	Nothing
110	Nothing much just keep helping homeless.
111	people living propely
112	People's attitude, more services i.e OCC.
113	Providing more crisis accomodation facilities.
114	Quicker response

115	Quicker service
116	refer to the above with regards interplay between the real economy; a. forward looking financial system and data management as well as generalists (this latter factor to mitigate and alleviate downturn risks and to spearhead specialists for max. gains to marginal product). Regulated HR industry. IT schemes of arrangement to be most monitored to stave off past degrading and depraved (incl. heinous) experiences of past and recent past. Self managed superannuation to be ring fenced from life assurance products and similar schemes. (esp. Speculative resources and property management)
117	Short term crisis accommodation. not motels!
118	Shorten public housing waiting lists, Crisis Accom, Transitional.
119	shorter waiting tome and stricter rules on tenants and how many are living with them.
120	shorter waitlists for vulnerable people
121	Social -stigma, discrimination because of 'label' homeless.
122	Sometimes we get knocked back because there are so many homeless people
123	support
124	Support
125	support in finding a home a stable environment.
126	Support to empower me to can overcome homelessness.
127	The kind of support that I have been recieving at OZ house. Stay linked in with good housing linked in with good housing.
128	the locations ivariably because i have to commute so far away
129	the stigma and assumptions associated with homelessness
130	The way people are pushed to do something
131	They need to accomodate more homeless or people who are really in need. - Housing (public) - Private - Corayan . They need to make sure everyone is equally treated no matter what status are we. Heomelessness doesn't mean is a choice give more chance to leave to safety. Educate them, teach them how to get a job to avoid homelessness.
132	To be better crisis housing for families. The time when i first left my husband due to dv, i was in a motel and that was not appropriate for me and my children. it was not the safest environment for children. I was given two options of motel rooms. when you have children involved, you need more care taken to accommodation children in safe places.
133	to minisimise being homeless
134	Turn unused buildings into housing.
135	When I went to the access point (on many occassions), the most I was provided with was a night here and there at a motel. This didn't resolve anything, and I just had to go back to sleeping in my car. I would have gone to crisis accommodation or anywhere that could have been arranged. Some support would have been very useful for me.
136	Work avaiability
137	work on new plan for provide houses

## Theme 2: Places people stay when they are homeless

People often stay in short-term or 'crisis' accommodation while their experience homelessness, but they also stay in a lot of other places.

### 8 Have you ever stayed in any of the following places?



Answer Choices	Responses	
Caravan Park	23.91%	33
Crisis facility like Flagstaff, Southbank or Ozanam House	21.01%	29
Hostel	16.67%	23
Hotel	27.54%	38
Motel	47.83%	66
Motor Vehicle	27.54%	38
Refuge	30.43%	42
Rooming or boarding House	32.61%	45
With Family or Friends	73.91%	102
Total Respondents: 138		

### Other (33)

1	Abandoned property.	18	Parks, House being built.
2	backpackers	19	private rental
3	Caravan	20	Psychiatric Ward Weeribee Mercy
4	caves ... national parks ... parks ...	21	rehabilitation and recovery services
5	Foster care resi unit	22	Sleeping Rough
6	Garage.	23	Sleeping rough.
7	had no choice	24	Slept rough/ street.
8	I have never been in the following	25	stayed with my cousin
9	In custody	26	Strangers floor.
10	Motel - 1 Bedroom cabin and my home.	27	STREET
11	N/A	28	street
12	on the streets	29	Street, hospital
13	On the streets	30	Transitional Housing
14	on the streets	31	T-Street.
15	Other (please specify)	32	Under a bridge
16	outside.	33	vacant properties
17	Pakstone house Fitzroy		

## Theme 2: Places people stay when they are homeless

People often stay in short-term or 'crisis' accommodation while their experience homelessness, but they also stay in a lot of other places.

### 9. What has been your experience of these places?

#### Themes

- There are differences between supported crisis accommodations and refuges, and the motel, hotels and rooming houses that are used for crisis accommodation
- Bad or not good
  - Unsafe, fearful, noisy, scary, dangerous
  - Difficult, stressful, degrading, nightmare
  - Unhealthy
  - Overcrowded
  - Expensive
  - Lack facilities and amenities, dirty
- Good, okay or positive
  - Supported
  - Safe
- Need more of the good ones
- Mixed experiences
  - Curfew and rules not great
- Stays are not long enough

#### Examples are:

- *Difficult, stressful, especially with 3 children.*
- *Horrific/degrading felt like a cell.*
- *unsafe, uncomfortable, scared, lonely, worried.*
- *The worst nights of my entire life.*
- *Scary, unsafe environment, lack of support :overcrowding. Lack of support and Lack of access to needs and social support.*
- *I was scared e. citigate apartments lots of men. wanting to talk to you and come in your room.*
- *Alot of my belongings stolen so not great.*
- *It was a bit difficult as I was sleeping on their couches. I felt intrusive and I was constantly tired and had no energy from the lack of sleep.*
- *Felt degraded.*
- *Positive experience - being homeless has helped secure housing.*
- *Nightmare to comfterbol safe, clean and facilitated room's (hotel). I'm so thankful for all your help you have no idea how much you're helped and saved me.*
- *Ozanam is the best so far.*
- *Some boarding houses are okay, but landlord were aggressive and threatened violence.*
- *Motel was horrible dirty. a lot of unsafe people who had issues like drug addiction, difficult to be around with children. Had to access food van as could not cook crampt in one small room.*
- *Boarding house wasn't a safe one. Majority were psychos.*
- *It is really hard to live.*
- *Fearful, cold, noisy, bad people*
- *Workers at the refuge I was at were really lovely. However, there's a very urgent need for trans and gender diverse inclusive training.*

- *some are good it wasn't healthy, Motels and hotels were good, lived in the car near a service station and it was a bad experience*
- *Excellent - but far from practical, both financially, and mentally. (the ongoing stress of not knowing what tomorrow will bring can be harrowing.)*
- *some are good it wasn't healthy, Motels and hotels were good, lived in the car near a service station and it was a bad experience*
- *. Refuge: in south eastern suburbs. Hard to get along with workers. Found it hard to talk to them, maybe because it was first time. The workers could have made more of an effort. current refuge so much better, felt comfortable and welcomed.*
- *i have found it's better to stay away from people for security*
- *not very nice experiences living in a car for a year was hard. Living with people you don't know always ends up a nightmare. People know your homeless and they automatically think your scam. very sad for the homeless children.*
- *Not safe and dangerous. crisis facility full of dangerous and scary people. Motel was safe but too expensive to stay long term.*
- *very heartbreaking as myself and my children have been separated.*
- *It was awful living in my car. I couldn't cope mentally, and my physical health suffered. I couldn't eat properly or shower, and relied on Footscray mission for some of these services. I wanted to get back into work but couldn't from that situation.*
- *Unsafe for kids in Rooming House. Got robbed there.*
- *I suffered I was frightened children had to stay elsewhere due to safety.*
- *Unsafe for children, lack of amenities, - no cooking facilities, St Kilda crisis- shared one single bed with two children- not comfortable. had to ask for a microwave. lucky my children were two and three yr old. if they were older it would have been much harder. i did not sleep for two weeks when i was in crisis accommodation.*
- *not good at all, depressing. I do not understand why the refuge has so many rules as i need my friends support to get me through my emotional trauma, but could not tell me them where i was staying.*
- *Varies from place to place, some have strict rules and curfews which leave me feeling like a child with no dignity*
- *Drug addicts, violence, assault, dirtiness, unclean toilets, toilets without doors*
- *Has not been the best of places to stay. Also not to mention that given my current situation, child protection would not approve of my residency there whilst I have custody of my daughter or would allow me to have her in such places.*
- *okay, best to keep to yourself.*
- *deeply disturbing (refer to written answers from questions 1-4)*
- *cold lonesome depressing*
- *Not the greatest as we have two kids and the place was too small for them to wonder around and play they ended up getting restless and frustrated*



## Actual Responses (149)

1	All drug addicts. Not nice places. It is horrible, bashing and the affordability.
2	Alot of my belongings stolen so not great.
3	Better than being on the streets.
4	Boarding house wasn't a safe one. Majority were psychos.
5	caravan and hotel ok if wried for family holiday nbut not long term.
6	cold lonesome depressing
7	crowded
8	Currently in a cabin in a caravan park.
9	deeply disturbing (refer to written answers from questions 1-4)
10	Degrading
11	Depressing.
12	Different at each place - some good, some bad.
13	Difficult, stressful, especially with 3 children.
14	Dirty depressing anxiety worried about safety/health - Police radio.
15	Disgusting, every place I stayed had drugs and prositution everywhere
16	Drug addicts, violence, assault, dirtiness, unclean toilets, toilets without doors
17	Everything has been good.
18	Excellent - but far from practical, both financially, and mentally. (the ongoing stress of not knowing what tomorrow will bring can be harrowing.)
19	expensive and unstable.
20	Fearful, cold, noisy, bad people
21	Feeling like an intruder. Putting people out.
22	Felt degraded.
23	Felt insecure and unsafe.
24	Felt like I was putting my friends out. Rooming houses are too expensive and too dirty.
25	Fine
26	Garage (awful) others just bad no security.
27	Good
28	Good
29	Good
30	Good
31	Good but crowded
32	Good but they are not long term enough for me
33	Good experience at OZ house, feel safe but at boarding houses experienced violence and getting locked up by police. Felt unsafe, need to shut off from others.
34	great
35	Has not been the best of places to stay. Also not to mention that given my current situation, child protection would not approve of my residency there whilst I have custody of my daughter or would allow me to have her in such places.
36	Helpful. But still needs improvement.
37	horrible
38	Horrific/degrading felt like a cell.
39	hostels and backpackers can get scary with some of the people that pass through
40	Hotel ok, nice and relaxing because no one was there. Refuge: in south eastern suburbs. Hard to get along with workers. Found it hard to talk to them, maybe because it was first time.The workers could have made more of an effort. current refuge so much better, felt comfortable and welcomed. Rooming House, mixed gender felt weird and uncomfortable. Family Friends: couldnt stay with them

	as it broke down many times.
41	i have found it's better to stay away from people for security
42	I suffered I was frightened children had to stay else.where due to safety.
43	I was scared e. citigate apartments lots of men. wanting to talk to you and come in your room.
44	I was scared.
45	It is really hard to live.
46	It makes you realise. It's not easy to leave on the street.
47	It was a bit difficult as I was sleeping on their couches. I felt intrusive and I was constantly tired and had no energy from the lack of sleep.
48	It was a roof over my head.
49	It was awful living in my car. I couldn't cope mentally, and my phsycial health suffered. I couldn't eat properly or shower, and relied on Footscray mission for some of these services. I wanted to get back into work but couldn't from that sitaution.
50	it was dirty and the men were scary
51	It was ok.
52	it was scary and loud, with lots of unwell people
53	It wasn't a nice place to be in.
54	Its all been good
55	It's an exhausting process and it has been severely unpleasant
56	It's been a very positive experience as people have been very helpful in terms of finding more long term accomodation.
57	Its very safe
58	Just to be alone without my famly. My experiences in not having my own place.
59	Lack of privacy, overcrowding, making sure children stay in their room
60	Last night.
61	Made me aware that I can't keep relying on others. and that I need stable housing.
62	MANAGEABLE
63	mixed
64	Mixed - it is what you make it.
65	Mixed experiences and more bad than good.
66	Mostly crisis places are good not good. There are a lot of druggies and people with mental issues. Not always safe for a young girl on her own never mind if you have a kid.
67	Motel owner nice. very hard for my family in 1 room unable to cook. expensive
68	Motel was expensive. I feel like I am putting friends out when staying with them.
69	Motel was horrible dirty. a lot of unsafe people who had issues like drug addiction, difficult to be around with children. Had to access food van as could not cook cramp in one small room.
70	my kids suffered
71	my stafe get missing
72	N/A
73	Never been in one
74	Nightmare to comfterbol safe, clean and facilitated room's (hotel). I'm so thankful for all your help you have no idea how much you're helped and saved me.
75	no other options - not positive for me and children
76	No privacy.
77	No support
78	No where for Kids to play in Motel. Unsafe for kids in Rooming House. Got robbed there.
79	non
80	Not a good experience as there is a lack of space and places to sleep.
81	Not affordable. It's expensive to be homeless and not knowing where you can stay for the night.

	Especially with kids.
82	Not always available.
83	not good
84	Not good - cold & no bathroom
85	not good at all, depressing. I do not understand why the refuge has so many rules as i need my friends support to get me through my emotional trauma, but could not tell me them where i was staying.
86	Not good, very insecure.
87	not great
88	Not safe and dangerous. crisis facility full of dangerous and scary people. Motel was safe but too expensive to stay long term.
89	Not so good.
90	Not the best. Hotels are not good places for families.
91	Not the greatest as we have two kids and the place was too small for them to wonder around and play they ended up getting restless and frustrated
92	Not very good.
93	Not very good.
94	not very nice experiences living in a car for a year was hard. Living with people you don't know always ends up a nightmare. People know your homeless and the automatically think your scum. very sad for the homeless children.
95	O.K.
96	ok
97	Ok
98	ok sort of
99	okay, best to keep to yourself.
100	overcrowded
101	Ozanam is the best so far.
102	positive
103	Positive experience - being homeless has helped secure housing.
104	Pretty crap - OK for a night.
105	Privacy issues
106	Really bad
107	Refuge - very supportive and welcoming. Motor vehicle - Scary, insecure, dangerous etc. Friends - Unstable.
108	refuge was good and helpful
109	Refuge was good. I liked it. No Problems. I was treated well. I was happy. Hotels are different - it's better to go there when there's no option. Family was good - own freedom - everything is shared. Hostel - average.
110	Refuge was ok. Had a worker try to help me find other places. Had to leave there because I stayed too long. Rooming house was scary. A lot of different people.
111	Resonable
112	Rooming house was unsafe environment.
113	rough, stressful.
114	safe
115	Scary
116	Scary, traumatic.
117	Scary, unsafe environment, lack of support :overcrowding. Lack of support and Lack of access to needs and social support.
118	some are good it wasnt healthy, Motels and hotels were good , lived in the car near a service station and it was a bad experience

119	Some are ok for a bed.
120	Some boarding houses are okay, but landlord were aggressive and threatened violence.
121	Some good and some bad
122	Sometimes uncomfortable. Crowded but trying to keep my family safe.
123	Stayed in different places.
124	stepping stone
125	Supportive.
126	The worst nights of my entire life.
127	they are good with good people
128	They are nice for short term.
129	They aren't able to provide ongoing support
130	Too crowded
131	Too crowded, no privacy.
132	Uncomfortable
133	Uncomfortable
134	Uncomfortable
135	unfamiliar
136	Unsafe - Rooming Houses.
137	Unsafe for children, lack of amenities,- no cooking facilities, St Kilda crisis- shared one single bed with two children- not comfortable. had to ask for a microwave. lucky my children were two and three yr old. if they were older it would have been much harder. i did not sleep for two weeks when i was in crisis accommodation.
138	unsafe, uncomfortable, scared, lonely, worried.
139	Varies from place to place, some have strict rules and curfews which leave me feeling like a child with no dignity
140	very bad
141	very bad back biting
142	very friendly staff and helpful, people that you encounter there are sometimes not. With children it is very hard.
143	very hard to live with sister in law
144	very heartbreaking as myself and my children have been separated.
145	very safe
146	Was good as there was some where to stay and keep warm but with 2 children it can be hard in regards to meal times as well as trying to live day by day on a low income in a situation like this
147	Workers at the refuge I was at were really lovely. However, there's a very urgent need for trans and gender diverse inclusive training.
148	yeah it was awkward
149	You feel like an outsider because you don't have your own place

### Theme 3: Waiting for long-term housing

In past surveys, people have told us that the waiting times for housing are too long.

#### 10. What has been your experience?

##### Themes

- Wait times are too long
- It is very hard
- The result has been homelessness, family breakdown, violence, despair
- We need more housing (especially public housing, also community, transitional)
- We need more affordable housing
- We need more private rental
- We need more options and they need to be quicker with an easier process
- We want permanent stable, secure housing
- It is hard to find, acquire or maintain

##### Examples are:

- *Emergency accomodation through metro-west: 6 months in transitional then offered property.*
- *Very long waiting time casing family breakdown.*
- *I believe it's a matter of timing/chance. I was lucky and was provided immediate accomodation due to the avaliability, but otherwise it would tak forever.*
- *waiting for over 4 yrs/ - disheartening.*
- *Was not allowed to apply for community housing since I was trap in private rental through being trapped finacialy*
- *Been on and off Seg 1 housing list for 19 years. Keep falling through the cracks.*
- *You can die before you get something.*
- *i have been waiting 52 years (Client ID #85)*
- *I was homesless on waiting list from age of 35 to 48, once i signed up with homeground it took 3 months to find me a place*
- *some fuck wit crack head trashes their housing becomes homeless goes into crisis housing top priority with all the other crackheads meanwhile i get sent to this "boarding house" which is full of bedbugs a mattress covered in black mold a window that doesn't lock and i'm supposed to pay 280 dollars a fortnight for the privelage ... oh and the boarding house comes with crack heads too .... i haven't bothered going back to "housing"*
- *before i got into transitional housing it was four weeks in crisis accomm it was very difficult-uncertain. i understand situation and that there are alot of homeless people. ideally a shorter timeframe would be better especially for kids.*
- *I had offers for housing in rural areas that were not appropriate for my circumstances and was forced to decline which made me feel helpless*
- *too long and difficult to acces for people with disability/illness.*

## Actual Responses (146)

1	2 years waiting.
2	5 years
3	5 years in transitional housing and not getting an offer
4	9 months and still waiting.
5	about a month so not bad.
6	Absolutely long
7	Affordale house quite quickly
8	Agree that wait time is too long
9	agree, too long
10	Been on and off Seg 1 housing list for 19 years. Keep falling through the cracks.
11	been waiting 10 yrs
12	Been waiting for Seg 1 public housing for 3 years.
13	before i got into transitional housing it was four weeks in crisis accomm it was very difficult-uncertain. i understand situation and that there are alot of homeless people. ideally a shorter timeframe would be better especially for kids.
14	Boring & frustrating
15	Decided not to apply for long term housing - NOT wanting to stay homeless for too long. Opted for support to assist me with securing private rental.
16	Depressing - End up in jail and bumped off list.
17	Distress
18	Due too long waitlist I choose to apply/secure private rental.
19	Extremely quick
20	Extremely too long.
21	found own in the past
22	frequent churn akin to "value at risk" (trademarked) without replacement and also"bootstrap"method
23	From crisis accommodation to transitional housing was not too much of a wait, which was easing
24	Getting my first property wasn't too bad but waiting for transfer has been infuriating.
25	Good
26	got told its a 5-8 year wait.
27	H is quite long
28	Had to wait a couple of months for transitional.
29	Have been on the wait list for 6 years.
30	Have been on the waiting list for over 5 years and still waiting.
31	Have not had this experience yet.
32	Haven't been on waiting list.
33	Homelessness
34	I agree, waiting times are too long
35	I am always lucky. They find me a house quick.
36	I am currently on priority list, have been on list for 10 years.
37	I believe it's a matter of timing/chance. I was lucky and was provided immediate accomodation due to the avaiability, but otherwise it would tak forever.
38	I didn't have to wait too long. My main issue was centrelink getting approved.
39	I do not agree with those people
40	I had offers for housing in rural areas that were not appropriate for my circumstances and was forced to decline which made me feel helpless
41	I have been on a 4year waiting list and still waiting

42	i have been waiting 52 years
43	I have been waiting for 10 years.
44	I have been waiting for ages
45	I have been waiting for four years on public housing list.
46	I have just get Public housing but waited 9 yrs
47	I have not been offered any housing.
48	I think because they don't try to prioritise the needy more than who just need it.
49	I waited 5 years to access transitional housing and have been waiting 3 years with the Office of Housing
50	i waited for 9 years
51	I waited two years to get transitional housing.
52	I was homeless for years before I was offered public housing.
53	I was homeless on waiting list from age of 35 to 48, once i signed up with homeground it took 3 months to find me a place
54	i was lucky enough to get housing rather quickly. key word being 'lucky'
55	I was lucky, I waited for 3 months
56	I'm not waiting for a government house
57	It has been so long
58	It is a bit long, but it depends on where you are looking and what you can afford.
59	It is an extremely long process and the wait times are long and exhausting
60	It not good being homeless
61	It's a long process.
62	It's been alright
63	ive been waiting 4 years
64	Just gone on list.
65	Landlords seem to be picky about who goes in to houses.
66	Long but good contact
67	LONG WAIT TIME
68	Long waiting period but since being with J2SI things have happened a lot quicker
69	Long waits
70	My wait period was quite short, about 1-2 months for getting into the place.
71	Need help too long 1 month would ge good.
72	Not enough vacancies.
73	not great
74	not responses from real estate
75	Not too long.
76	On waiting list for 10 years. Priority list -after evicted from private rental. Emergency accomodation through metro-west: 6 months in transitional then offered property.
77	Quick entry into crisis accom (5 days).
78	Received help with a THM but previous to that very stressful experience.
79	security health and well being is pretty much at the forefront of my struggle
80	since I was 21
81	Slightly to long
82	some fuck wit crack head trashes their housing becomes homeless goes into crisis housing top priority with all the other crackheads meanwhile i get sent to this "boarding house" which is full of bedbugs a mattress covered in black mold a window that doesn't lock and i'm supposed to pay 280 dollars a fortnight for the privelage ... oh and the boarding house comes with crack heads too .... i haven't bothered going back to "housing"
83	Still waiting

84	still waiting
85	still waiting have been on the waiting list for 4 years
86	Still waiting since 2006
87	suicidal attempts and family violence
88	The OOH list are way to long.
89	The waiting is very long, but what you can do? Just have to wait.
90	they are long
91	they are too long
92	they are too long and there's not enough types of housing (supported, independent, shared)
93	They are very long
94	they are, ive been in transitional housing for 2 years and i haven't got a home
95	they helped me on the first go
96	this has not been the case for me.
97	this is my first time nearly experiencing homelessness
98	This is true. I have waited 3 years for a gov house
99	told long time to wait.
100	Too little resources and support
101	Too long
102	too long and difficult to acces for people with disability/illness.
103	too long and the rest of my life fell apart
104	Too long not enough houses
105	Too long, years.
106	Understandably long - but feedback and communication is usually excellent.
107	very bad
108	very fast once involved with Merri Outreach Support Service
109	Very hard to wait when you are living with other people
110	Very long waiting time casing family breakdown.
111	Very long.
112	Very long.
113	waited 5 years plus for public housing.
114	waited 9 years
115	waiting
116	waiting for 5 year.
117	waiting for a very long time.
118	waiting for over 4 yrs/ - disheartening.
119	waiting not no where is my next move
120	Waiting too long for transitional housing and still waiting too long for government housing. I had to relinquish my government house because of domestic violence by ex partner.
121	Was not allowed to apply for community housing since I was trap in private rental through being trapped finacialy
122	Was on the OOH waitlist for a very long time, get housed in a "bad" area.
123	Way 2 long
124	Way too long
125	way too long
126	Way too long + waited 9 months for a transitional property.
127	Way too long! 3yrs +
128	we can't get housing when we need it.



129	We have not had an issue with waiting Roxana has bee really good
130	yes
131	Yes
132	Yes - initially 10yrs - now 6 years
133	Yes have to wait to long
134	Yes I agree. Told not enough housing, government not building.
135	Yes it has been too long
136	Yes it has taken forever
137	Yes this has been too long
138	Yes too long to wait.
139	Yes way too long
140	Yes way too long. Still in transitional after years.
141	Yes well. Four a few weeks we have been waiting.
142	Yes, I agree.
143	yes, too long. I need to move out soon and I have to wait for too long.
144	Yes, very long wait times.
145	You can die before you get something.
146	TRUE

### Theme 3: Waiting for long-term housing

In past surveys, people have told us that the waiting times for housing are too long.

#### 11. Do you have any ideas for improving this?

##### Themes

- More houses (public, community and transitional especially)
- More affordable, safe good quality crisis accommodation
- More support while waiting
- More affordable housing, more financial support for making housing affordable
- More funding for housing and for services and support workers
- Safer housing options
- Better processes (applications, prioritization, communication)
- Nothing would have helped

##### Examples are:

- *Access on individual basis. Prioritise people born in Australia.*
- *my experience*
- *Better guidelines/rules/boundaries for emigrants/refugees if provided with housing. Perhaps time frames for people in public housing.*
- *Talking to real estate and landlords about helping out and giving people a fair chance.*
- *Using unused building for housing.*
- *Give more money/distribute more accurately - ie more long term homeless/ ex prisoners - more accurate categories.*
- *Getting priorities right this has been by support from OZ house.*
- *Keep people on the waiting list more informed.*
- *Educate people to be more responsible and take initiative to help themselves first. (#63)*
- *Increase tax on empty properties. Invest in more subsidised housing that works based on one's income.*
- *just get us off the streets*
- *Maybe exit people in Ooh who are working and can afford private rental.*
- *I read recently that, 'While there are children on the streets, and empty churches 6 days a week, religion is flawed.' - other than that, taking over the seemingly abundant empty condos and penthouses throughout the city would be nice!*
- *separate emergency housing for drug users and non drug users .... minimum health and safety standards enforced in boarding houses...*
- *Government has to buy more land build affordable housing. this is an ageing generation and it will only get worse.*
- *Provide more help that one night at a time here and there.*
- *Immediate government housing transfer done when i had to hand in my keys to my government house because of domestic violence. I just got kicked out on the streets when I handed my keys back.*
- *Help people with health care cards whether they are Aussie or NZ, or different cultures.*
- *Yes-refugees get in first, so they should have a different system for them. Australian citizens should get first priority. I have been in Australia for 40 years as a taxpayer (boilermaker).*
- *get more houses and remove those who are rorting the system. ie 1 person living in a 3 bedroom house should not be living there.*
- *assume someone who is homeless only needs somewhere decent to live*
- *gees - lets see. MORE HOUSING.*
- *Help the people that want to help themselves*

- *It would be good if more houses were available and people with children became a priority as not having a stable home moving around does not allow them to productively participate in school/work etc.*
- *better service*

### Actual Responses (132)

1	?
2	A standard housing request form that is shared between services and considers health needs of the family (including stability of children
3	Access on individual basis. Prioritise people born in Australia.
4	access to housing now for my family.
5	Application process and more housing .
6	assume someone who is homeless only needs somewhere decent to live
7	be able to get into a sublet rental
8	Be put up in motels until one is available.
9	better assessments of people in need
10	Better checks on housing applications to see what kind of people they are dealing with. A relative lives alone in a 5 bedroom and she didn't really need it. There are people on the list who shouldn't be on the list. what they are looking for anyway.
11	Better guidelines/rules/boundaries for emigrants/refugees if provided with housing. Perhaps time frames for people in public housing.
12	better service
13	Build more house and give priority for people who really need it.
14	build more houses
15	Build more houses.
16	Build more housing
17	Build more public and transitional places.
18	build more, less rent, more funding.
19	Building more houses and not leaving Public Housing Empty for long time
20	building more houses.
21	case management
22	Don't know
23	Easier said than done but access to more housing services as well as ensuring sufficient access to more than 1 service other than Yarra community housing. Maybe creating links and connections with other services so consumers have more than the 1 option.
24	Educate people to be more responsible and take initiative to help themselves first.
25	Evaluate everyone, build more houses, make a private rental more affordable.
26	Families and people on DSP first
27	gees - lets see. MORE HOUSING.
28	get more houses and remove those who are rorting the system. ie 1 person living in a 3 bedroom house should not be living there.
29	Getting priorities right this has been by support from OZ house.
30	Give more money/distribute more accurately - ie more long term homeless/ ex prisoners - more accurate categories.
31	Government has to buy more land build affordable housing. this is an ageing generation and it will only get worse.
32	Government should have more transitional housing
33	Have more housing options and resources
34	Help people with health care cards whether they are Aussie or NZ, or different cultures.

35	Help the people that want to help themselves
36	i dont have any idea
37	I have seeked help mental health.
38	I read recently that, 'While there are children on the streets, and empty churches 6 days a week, religion is flawed.' - other than that, taking over the seemingly abundant empty condos and penthouses throughout the city would be nice!
39	If government worked with agencies
40	Immediate government housing transfer done when i had to hand in my keys to my government house because of domestic violence. I just got kicked out on the streets when I handed my keys back.
41	Increase bond loans.
42	Increase number of houses and organisations
43	Increase tax on empty properties. Invest in more subsidised housing that works based on one's income.
44	It would be good if more houses were available and people with children became a priority as not having a stable home moving around does not allow them to productively participate in school/work etc.
45	ive only received great support cant complain about anything as yet
46	just get us off the streets
47	Keep people on the waiting list more informed.
48	Make more housing and make it affordable
49	make more housing available to australians
50	Make sure all houses are occupied, as some seem to be sitting vacant.
51	many - to be obtained and received by/through bona fide methods under global common law and nation state "humanitarian" rights as long established and embedded
52	Maybe building more affordable renting properties.
53	Maybe exit people in Ooh who are working and can afford private rental.
54	More access to affordable housing more financial support.
55	More affordable housing so people don't need to be on a wait list.
56	More efficiency to asutle younger person.
57	More emergency appropriate accommodation & at Yarra H to be seen quicker not 2 days For an appointment. I really suffere.
58	More founding
59	more funding for public and community housing capital works
60	more funding into buying and investing in properties to reduce OOH list.
61	more government funding
62	More houses
63	More houses
64	More houses
65	more houses
66	More houses and different types of houses.
67	More houses built.
68	More houses, easier way of people getting in to the houses. More information
69	More houses.
70	More houses?
71	More housing
72	More housing
73	more housing
74	more housing
75	More housing allocation + more support.

76	More housing needed.
77	more housing services and more houses
78	More housing.
79	More housing.
80	More housing.
81	More need for social housing
82	MORE OPTIONS
83	more options
84	More Places.
85	more public housing spending
86	More public housing, with my options.
87	More resources needed.
88	more resources, more housing support
89	More services and support.
90	More services that are more connected and more housing pretty much
91	More services to let people about services/supports
92	More staff
93	More support funding housing.
94	More workers
95	more. workers
96	my experience
97	N/A
98	Need more housing
99	No
100	No
101	No
102	No, apart from building more houses
103	No.
104	No.
105	not really
106	Not really, best way already.
107	Not really.
108	Not sure
109	people that should not be in public housing don't have to move out.
110	prioritising those more in need
111	provide more
112	Provide more help that one night at a time here and there.
113	Providing apartment buildings just for homeless people
114	real estates to complete applications on a shorter basis.
115	separate emergency housing for drug users and non drug users .... minimum health and safety standards enforced in boarding houses...
116	Short term accommodation - Better assessment at access points.
117	Shorten the wait.
118	Speed up the process
119	speeding up processing form and improving the system
120	Talking to real estate and landlords about helping out and giving people a fair chance.
121	To build more houses.

122	to keep away being homeless
123	unsure
124	Using unused building for housing.
125	work with real estate
126	workers could be more onto it everyday.
127	workers should not sit in the office and not doing anything for the clients.
128	Working with landlord/housing ministry to find us affordable housing.
129	Yes
130	Yes
131	Yes-refugees get in first, so they should have a different system for them. Australian citizens should get first priority. I have been in Australia for 40 years as a taxpayer (boilermaker).
132	zoning

### Theme 3: Waiting for long-term housing

In past surveys, people have told us that the waiting times for housing are too long.

#### 12. What would have helped you while you were waiting?

##### Themes

- Support from workers
- Understanding care, respect
- Getting connected to support
- More affordable, safe good quality crisis accommodation
- Just housing
- Nothing would have helped

##### Examples are:

- *Experiencing some pleasurable times with provision to take children to activities + bond more.*
- *Knowledge of the future! A level of foresight that is beyond everyone's means.. but as it was, being in constant contact with ppl, and knowing that we weren't being forgotten, was enough. I'd say, that a Morning call (contact) to say what actions were planned, and an evening (end of day call), to advise of any changes of further details to said plan would be nicer than us feeling we should call first.*
- *Get connected to support services earlier while waiting to be housed. Needed someone to explain the waiting period so you knew what to expect and waiting period.*
- *more contact support workers not just phone.*
- *xxx- lack of communication, i did not find them professional, sympathetic, they were disgusting- the workers were not professional or sympathetic. Especially one of the workers sent me back to my abusive husband- worker saying that they could not put me in crisis accomm. i did not feel supported and not taken seriously.*
- *Immediate alternative accommodation. i had to sleep in my car for three days with my daughter.*
- *counselling or case management services which link up with employment services and more local area for less commute*
- *Just need a place where I can sleep in peace*
- *more access to short term housing for men instead of having multiple housing choices for women.*
- *More houses. Support workers can't help with the stress of no houses.*
- *The people I have encountered have been friendly and polite. It has been easier to deal with homelessness when having supportive people that earnestly want to help.*
- *a hug*
- *worker contacted me every week - not sure what could be done better*

## Actual Responses (124)

1	?
2	A house.
3	a hug
4	A plan
5	A worker to help with applying.
6	accommodation or help with money for sort term private rental.
7	accomodation
8	Accomodation.
9	Affordable housing. More houses!
10	affordable place
11	appropriate accomodation to suit family needs. Financial support and waiting time updates.
12	Basic food and clothes.
13	Be in a home straight away and not get the saying can't help.
14	being eligible for centrelink
15	being in a refuge
16	Being more patient - No
17	Better emergency accomodations
18	Better subsidised crisis accommodation as it was expensive after HEF assistance ran out.
19	case management
20	Communication.
21	constant communication of what's available.
22	Couldn't tell you.,
23	counciling or case management services which link up with employment services and more local area for less commute
24	crisis funding so i could start re educating myself
25	Don't know
26	Experiencing some pleasureable times with provision to take children to activities + bond more.
27	family
28	Family support.
29	family support.
30	Finally getting SHASP support.
31	Financial support and refferalls.
32	follow up calls
33	Food vouchers.
34	Get connected to support services earllier while waiting to be housed. Needed someone to explain the waiting period so you knew what to expect and waiting period.
35	Getting name down for properties and following uo with cleint who has problems staying engaged with services because of an ABI.
36	Getting other safe accommodation whilst I am waiting.
37	Give them a accomodation till they get a plac, (private) that they can afford, give them option.
38	having more support services available
39	Having services linked to each other
40	Having support assistance and worker.
41	Health care workers on the road focusing on preventative condition and early diagnosis
42	Hope
43	Hopes



44	Housing
45	Housing, housing,
46	i didn't bother waiting
47	I think while we waited which wasn't long would have been good to know the documents and stuff we needed to get together and we had the idea of going into commission which wasn't the case. They're not major issues though, our worker Roxana has been absolutely helpful
48	If there is support on the way.
49	im in transitional housing so i have some stability.
50	Immediate alternative accommodation. i had to sleep in my car for three days with my daughter.
51	independent accommodation where i do not have to share
52	Information. timeframes.
53	Just need a place where I can sleep in peace
54	Justice (refer to the above)
55	Knowing that I'm getting my own place.
56	Knowledge of the future! A level of foresight that is beyond everyone's means.. but as it was, being in constant contact with ppl, and knowing that we weren't being forgotten, was enough. I'd say, that a Morning call (contact) to say what actions were planned, and an evening (end of day call), to advise of any changes of further details to said plan would be nicer than us feeling we should call first.
57	less waiting more housing like Ozanam not boarding houses.
58	Me being proactive.
59	money
60	money to pay for motel ongoing until we have somewhere to go
61	more access to short term housing for men instead of having multiple housing choices for women.
62	More affordable housing
63	more contact support workers not just phone.
64	More crisis accommodation
65	More crisis or boarding rooms
66	More funds towards motels, hotels etc
67	More houses. Support workers can't help with the stress of no houses.
68	More info.
69	More information
70	More information on what support / funding is available.
71	more money from C/link rent assistance
72	More options and help with paying rent as caravan parks and hotels are not cheap.
73	More people to help me in what to do, what to look for. I had no idea, people need to provide more information.
74	more staff and more funding
75	More support workers.
76	N/A
77	N/A
78	N/A
79	Not coming in to be told there is nothing.
80	not much really, its very stressful not having somewhere to call home
81	Not much.
82	Not sure.
83	Nothing
84	Nothing
85	nothing

86	Patience
87	Really can't say.
88	Referrals to rooming houses or crisis accommodation. Referral to a support worker.
89	Safe emergency housing
90	Safe environment - without bullying
91	Seating
92	sending to where to sleep
93	Shelte
94	short term accommodation
95	Short term accommodation.
96	Short term material supports, financial supports and having easy access to these supports in a time of crisis
97	Some certainty
98	Somewhere to stay and be safe
99	Stability.
100	staying with friends
101	still in transitional
102	sublet rental
103	Support
104	support
105	support from family.
106	support services - Headspace.
107	SUPPORT SERVICES - LAUNCH HOUSING
108	Support services and other housing (short term).
109	Support services assisting through waiting period.
110	support worker at motel, xxx- lack of communication, i did not find them professional, sympathetic, they were disgusting- the workers were not professional or sympathetic. Especially one of the workers sent me back to my abusive husband- worker saying that they could not put me in crisis accomm. i did not feel supported and not taken seriously.
111	Support worker.
112	Support. Friends/Family. Having a plan in place.
113	Temporary housing.
114	the church helped me and fed me
115	The people I have encountered have been friendly and polite. It has been easier to deal with homelessness when having supportive people that earnestly want to help.
116	the workers help
117	To know someone was helping me where I was staying as I was scared for my family.
118	Transitional Housing
119	Transitional housing which is drug free or safe drug use by other residents.
120	Transitional property
121	Transitional straight away
122	unsure.
123	water/tea/coffee facilities. on-site councillor.
124	worker contacted me every week - not sure what could be done better

#### Theme 4: Waiting for a support worker

In past surveys, people have told us that the waiting times for support workers are too long.

#### 13. What has been your experience?

##### Themes

- Was not a long wait (43 people responded that this was the case)
- Don't have a support worker (35 people responded that this was the case)
- Was a long wait or too long (25 people responded that this was the case)
- Need support or a support worker (6 people responded that this was the case)
- Good, positive, helpful experience
- Was linked to my housing

##### Examples are:

- *They are many good support workers*
- *I had phone calls from a workers before I got my first worker. She organised for me to get transitional housing and I got another worker while I was there. She is helping me once I've moved to my permanent home now.*
- *We were given a support worker but they said we didn't fit criteria for a house. -not drugs or violent relationship.*
- *Never get connected as do not know the system as also + involvement with the law.*
- *It takes too long to secure a worker, it's a waiting game - waiting for help. It's not right.*
- *long - I understand.. just have to wait everyone here needs help.*
- *Only just seeked help from an organisation but got told nothing available up to maybe 5 months.*
- *Never had a support worker. Process too long.*
- *it was frustrating that i had different workers allocated all the time and i have to explain my situation all the time*
- *It seems they are Always busy - which is both a comfort and a frustration. But I've never had any issues of complaint.*
- *My experience with support workers has been positive as I have had multiple people helping me and I was appointed these people quite quickly*
- *Wait was 2weeks. In a crisis situation 2weeks seems like an eternit.*
- *it bad being homeless*

##### Actual Responses (137)

1	Asked for a support worker through vinciency care but recieved no worker.
2	Bad
3	Best support in Justice system, other servuces haven't understand what I've needed.
4	Called women's Housing who helped quickly.
5	Decent
6	Didn't get offered support worker for 2 months
7	didn't realise this was the case. I met two workers in a short period of time
8	Didn't wait long
9	Difficulty getting a referral for housing support
10	Don't have a support worker
11	drug affected and abused ranking system in a abstaining or medical research rationale in order to rationalise a state of play
12	exellent support from moss

13	Expect person seeking support to do everything.
14	Fairly quick.
15	Fantastic support from a worker
16	fast
17	fine
18	From my experience it was not the case, the support worker contacted me quickly.
19	Generally its too long but in my experience I was lucky to get in earlier than most people at MOSS
20	Good
21	Good
22	Good quickly
23	good.
24	Got a worker in refuge.
25	Got one straight away.
26	Great.
27	have not needed one.
28	i did not have a support worker, until i was allocated transitoal housing.
29	I didn't qualify for any support worker because I was a third party in this relationship breakdown.
30	i don't have a personal support worker i just ask for what i need
31	I got a support worker when I got a transitional housing place.
32	I got support straight away
33	I had a support worker straight away.
34	I had phone calls from a workers before I got my first worker. She organised for me to get transitional housing and I got another worker while I was there. She is helping me once I've moved to my permanent home now.
35	I have good group support
36	I have only had 2 workers.
37	I have support workers.
38	I haven't waited - I'm only just over 18, when you're under 18, you get services quicker.
39	i like my support worker, i got her when i got my temporary accomodation
40	I rang Banyule Housing and they came to see me in about 1 week.
41	I waited 3 months
42	I waited 3 years to get a support worker.
43	I was able to find a support worker quickly because I had a mobile phone and Internet
44	i was in a hotel for a week before i spoke to any support worker
45	I was linked with a support worker soon after presenting at access point.
46	I was lucky and I didn't take long to gain a worker.
47	i was lucky to get one because of housing.
48	I was put with a worker when I went to a refuge but when I went to transitional housing I had a worker leave and it took quite a while to get a new on.
49	im still waiting
50	In the past - waiting period up to 6 weeks. Most recently, more accessible.
51	it bad being homeless
52	it has been alright so far
53	It has been quick because of domestic violence
54	it is too long
55	It seems they are Always busy - which is both a comfort and a frustration. But I've never had any issues of complaint.
56	It takes too long to secure a worker, it's a waiting game - waiting for help. It's not right.

57	it was frustrating that i had different workers allocated all the time and i have to explain my situation all the time
58	it was frustrating that i had different workers allocated all the time and i have to explain my situation all the time
59	it was quick for me
60	It was very quick
61	Iv been waiting 4 years
62	I've been very lucky. I didn't have to wait.
63	Limited experience with support workers.
64	long - I understand.. just have to wait everyone here needs help.
65	LONG WAIT
66	long waiting
67	Longest wait has been 2 weeks, now always available.
68	managed without one
69	may need one now.
70	mostly great.
71	My experience is that I got a support worker within a couple of weeks of accessing housing support.
72	My experience with support workers has been positive as I have had multiple people helping me and I was appointed these people quite quickly
73	My wait was 48hr - not long.
74	N/A
75	N/A
76	Never get connected as do not know the system as also + involvement with the law.
77	Never had a support worker. Process too long.
78	Never had one.
79	Never had to wait long for a support worker.
80	No before Team 2 I waited 2 weeks. The first lots were useless and then it got better with Team 2.
81	No problems
82	No wait time.
83	No waiting time.
84	No, always available
85	No, I have'nt had to wait. Also find them to be there for me. Very good support group.
86	non
87	Not an issue.
88	Not enough support workers.
89	Not too long
90	Not too long of a waiting time but can be difficult sometimes depending on the service.
91	not too sure
92	Once transitional housing was provided, was provided with a support worker.
93	Only just seeked help from an organisation but got told nothing available up to maybe 5 months.
94	Ozanam got me a worker very fast.
95	Pretty good
96	Pretty good actually, have waited from a few days to a few weeks.
97	PTSD
98	Quick
99	Quick referral
100	really good about 2 weeks
101	See below

102	She understood everything & helped (3 -4 days)
103	Sometimes
104	still waiting
105	still waiting
106	support workers didn't stay in contact for long hard to get.
107	Support workers were very helpful
108	Team two came straight away @ Vincentcare
109	The wait period was only a few months.
110	the world isnt perfect but the workers are trying there just needs to be more workers and funding
111	There are too few support workers and the demand is high.
112	There long but they help
113	They are many good support workers
114	They have been, but not since J2SI
115	Time.
116	too long
117	Too long waiting, Nothing available.
118	Too long. waited one month.
119	very helpful.
120	Very hurry, did not have to wait too long. Know friends have waited for a very long time.
121	very long
122	Very long - way previously refered to a service who closed with me within 2 months.
123	Wait was 2weeks. In a crisis situation 2weeks seems like an eternit.
124	waited a while to get a worker to help me out.
125	waited too long
126	Waited too long, 2 years. But al worker cannot help if there is no housing.
127	Waited way too long and years ago my support worker didn't seem to care about me or my housing.
128	waiting list
129	waiting time
130	We waited about a month which wasn't that long I've heard people have waited longer
131	We were given a support worker but they said we didn't fit criteria for a house. -not drugs or violent relationship.
132	Yes -been waiting 9 months
133	Yes had to wait long time.
134	yes they are pretty much after 7 days anything can happen
135	Yes way too long.
136	TRUE
137	TRUE

#### Theme 4: Waiting for a support worker

In past surveys, people have told us that the waiting times for support workers are too long.

#### 14. Do you have any ideas for improving this?

##### Themes

- More workers/staff and funding for more
- Better to get immediate support
- Follow up and check in (even by phone) are helpful
- Advice for other people accessing homelessness services
- Free Wi-Fi and places to charge phones
- Processes that seem inflexible and are too much of a burden

##### Examples are:

- *More workers - less case load*
- *stay strong + engage with the services.*
- *More refuges and more workers. Longer stays at refuges.*
- *income - believe it's quiet low when client working, believe they should be rewarded for working and wanting to work.*
- *timed appointments.*
- *Delegation and better wide access to user information so that anyone who receives a query about a person, can access a database that will either address their needs, or alert the required worker with what information was needed.*
- *Hire more support worker, If there is a shortage trained support worker to be flexible not only one client per day, let them have a quota.*
- *I had to go from xxx to xxx if someone rang me once a day that would be good. It would be assuring to me, a five minute telephone conversation would be more assuring. Instead of waiting at xxx for hours in their office with other homeless people. This has an impact on my children. one time i was waiting at xxx for 6 hours because they did not put my information on the computer and put me in their family waiting room and forgot about me. I was first in line and was last to be seen. not good enough, especially with young children.*
- *I would like the workers to have more understanding of where the woman is coming from. Workers are paranoid that woman will go back to the man. A woman's heart is different to a man.*
- *Homeless centers should have free wifi so that clients with phones can go online and access information*
- *should always be here to assist*
- *more support workers at the caravan parks*

##### Actual Responses (110)

1	?
2	Be more flexible in your system to help outside helpers.
3	Better access-ments/ Better screening.
4	Content with current process for SHASP.
5	Delegation and better wide access to user information so that anyone who receives a query about a person, can access a database that will either address their needs, or alert the required worker with what information was needed. Otherwise, hiring more workers - or more appropriately, lower the need for support in the first place.
6	Don't know.

7	Employ a few more workers
8	Employ more staff.
9	employ more workers
10	Employ more workers and extended working hours
11	Employing more people in the sector to ensure more consumers needs can be met
12	Fund more workers agencies can only work within the budget they have.
13	Get more staff in services.
14	Get more workers.
15	Give the sector money for more workers
16	Happy with service.
17	Have a worker ready to start when one leaves.
18	Having more available services to assess needs
19	Hire more support worker, If there is a shortage trained support worker to be flexible not only one client per day, let them have a quota.
20	Homeless centers should have free wifi so that clients with phones can go online and access information
21	hope
22	I got worker by a hospital calling.
23	I had to go from xxx to xxx. if someone rang me once a day that would be good. It would be assuring to me, a five minute telephone conversation would be more assuring. Instead of waiting at xxxfor hours in their office with other homeless people. This has an impact on my children. one time i was waiting at xxxfor 6 hours because they did not put my information on the computer and put me in their family waiting room and forgot about me. I was first in line and was last to be seen. not good enough, especially with young children.
24	I was not offered access to support while I waited for housing.
25	I would like the workers to have more understanding of where the woman is coming from. Workers are paranoid that woman will go back to the man. A woman's heart is different to a man.
26	income - believe it's quiet low when client working, believe they should be rewarded for working and wanting to work.
27	Instead of having too many social workers-cut costs there and provide more housing
28	more employees
29	more faster !!!!!
30	more funding
31	More funding for more workers
32	more funding for support services
33	more funds
34	more housing
35	More refuges and more workers. Longer stays at refuges.
36	more resources
37	more social workers
38	more staff
39	More staff
40	more staff - following up care/living plan.
41	more State funding
42	More support and services.
43	More support workers
44	more support workers at the caravan parks
45	More support workers.
46	More time for homeless



47	More transitional or other housing options.
48	more workers
49	More workers
50	more workers
51	more workers
52	more workers
53	More workers - less case load
54	more workers + more houses.
55	More workers and support agencies
56	More workers need to be employed
57	More workers.
58	More workers.
59	My experience
60	My experience has been positive so I hope that everyone that experiences homelessness will have the same amount of support that I did
61	N/A
62	N/A
63	N/A
64	N/A
65	n/a
66	N/A.
67	NA
68	NA
69	No
70	No
71	No
72	No
73	no
74	no
75	No
76	no
77	No
78	No
79	No
80	no
81	No
82	no
83	No - do most things myself.
84	no issues
85	no just some how lower the waiting times
86	no, not a whole lot
87	No.
88	No.
89	No.
90	No.
91	nope
92	Not sure.

93	Offer support to begin with not just offer Rooming House, especially families
94	people need to be patient and wait. Employ more support workers.
95	refer answers to earlier questions
96	should always be here to assist
97	stay strong + engage with the services.
98	support to people in hotels
99	Team 2 are good.
100	They were supporting me good. we also went to appointments together.
101	timed appointments.
102	Too many documents required.
103	Understanding of ABI and expectations be lowered (ie what client has to do).
104	Unsure
105	workers dont stay long and move on
106	Workers need to think before a person is discharged from the service, look at holistic approach
107	Workers starting with you straight away from when you first ask for help.
108	Yes
109	Yes
110	yes, not to more homeless

#### Theme 4: Waiting for a support worker

In past surveys, people have told us that the waiting times for support workers are too long.

#### 15. What would have helped you while you were waiting?

##### Themes

- Nothing or not much
- More workers
- More support and better support
- Appointment times
- Better amenities like chairs, tea/coffee/drink/food,
- Better communication
- More information
- One worker
- More understanding, care and respect
- Recreation/respite/fun

##### Examples are:

- *Provision to attend zoo, movies with children when times were intense (social activities)*
- *Someone to explain things to me.*
- *a more understanding support worker willing to listen to my family story.*
- *Not being made to wait, only to be told there was nothing.*
- *I understand the budget issue but constant displacement from one housing situation to another is not good*
- *Knowing that we were more than just a number on a list waiting to be called up. Recognition that we were human - altho it was given, initially, to be honest, there is a sense of 'take a number and wait in line' (and it's hard to tell whether we have been set aside with the junkies who can't hold a house together, or if it's recognised that we are a family in an unfortunate series of events - or even there can be a bias in the order of things.)*
- *am i supposed to have my own support worker or something??? (#97)*
- *To be allocated an approx time for appointment. we had no food, drink etc. if i leave to feed kids i was wondering if this will take longer. Unsure of what the process was. Xxx need more workers employed there. if you are homeless and you have to travel to see them it takes time (esp with children), mentally i was maxed. xxxput extra worry and stress on attending their office.*
- *Not having to wait until 9 am the next day for a crisis appointment*

##### Actual Responses (100)

1	,ore shelters
2	?
3	a hug
4	A map of services and what they cover
5	a more understanding support worker willing to listen to my family story.
6	am i supposed to have my own support worker or something???
7	assistance straight away.
8	being in a refuge
9	Better knowledge of what services can do, who can hep.
10	Better support
11	Better support

12	case management and job recruitment services for income
13	communication
14	Communication.
15	Didn't have to wait.
16	Didn't wait
17	Didn't wait long for a worker
18	Don't know.
19	Emergency - Salvos store vouchers.
20	Even just a check in phone call to see how I was doing before allocated a specific worker.
21	face contact
22	Financial help.
23	first world commercial practises and practices (not just what appears on TV, cinema or hearsay or what is entertaining in an unsportsman" like manner (faecetious definition). Moving away from hedonistic entertainment driving by fear, greed, loathing and a convoluted and time misplaced notion of intergenerational equity ie. marketing only and above the line accounting profit based
24	FOOD, SLEEPING BAG
25	friends
26	grace period in Ozanam.
27	Having one of these workers
28	Having one worker who stuck around for more than 8 weeks.
29	Having support and someone to explain everything to me.
30	Helped me with my drinkies
31	hope based on reality
32	I understand the budget issue but constant displacement from one housing situation to another is not good
33	I was very happy with my support.
34	If the acess point had been more listening to me rather than ignoring me, until the hospital called.
35	Info from doctors/more staff.
36	information provided by worker
37	It was pretty quick getting support
38	Keeping me information about the process of getting a new support worker in.
39	Knowing that we were more than just a number on a list waiting to be called up. Recognition that we were human - altho it was given, initially, to be honest, there is a sense of 'take a number and wait in line' (and it's hard to tell whether we have been set aside with the junkies who can't hold a house together, or if it's recognised that we are a family in an unfortunate series of events - or even there can be a bias in the order of things.)
40	Knowing what a support worker can help you with (unsure).
41	Living som were
42	Maybe seeing a support worker once a week
43	money
44	more calls
45	More resources.
46	more support
47	More support from Haven
48	more support workers untill assistance was recieved.
49	More support workers.
50	More support, not having to shoe up at an agency to continue to check in maybe phone call check ins.
51	N/A

52	N/A
53	N/A
54	NA
55	NA
56	na
57	No
58	no, i should have seen a worker
59	No/ NA.
60	Not being made to wait, only to be told there was nothing.
61	Not having to wait until 9 am the next day for a crisis appointment
62	Not sure
63	not sure
64	Nothing
65	Nothing
66	Nothing
67	Nothing
68	nothing
69	Nothing
70	Nothing
71	Nothing - Just a home/house.
72	Nothing.
73	Nothing.
74	Nothing. the phone calls were ok.
75	Provision to attend zoo, movies with children when times were intense (social activities)
76	questionnaire to get people to look at their plan for moving forward. goals and ambitions specify what help exactly is needed etc.
77	Someone to check in to make sure things were going ok whilst we waited for a worker
78	Someone to contact me and help a little bit or let me know when I would see a support worker OR a worker would of come out to citigate apartment that bl could talk to. I felt I was just left by myself.
79	Someone to explain things to me.
80	someone to talk to
81	Staying longer in the refuge.
82	Suggesting places I could get some support.
83	Support
84	Support from other places while waiting.
85	support to explain process. possibly a flow chart that shows estimate wait time...realistic wait time
86	Support worker to get through system & to tell you what to say & what to do.
87	support workers
88	Talking to someone.
89	telephone contact/ updates/ information.
90	the refuge
91	they have supported me alot
92	To be allocated an approx time for appointment. we had no food, drink etc. if i leave to feed kids i was wondering if this will take longer. Unsure of what the process was. Xxx need more workers employed there. if you are homeless and you have to travel to see them it takes time (esp with children), mentally i was maxed. Xxx put extra worry and stress on attending their office.
93	To have a support worker straight away
94	Toilet. coffee. magazines

95	Transitional properties
96	Understanding of ABI.
97	Very happy with worker, couldn't ask for more.
98	Wasn't a big wait.
99	We received ll the help we needed
100	Wifi

## Theme 5: Support

In past surveys, people have told us that they value the support they receive.

### 16. What did you expect support to be?

#### Themes

- Someone to help
- Help with housing applications and navigating the service system
- Providing information and education
- Help to find housing
- Describing a positive and valued experience (36 people did this)
- Assessment of needs
- Support to achieve goals
- Don't know
- Being listened to and not judged (understanding, care and respect)
- What we received or are getting now
- Happy with what received, grateful

#### Examples are:

- *All support offered was valued, beyond expectation.*
- *Don't need support. Need a house.*
- *Liased with Ooh and coming to resolution that I couldn't have done on my own.*
- *Actual support with what I want, not with what I can get.*
- *Someone who would help me to find a place and help me move in and get the stuff I needed.*
- *What I got. Someone there for me to help me with everything.*
- *Being there to listen when I need to talk, not being judgemental.*
- *Point in right direction help the best they can. Exactly what they are doing for me.*
- *Assessment of needs and support in achieving goals.*
- *Someone to help me through this time.*
- *What my worker provides and what I contribute to the work.*
- *Exactly what we received.*
- *Help finding somewhere to live.*
- *I like my case workers. But the support service itself is quite a saviour industrial complex, which is toxic.*
- *help me to get well and not be vulnerable*
- *I found the support to be well above and beyond my expectations. It's not just about finding somewhere to rest your head, it's about supporting your lifestyle, your well being, and ensuring there is understanding about how you got into this situation, and preventative measures to stop it from happening again.*
- *Expected to be helped with housing, other issues going on in my life. Be able to openly discuss things as they arise. i feel lucky.*
- *Expected it to be like in WA. Hear from them once and then never again*
- *What I am experiencing now, housing advice/information, emotional support*
- *Nothing like what I got. I receive very good support and always there for you.*
- *I felt it was more than I deserved. Very Good.*
- *I don't expect anything anymore*
- *Didn't expect this amount of help to be honest were grateful*

## Actual Responses (134)

1	A worker to help like now but knows all systems
2	Actual support with what I want, not with what I can get.
3	Advocate on my behalf - Transport.
4	All support offered was valued, beyond expectation.
5	alot less then what they have done.
6	anything support that helps us to move forward and be in a safe place
7	Assessment for my support needs
8	Assessment of needs and support in achieving goals.
9	Assist with my issues.
10	Assistance / advice/someone to advocate for you.
11	Assistance in meeting our basic needs as a family in crisis
12	Assistance with housing and advice.
13	Assistance with my housing as well as family needs/issues. Support met expectation.
14	Banyule Housing Group helped me make an application for a Kids Under Cover flat.
15	Be there when a person need help.
16	Been very helpful.
17	Being supported with addressing current housing situation. Provided with information advice and future possibilities/paths.
18	Being there to listen when I need to talk, not being judegemental.
19	casual help in getting a house
20	Counselling, Social Worker.
21	Didn't expect this amount of help to be honest were grateful
22	Didn't know
23	didn't know what to expect
24	direct housing and link support
25	direct me to a decent place to live
26	Don't need support. Need a house.
27	Everything it is. We are lucky.
28	Exactly what I got.
29	Exactly what we recieved.
30	Expected it to be like in WA. Hear from them once and then never again
31	Expected overall support.
32	Expects to be helped with housing, other issues going on in my life. Be able to openly discuss things as they arise. i feel lucky.
33	Finding somewhere to stay.
34	For housing
35	General
36	Getting help
37	Getting information from my support worker and assisting me to locate permanent accommodation.
38	good response
39	Haven't accessed support service.
40	Having someone with there noligetu with other out reach surveyes
41	help finding somewhere to live
42	Help finding somewhere to live.
43	Help getting housing
44	help looking, linking up with other agencies.



45	Help me get my life in order.
46	help me to get well and not be vulnerable
47	help to get housing nothing.
48	Help to get public housing and private rental.
49	Help to sort out my life
50	Help with advocacy support
51	help with applications
52	help with finding suitable living arrangements
53	help, money, finding places that can help
54	Help, roof over our head
55	Helpful
56	Helpful.
57	Housing
58	Housing and education
59	I did not know
60	I did not meet the criteria.
61	I didn't know that there was support. So the support I had I was so pleased.
62	I don't expect anything anymore
63	I expected the worker to help me find more suitable housing, that is what I have gotten from my support worker.
64	I felt it was more than I deserved. Very Good.
65	I found the support to be well above and beyond my expectations. It's not just about finding somewhere to rest your head, it's about supporting your lifestyle, your well being, and ensuring there is understanding about how you got into this situation, and preventative measures to stop it from happening again.
66	I like my case workers. But the support service itself is quite a complex industrial complex, which is toxic.
67	I thought I'd be supported with just finding private rental however I also got temporary housing.
68	I was surprised how quickly service assisted did not expect this.
69	I was very happy with the service
70	Immediate assistance
71	Issues around D&A, mental health, housing
72	It means everything. There was all sort of different support coming in while we were waiting for housing which was great
73	just a waiting list and a worker that didn't want to be working
74	less than what I received.
75	Liasing with Ooh and coming to resolution that I couldn't have done on my own.
76	Long term housing
77	Money to help with rent.
78	More direction - help with accessing housing, more help accessing financial systems. Help with getting off debt blacklist.
79	more from my family
80	More FV specific and ongoing
81	more help
82	more intensive, i would have thought given my vulnerability that i would have people who could do more things for me
83	More interesting.
84	More people to help me out in certain situations
85	more personal support.
86	More positive outcomes

87	more support from the workers
88	No idea,
89	No idea. First time experience
90	non judgemental
91	Not as good as it has been.
92	not sure
93	Nothing like what I got. I recieve very good support and always there for you.
94	On - going. Housing.
95	Point in right direction help the best they can. Exactly what they are doing for me.
96	Positive.
97	provide a house as soon as possible
98	see above
99	Some stayed for 6 weeks then finished. Then left me with another worker. This was okay.
100	Someone avaiable to me. Help will all housing related quiries.
101	Someone helping me with appyling for places. Helping with looking at what I can afford.
102	Someone to assist with immediate and long term needs
103	Someone to help me through this time.
104	SOMEONE TO OPEN TO ABOUT SITUATION, STABILITY
105	someone to talk to and to help me
106	Someone who cared. Someone to listen to me.
107	Someone who would help me to find a place and help me move in and get the stuff I needed.
108	support to come with housing.
109	Supportive
110	thankful for any
111	The support has been good
112	They are going to help to get a house
113	They had no \$ to help with motel.
114	to be trusted and honest
115	To help find a house
116	To help look for a house
117	to help people that are need
118	To keep service users privacy
119	Understanding and willing to explore more options
120	Understanding, kind, supportive workers. Direction advies
121	unsure
122	Unsure/ hasn't been told.
123	Valuable support
124	Value the support that is relevant what I need eg. OZ House which has made more stable.
125	was not sure
126	Wasn't sure, case planning maybe
127	We expected the support we received, careful thoughtful and respectful people who were earnestly willing to help
128	we feel blesses, it's been very positive.
129	What I am experiencing now, housing advice/information, emotional suport
130	What I got. Someone there for me to help me with everything.
131	What my worker provides and what I contribute to the work.
132	when i was sleeping rough i received no support, it was random people like priest, uniting church and

	salvos came and gave me stuff rather than support
133	Yes definitely. How Team 2 support me and my family.
134	TRUE

## Theme 5: Support

In past surveys, people have told us that they value the support they receive.

### 17. What more do you want from the support that is offered to you?

#### Themes

- Nothing more
- Describing what support would ideally look like (43 people provided this)
- Happy with it or valued it
- More housing
- More support
- Follow up
- Human rights
- Advocacy

#### Examples are:

- *understand better what 'support' can be offered... is it more than housing?*
- *Support provided was very good. I did not need any more then was provided.*
- *help me be myself, hear me out.*
- *I would love services to acknowledge that the system sucks, instead of dismissing this fact. I would love services to understand and always keep in mind that it is our fundamental right to live where we feel comfortable and safe living in. Please don't dismiss our right and expect us to rent in places in the outer suburbs just because it's cheaper. By doing this, you are creating and supporting another system of class and further advancing gentrification. Housing in any area should be affordable to everyone. Stand in solidarity with us. Listen to what we said and use your platform of privilege to advocate for our rights. Employ peer leader to work with us.*
- *keep the bad men away from me*
- *I honestly don't think I could possibly ask for more! As I said, for us, they certainly seem to go above and beyond to ensure that we were not only safe, but happy! - I suppose my 'concern' may be towards the sense that there were people that appeared to be taking advantage of the system. Stories about 'repeat offenders' that just don't seem to care that they are abusing the generosity of these establishments, on the grounds that they have illegal habits that they 'can't control'. It comes across as a flawed service when support is provided on the grounds that the service is there for Everyone.*
- *Re-assurance - as i am only offered three months crisis property and am worried about where i am going to go next.*
- *transport support pretty much as we can not afford to carry the weight of homelessness ourselves*
- *I need immediate housing as I have been attacked yesterday. Everyday is a struggle*
- *The support I got was the best.*
- *well i got the opposite i got an amazing man called ciro and he felt my pain*
- *Somewhere to live*

## Actual Responses (104)

1	A way to improve my housing situation.
2	Be flexible with your system to accomodate exceptional circumstances like mine.
3	better communication
4	Better communication.
5	better understanding of what are need today not just focus on long term plan.
6	clear info Re: options.
7	Don't know.
8	Easier access to free support programs and groups
9	follow up
10	Follow up
11	follow up.
12	food and petrol vouchers
13	guidance - where to look for houses, etc.
14	Happy with support offered.
15	Happy with support.
16	Happy with the level of support
17	Happy with the support that I have recieved.
18	happy with what support I recieved.
19	Help
20	help me be myself, hear me out.
21	Honesty and real solutions
22	I also need food support.
23	I am happy with the support I get now.
24	I am satisfied with my support workers
25	I got good help with looking.
26	I have recieved more than I expected.
27	I honestly don't think I could possibly ask for more! As I said, for us, they certainly seem to go above and beyond to ensure that we were not only safe, but happy! - I suppose my 'concern' may be towards the sense that there were people that appeared to be taking advantage of the system. Stories about 'repeat offenders' that just don't seem to care that they are abusing the generosity of these establishments, on the grounds that they have illegal habits that they 'can't control'. It comes across as a flawed service when support is provided on the grounds that the service is there for Everyone.
28	I need immediate housing as I have been attacked yesterday. Everyday is a struggle
29	I would love services to acknowledge that the system sucks, instead of dismissing this fact. I would love services to understand and always keep in mind that it is our fundamental right to live where we feel comfortable and safe living in. Please don't dismiss our right and expect us to rent in places in the outer suburbs just because it's cheaper. By doing this, you are creating and supporting another system of class and further advancing gentrification. Housing in any area should be affordable to everyone. Stand in solidarity with us. Listen to what we said and use your platform of privilege to advocate for our rights. Employ peer leader to work with us.
30	If things moved more swiftly it would be greatly appreciated
31	Information with what is going on with public housing.
32	inspection times
33	Just a job
34	Just the plan
35	keep the bad men away from me
36	Mor help with private rentals

37	More affordable.
38	More assistance for funding. financial assistance.
39	more contact. more understanding.
40	More crisis accomodation to be avaiable for everyone.
41	more funding
42	More housing choices/ help.
43	More housing opportunities and options.
44	More housing options
45	More info on what I am eligiable for (funding /support).
46	More opportunities to find accomodation.
47	more personal support
48	more recreation money.
49	more support
50	more support workers to help me with legal needs
51	More updates on housing.
52	N/A
53	NA
54	No
55	No complaint but I know other people might not have same experience as me
56	no expect more help
57	No.
58	not a whole lot, its all good so far
59	Not much more they can do. They give me all the support I need.
60	not sure as i have not received any support at the moment
61	Not sure.
62	Nothing
63	nothing
64	Nothing but housing would be good.
65	Nothing else
66	Nothing I am very satisfied.
67	Nothing it has been good.
68	Nothing more
69	Nothing more, I'm happy with the finacial assistance from Womens Housing
70	Nothing The have done everything for me.
71	nothing, they have helped a tone.
72	Nothing.
73	Nothing.
74	On going support
75	Ongoing finacial support.
76	Re-assurance - as i am only offered three months crisis property and am worried about where i am going to go next.
77	Receiving good support.
78	see previous answers (expressed and/or strongly implied)
79	SHASP has been great. Need more support workers like them.
80	Someone I can talk to.
81	someone to drive me to appointments and the supermarket
82	Somewere to live

83	Somewhere to live that is longterm
84	Stability
85	Stability in housing, and support in staying stable.
86	Support options/areas of help to be broader.
87	Support provided was very good. I did not need any more then was provided.
88	Support was more than what I thought it would be.
89	Support with children
90	Support Workers should be trained and educated in professional way
91	The support I got was the best.
92	there are a lot of places empty like motels and hotels they could be used to temporarily house while waiting
93	To help find a house
94	To help secure permanent housing
95	To see the worker more often.
96	to support me with long - time house.
97	transport support pretty much as we can not afford to carry the weight of homelessness ourselves
98	understand better what 'support' can be offered... is it more than housing?
99	unsure
100	waiting for permanent housing
101	well i got the opposite i got an amazing man called ciro and he felt my pain
102	What I & the kids need is to have permanent housing.
103	xxx- regular phone contact would have been more useful- less stressful then attending their office and waiting for hours. Transitional housing- continuing with housing option discussions/referrals.
104	You have homes available to us.

## Theme 6: The experiences of children

We've had feedback that being homeless with children is an incredibly difficult and challenging experience.

### 18. As a parent/carer, how do you think your child has been impacted by homelessness?

#### Themes

- Affected child negatively (43 people felt that it had)
- Affected – had an impact (7 people felt that it had)
- Affected – not much, very little (9 people felt that it had)
- Affected home negatively (5 people felt that it had)
- Violence and crime
- Loss of routine (5 people felt that it had)
- Interrupted schooling (18 people felt that it had)
- Guilt, stress and anxiety
- Loss and separation from parent (13 people felt that it had)

#### Examples are:

- *Son wouldn't leave the house, go to school, agoraphobic.*
- *affected school attendance, created distance, caused family breakdown.*
- *Caused his behaviour to be erratic and difficult.*
- *Scared + anxious to be homeless.*
- *As a parent I'm lucky to have family support however I'm also making the choice of living with my parents with my child so homelessness does not impact my child.*
- *Children are used to living poor.*
- *Don't see children due to distance.*
- *Bad sleeping habits and nervous.*
- *Not being able to go to school. Not sleeping very good.*
- *Children missed school out of routine in a tiny motel room.*
- *Children become unsettled. School work interrupted, loss of friends and community support.*
- *A lot of anxiety and down days.*
- *An unhappy parent.*
- *me and my child was raped on the street*
- *To be honest, as a result of the support and care that was provided, I don't think they were as much 'impacted' as they were confused by the odd holiday they were put through. We were always being looked after in some way, and never needed to impose a sense of dire concern towards the children.. so they remained, for all intents and purposes, unaware of any issues, other than that we were looking for somewhere to stay. (not unlike trying to find new shoes that fit.)*
- *They are affected. I can feel it. They feel uncomfortable about moving around.*
- *In my situation I'm trying to avoid to be homeless, being homeless can give a big impact to child, they might be scared, embarrassed, ashamed to their situation.*
- *Uncertainty, they are really young asking where are we staying tonight?, trying to keep them safe. i worried alot about my children. Usual routine of parenting gone, their familiar things have gone- alot of loss- eg:toys, bed times muddled up, eat out alot. You dont feel like a good mother when you eat fast food all the time.*
- *Disrupted routines, threats from child protection of removing kids from their parents custody.*
- *I think she is ok now. She hasn't really known any better*
- *they have been removed by DHHS*
- *Severely, he lives with the perpetrator of FV*



## Actual Responses (88)

1	A lot of anxiety and down days.
2	affected school attendance, created distance, caused family breakdown.
3	All the moving takes it's toll.
4	Alot of emotional impact. Confusion- not knowing where they are going. For example, are they going back to same school, they have been taken away from their envirnoment- which they are used to.
5	An unhappy parent.
6	Anxious and easily upset
7	As a parent I'm lucky to have family support however I'm also making the choice of living with my parents with my child so homelessness does not impact my child.
8	Bad sleeping habits and nervous.
9	Caused his behaviour to be erratic and difficult.
10	Children are used to living poor.
11	Children become unsettle. School work interrupted, loss of friends and community support.
12	Children missed school out of routine in a tiny motel room.
13	Children out of sorts, toilet trained now back in nappies. Moving around couldnt get into creche
14	Children suffered because they could not see me, be with me.
15	Constantly moving school and having to keep re stabling yourself making new friends getting used to the teachers and school system takes time nod constantly moving has a negative impact on ones confidence
16	created chaos + stress in the home.
17	depression/sadness
18	Disrupted routines, threats from child protection of removing kids from their parents custody.
19	Don't see children due to distance.
20	Feeling insecure
21	Hard for them when they study
22	Harder on kids because they don't understand.
23	I did not have children at the time I was homeless
24	I dont have children.
25	I had my son while in transitional housing. He has only had to move once.
26	i had to leave my children overseas to come here to safety
27	I think she is ok now. She hasn't really known any better
28	I was offered support to help with my children's experiences, especially around stability.
29	I worry about my kids being in a motel.
30	im always stressed
31	impacted behaviors, emotions as well as academically
32	In my situation I'm trying to avoid to be homeless, being homeless can give a big impact to child, they might be scared, embaressed, ashamed to their situation.
33	It is very hard
34	It was so difficult being going fifferent Place with child it's really hard.
35	It was very stressful and they always fea it might happen again
36	Its interrupted schooling, social life, family life.
37	I've ended up having to leave her with my mum.
38	major impact - no stability, nothing secure. not safe and also I was fleeing family violence
39	me and my child was raped on the street
40	my child is not with me
41	my child was a baby so he didn't understand much but if he was older, he would have been tramatised.

42	Na I'm a male
43	no
44	No
45	No children
46	No children in care currently.
47	No children.
48	No sense of home
49	Non parent
50	Not a lot as she is under 1yr
51	Not being able to go to school. Not sleeping very good.
52	Not impacted living with relatives whilst getting housing.
53	not seeing me
54	NOT THE BEST, NOT GREAT TO HAVE THEM AT HOME
55	One it is hard, the other it has a massive impact on him, he is unsure what is going to happen next.
56	Sad
57	sad
58	Scared + anxious to be homeless.
59	School has been hard because we have move to a different area to a motel.
60	school was an issue.
61	schooling, didn't have their things for months
62	Seeing parent stressed and living in different places, stressful.
63	Severely, he lives with the perpetrator of FV
64	she has not witnessed it
65	slightly
66	Son wouldn't leave the house, go to school, agoraphobic.
67	Stressed, tired, unsettled.
68	They are affected. I can feel it. They feel uncomfortable about moving around.
69	They don't have suitable place to develop life
70	They have been moved from house to house, there has been no stability and they do become distressed living out of boxes and sharing toys or rooms with others
71	they have been removed by DHHS
72	They have not been homeless.
73	To be honest, as a result of the support and care that was provided, I don't think they were as much 'impacted' as they were confused by the odd holiday they were put through. We were always being looked after in some way, and never needed to impose a sense of dire concern towards the children.. so they remained, for all intents and purposes, unaware of any issues, other than that we were looking for somewhere to stay. (not unlike trying to find new shoes that fit.)
74	Traumatic
75	Uncertainty, they are really young asking where are we staying tonight?, trying to keep them safe. i worried alot about my children. Usual routine of parenting gone, their familiar things have gone- alot of loss- eg:toys, bed times muddled up, eat out alot. You dont feel like a good mother when you eat fast food all the time.
76	very bad impact
77	Very big. Sad now we have to move again.
78	Very crowded living with many family members
79	Very impacted.
80	Very stressful, moving schools, missing out on school not knowing where they'll end up.
81	Very traumatic
82	welfare support for such has set back early childhood practices (tried and true)

83	Yes
84	Yes
85	yes
86	yes
87	Yes - my sone does not know what a home is/he had to go to the bathroom in the garden while we were staying in the caravan.
88	Yes, it has had a significant impact. Even living in transitional housing we are still not sure of the future

## Theme 6: The experiences of children

We've had feedback that being homeless with children is an incredibly difficult and challenging experience.

### 19. What have your children/child said about being homeless?

#### Themes

- Why is this happening to us
- We want to be like other children
- We are not like other children
- I miss my friends
- I hate this
- Scared, worried,
- Sad, depressed, quiet, disconnected
- Ashamed, angry, crying
- Can we go somewhere else
- It's your (parent) fault
- When can we get our own home, it would be great
- Why?
- Nothing said

#### Examples are:

- *We struck together + got through together +be strong*
- *That it was not nice/ why does it have to happen us?*
- *instability - when are we getting a house mum?*
- *there sick and tired off just want to be like other children*
- *Hate it, Dont feel safe.*
- *When we went to motel they said wanted to go somewhere else.*
- *They were not happy and they blamed me.*
- *Felt aimless, helpless and had cultivate sense of abandonment.*
- *When can we get our own home?*
- *"Were we homeless?" is probably my favourite. "When will we see [insert support worker or Motel manager or other random person who displayed an exuberant level of care or kindness]?" is probably another common quote.*
- *They didnt like seeing their mother in situation*
- *hated every minute*
- *They want to live in a happy house*
- *They always say Mommy I hope they can find a house that would be great.*
- *When we went to motel they said wanted to go somewhere else.*
- *Feeling sad unwanted, not being like other kids.*
- *They are embarrassed and hope it never happens again*
- *Why can't we go back home? Why are we here? These are hard questions for me to answer.*
- *We have to move again mum and dad?*
- *They are sad*
- *all he does is cry and I canit wait for our own house.*
- *He complains that he is alone he doesn't have any friends and it has become hard to make friends because he may be uprooted once again*
- *I wanna go home. But we have never had a stable home.*
- *want to get new place asap*

### Actual Responses (70)

1	all he does is cry and I can't wait for our own house.
2	Ashamed
3	Child too young to express thoughts ( 2 years old).
4	Confusion to why were in the situation as well as when can we get a real home
5	Don't know
6	don't like living far from school
7	Embarrassed, angry.
8	Feeling sad unwanted, not being like other kids.
9	Felt aimless, helpless and had cultivate sense of abandonment.
10	Hate it, Don't feel safe.
11	hated every minute
12	He complains that he is alone he doesn't have any friends and it has become hard to make friends because he may be uprooted once again
13	He has had to live with an abusive father because I can't find a home for us
14	I wanna go home. But we have never had a stable home.
15	instability - when are we getting a house mum?
16	It is hard.
17	just glad they are with me
18	my child can't speak.
19	My child is still too young to have anything else to say.
20	never been homeless
21	No
22	No memory
23	No. Too young.
24	None
25	nothing
26	Nothing
27	nothing
28	Nothing
29	Nothing said - but can see their faces they're worried.
30	Nothing/ only I have been.
31	Son does not like changes
32	That it was not nice/ why does it have to happen us?
33	That they did not want to change schools.
34	That we have to move again new school possibly.
35	there sick and tired off just want to be like other children
36	They always say Mommy I hope they can find a house that would be great.
37	They are embarrassed and hope it never happens again
38	they are good kids, but it is uncomfortable for them.
39	They are sad
40	They are worried and feel disconnected from the world
41	They didn't like seeing their mother in situation
42	They do not understand why they are without a home.
43	They don't know.
44	They don't like it and it is unfair.

45	they don't like it and they want somewhere permanent to live.
46	They don't like it.
47	They feel scared sometimes.
48	they have been removed
49	They just want to come back to me
50	they live overseas with my mother
51	they still refer to transitional housing as their holiday house. i said to them that we are going on a little adventure - as we left due to domestic violence.
52	They talk about too many people and don't want to share any more. The girls dont want to share with their brother
53	They want to live in a happy house
54	They were not happy and they blamed me.
55	They would ask when will you have a house.
56	Too young to say anything
57	Unsaid
58	Upset - Not right.
59	want to get new place asap
60	we both have mental health eating disorder
61	We don't have a home to go to.
62	We have to move again mum and dad?
63	We struck together + got through together +be strong
64	"Were we homeless?" is probably my favourite. "When will we see [insert support worker or Motel manager or other random person who displayed an exuberant level of care or kindness]?" is probably another common quote.
65	When can we get our own home?
66	When we went to motel they said wanted to go somewhere else.
67	why cant we find somwere
68	Why can't we go back home? Why are we here? These are hard questions for me to answer.
69	worried about having to move to another area.
70	Yes she hates it.

## Theme 6: The experiences of children

We've had feedback that being homeless with children is an incredibly difficult and challenging experience.

### 20. How can we improve homelessness services for children and their carers?

#### Themes

- More housing
- Accommodation that is suited to children (safe, access to cooking facilities, with other families)
- More accommodation and housing options close to schools and friends
- Quicker access to housing
- Keep us safe
- More workers and support for the child (assessment of trauma and counselling if needed)
- More support from schools
- Provide parents with some respite, 'this is so hard'
- Better processes, stop having to 'drag the kids' around
- Explain homeless to kids in age appropriate and hopeful ways
- Make children and families a priority
- Don't let families be split up

#### Examples are:

- *to at least support us with a 'safe place' rather than car.*
- *More workers in schools. More options to stay local so young people/children can stay close to friends and supports.*
- *don't make us move so far from our area. Need more motels in area.*
- *Quicker access to transitional, or any form of housing that does not put my family in danger or harms way.*
- *THM is our forever home as now we are settled and don't want to move.*
- *Be receptive and accommodate more people who are in desperate need.*
- *Should be a shelter for children during these times.*
- *Children need stability and a home. Leaving on the street/ cars etc is not healthy for their well being so they should be housed immediately.*
- *feed us, house us and able to access clean clothes*
- *It's obviously hard to find a suitable cheap environment that caters for children, especially under these types of circumstances. But if you can find places where the childrens' activities are sufficiently distracting and entertaining (essentially making it a fun time), then definitely do it. (building blocks, games consoles, swings, etc, are items that kids will often happily lose hours in!) - the other thing would finding a way to not have to 'drag' them around to meeting after meeting. If there is any way that special consideration can be granted to bring paperwork or discussions to where the family is, rather than having to 'Make' the kids go to some strange foreboding building for five minutes then go back to this confusing accommodation - that would be heavenly.*
- *Treat them equally, give them assurance that they are safe.*
- *To have safe & appropriate emergency and permanent housing not bad hotels or rooming house.*
- *needs to be better housing for families set up for families: full kitchen, bedding, safer environment- not sharing next to a drug addict. Sharing in a place with other families - not worried about who is next door to you.*

- *Re-assurance of our safety. Try to get my child back on their feet quickly. Try not to dwell too much on violence of ex partner. Getting child back into school quickly. No motel accomm options, get rid of those options- not good environments- feel like a convict.*
- *Age appropriate books that provide a story of homelessness that acknowledges the fear and reassures children that things will be ok*
- *Stable housing, support, counselling for the children.*
- *More houses, so experience is shorter.*
- *By making children and those who have children a priority by ensuring their lives are not greatly affected by the homelessness*
- *Having someone check in with the children and ensure their needs are met as well as access to supports meeting their developing need as a child in crisis*
- *let me bring my children over here to be with their mother*
- *I think we have been treated really well*
- *Build more housing so when we leave the abusers, we can safely take our children with us*

### Actual Responses (77)

1	?
2	A lot more houses and workers need to be made available.
3	Affordable and suitable houses
4	Age appropriate books that provide a story of homelessness that acknowledges the fear and reassures children that things will be ok
5	Be receptive and accomodate more people who are in desperate need.
6	Being more involved with our children
7	Build more housing so when we leave the abusers, we can safely take our children with us
8	By making children and those who have children a priority by ensuring their lives are not greatly affected by the homelessness
9	children good to get house
10	Children need stability and a home. Leaving on the street/ cars etc Is not healthy for their well being so they should be housed immediately.
11	Different places for us to stay. Not places with people who take drugs.
12	Dont know
13	Don't know, I don't have children
14	Don't know.
15	Don't know.
16	don't make us move so far from our area. Need more motels in area.
17	Faster response.
18	feed us, house us and able to access clean clothes
19	Find them a home.
20	finding accomodation
21	get help for families.
22	give / interact with parent by giving counselling
23	Government funds more programsf or kids
24	Government- more money, more houses
25	Have more immediate housing for those who are homeless.
26	Having someone check in with the children and ensure their needs are met as well as access to supports meeting their developing need as a child in crisis
27	having supports like MOSS
28	I really don't know



29	I think we have been treated really well
30	Immediate safe housing.
31	improve housing and conditions, better assessments of needs
32	It's a tricky one.
33	It's obviously hard to find a suitable cheap environment that caters for children, especially under these types of circumstances. But if you can find places where the childrens' activities are sufficiently distracting and entertaining (essentially making it a fun time), then definitely do it. (building blocks, games consoles, swings, etc, are items that kids will often happily lose hours in!) - the other thing would finding a way to not have to 'drag' them around to meeting after meeting. If there is any way that special consideration can be granted to bring paperwork or discussions to where the family is, rather than having to 'Make' the kids go to some strange foreboding building for five minutes then go back to this confusing accommodation - that would be heavenly.
34	let me bring my children over here to be with their mother
35	More assistance.
36	More closer to schools
37	more crisis accomodation for mothers and children fleeing family violence and homelessness
38	more family housing
39	more family housing services.
40	more funding, government housing for people in dire need
41	more house and support workers.
42	More houses, so experience is shorter.
43	more houses.
44	More housing that is affordable, Waiting list too long heaps of people waiting
45	More refuges for children and parents.
46	more State funding
47	more support, mentorship, respite affordable housing for familys.
48	More support, Proper accomodation
49	More support, support workers and funding.
50	More vacancies
51	More workers and housing.
52	More workers in schools. More options to stay local so young people/children can stay close to friends and supports.
53	needs to be better housing for families set up for families: full kitchen, bedding, safer environment- not sharing next to a drug addict. Sharing in a place with other families - not worried about who is next door to you.
54	nill
55	Not put children and parent in places like Palms Motel.
56	not too sure as i don't have a kid.
57	Prioritise services for families and children those leaving family violence.
58	Provide assistance for more social activities.
59	provide housing
60	provide more care to families
61	Provide more child friendly shelters.
62	Provide stable accommodation that is adequate
63	Quick safe appropriate housing options.
64	Quicker access to transitional, or any form of hosuing that does not put my family in danger or harms way.
65	quicker service
66	quicker service

67	Re-assurance of our safety. Try to get my child back on their feet quickly. Try not to dwell too much on violence of ex partner. Getting child back into school quickly. No motel accomm options, get rid of those options- not good environments- feel like a convict.
68	respite, short term accomodation.
69	see above
70	Should be a shelter for children during these times.
71	Stable housing, support, counselling for the children.
	they should be a priority
72	THM is our forever home as now we are settled and don't want to move.
73	to at least support us with a 'safe place' rather than car.
74	To have safe & appropriate emergency and permanent housing not bad hotels or rooming house.
75	Treat them equally, give them assurance that they are safe.
76	Unsure.
77	Unsure?

## Theme 7: Fitting the system

People have told us in a number of different ways that they need to fit the system and not the other way around

### 21. What can you tell us about your experience of accessing homelessness services?

#### Themes

- Describing service access – Positive, valued and good experience (34 people did this)
- Describing service access – Okay or reasonable experience (12 people did this)
- Describing service access – Unsuccessful, Negative or Bad experience (30 people did this)
- Describing service access – Mixed (5 people did this)
- Need to fit certain criteria to get a service
- Wait times can be long
- The system needs changing, not the person, fix the system (homelessness and housing)
- Need more flexibility
- Workers are hard-working, professional and understanding
- Workers can also be rude and insensitive
- Services need to be louder and stronger advocates
- Luck plays a part in good outcomes
- The person still needs to make efforts

#### Examples are:

- *That I was discriminated against as I was a single male with a child.*
- *Housing services are hard to access. lining up. They don't answer the phones.*
- *they are supportive and hard working*
- *It's very hard. I can't get to Yarra at 9am because of the kids but then they wont help me.*
- *they act like to support but they don't solve the actual homelessness.*
- *alot of understanding people trying to help.*
- *There is no funding for women who are not experiencing domestic violence.*
- *I was scared , they comferted me and helped when I had none and nothing.*
- *its hard for me to ask for help.*
- *It's coz of the cage the rat is in, not the rat.*
- *Because you move from area to area you cannot go to the same service all the time.*
- *They were rude and didn't care.*
- *It was hard to get an appointment as you have to be there very early. I got there at 6'o clock in the morning and waited until 9am.*
- *Service providers dismiss our effort of finding housing and dismiss the fact that there's minimal affordable housingon the market. Instead, they want us to 'get our shit together'. Why don't they use their platform to tell the system to 'get their shit together'.*
- *Right place at right time.*
- *I find it disappointing that people would feel uncomfortable about having to abide by the needs of a service that is ultimately just doing what we either lack the resources to do, or simply the time to do. I'd find it utterly insulting if I was helping someone out of a ditch, and they told me that they couldn't step up because they'd get their feet dirty, and try to tell me I just have to pull them! I was happy to do what ever was required of me to ensure that the current unfortunate situation I was in was remedied as quickly and efficiently as possible. If that meant that I had to go to offices, and make phone calls on a daily or hourly basis, then I did. I understood that I was not the only person or family in need, and that the support that I was being given was a Blessing and most certainly NOT a Privilege.*

- *some people just want to help you ... other people look at you like wtf are you even here for ....*
- *But after xxx they passed the buck to xxx and that's when i felt left out. did not get daily phone calls, vouchers, emotional support. Felt very unsettled, worried, confused as no one from xxx contacted. If you are not strong enough as a woman it may be quite easy to return to your abusive ex partner during this stage as i was not supported by xxx.*
- *I became homeless while escaping family violence, I was offered refuge in xxx and xxx which were very far away from my child's doctors, I felt ungrateful saying no and was threatened that I would be ejected from safe steps for saying no. I felt belittled and not listened too*
- *yeah that's pretty much how i felt about the experience here as i have seen people who are violent and angry get their way much quicker than me*
- *too many assessments, too many questions*
- *Need to fix the housing system.*
- *The system is not designed to help homeless people it is much difficult to get help and support*
- *Pain having to access services whilst trying to ensure you lead a normal life so your children's lives aren't disrupted too much. It becomes hard when you have to que in a line outside a service in the rain*
- *I don't have enough knowledge and education level to share with you my opinion*
- *i haven't got housing yet and I've been homeless for 3 years. I can't recover*
- *I have no income so I have no choice where I live*

### Actual Responses (136)

1	alot of understanding people trying to help.
2	always helpfull
3	Ask too many questions and can't say why
4	barely any help or support
5	Because you move from area to area you cannot go to the same service all the time.
6	Been able to access
7	Been hard at times some help others no help.
8	can be difficult from the start, long waiting time and be rejected.
9	Degrading
10	delays
11	Difficult - waiting.
12	Difficult because I didn't know where to go.
13	Doesn't really have any. My friend is finding it hard to get into any refuges because she doesn't study or work.
14	felt discriminated
15	Finds it hard with ABI and expectations that support workers have on client.
16	First time accessing homeless service Rita was very good, friendly and very nice.
17	Good.
18	great. Yarra community housing has been amazing to me and my son.
19	Had to make an appointment for that day but needed to be there at 8:30
20	Hard. difficult. Crisis accomodation only for short period of time.
21	have to travel too far to get service
22	Housing services are hard to access. lining up. They don't answer the phones.
23	I accessed Ministry Housing by applying to them while I stayed with my cousin

24	i am able to access service
25	I answered this in other questions, but a better response to homelessness than one off assistance here and there over a two year period is needed.
26	I became homeless while escaping family violence, I was offered refuge in Warnumbool and Geelong which were very far away from my child's doctors, I felt ungrateful saying no and was threatened that I would be ejected from safe steps for saying no. I felt belittled and not listened too
27	i called a number on the internet
28	I came from interstate and didn't know how to access supports. It was a hospital social worker that made a referral on my behalf
29	I couldn't find any until MOSS was recommended to me
30	I don't have enough knowledge and education level to share with you my opinion
31	I dont know what to expect/ request.
32	I felt like i was port around ofices & services which did not help.
33	I find it disappointing that people would feel uncomfortable about having to abide by the needs of a service that is ultimately just doing what we either lack the resources to do, or simply the time to do. I'd find it utterly insulting if I was helping someone out of a ditch, and they told me that they couldn't step up because they'd get their feet dirty, and try to tell me I just have to pull them! I was happy to do what ever was required of me to ensure that the current unfortunate situation I was in was remedied as quickly and efficiently as possible. If that meant that I had to go to offices, and make phone calls on a daily or hourly basis, then I did. I understood that I was not the only person or family in need, and that the support that I was being given was a Blessing and most certainly NOT a Privilege.
34	I find that my experience is good, great facilities. groups that help me. I found coming has helped me, made friends and received support in so many ways. It has helped me get where I am, if I didn't come I probably wouldn't have a place.
35	I had a good experience with homelessness services, everything was done quickly it's been straight forward.
36	I had a lot of help from hospital staff prior to discharge
37	I have no income so I have no choice where I live
38	I have positive experience of when accessed homelessness services.
39	i havent got housing yet and I've been homeless for 3 years. I can't recover
40	I know that I'm not alone and people can help.
41	i recieved a fast answer
42	I suffered, stayed with friends, did not know where to go & stay.
43	I thought it would be more traumatic but it's fine
44	I was scared , they comferted me and helped when I had none and nothing.
45	i went to Frontyard when i was younger and was put up in motels for weeks. yarra housing helped me alot more
46	I went to SASHS after someone told me about them when I was sleeping in my car. Workers there have been really helpful to me and my son.
47	I went to so many places and none of them were any help
48	Initally - DV sitation- contacted Safe Steps and they got me accomm to assist me and my children and my dog. I was very happy with them. I was well looked after for one week- with dailty contact from support worker on the phone. lots o empathy/ support. But after xxx they passed the buck to xxx and that's when i felt left out. did not get daily phone calls, vouchers, emotional support. Felt very unsettled, worried, confused as no one from xxx contacted. If you are not strong enough as a woman it may be quite easy to return to your abusive ex partner during this stage as i was not supported byxxx.
49	Intially had difficulty in accessing help because of communication difficulties. No phone.
50	it been as easy as 123
51	It has been quite easy to access it as we were referred by a caseworker so it was fairly simple
52	it has been very poor and little to no effort has been made to help me find accommodation.
53	it is a good service but i want to live alone

54	It is very difficult to access any service.
55	It was a great relief with women's Housing being able to help.
56	It was hard to get an appointment as you have to be there very early. I got there at 6'o clock in the morning and waited until 9am.
57	It was very difficult, hard to meet certain program criterias.
58	It wasn't easy leaving in a car.
59	It's been hard, been on the waiting list for 4 years.
60	It's coz of the cage the rat is in, not the rat.
61	It's difficult.
62	It's good at xxx
63	its hard for me to ask for help.
64	It's not that easy
65	It's very hard. I can't get to Yarra at 9am because of the kids but then they won't help me.
66	I've had no problems YET....
67	Jumping through hoops for crisis accommodation
68	Lack of community awareness.
69	Lack of empathy
70	Little difficult at time but understandable under workers circumstances.
71	LONG WAITING PERIODS, NEED MORE INFORMATION READILY AVALIABLE
72	Lots of change over the years
73	more communication, friendlier staff (haven).
74	My experience has been pretty good because in the first week I was supported with dental treatment also.
75	My experience was OK
76	need more workers
77	Need to be more accepting. Listen to people.
78	Need to be more information
79	need to engage with support services
80	Need to fix the housing system.
81	Never struggled with this services were very helpful.
82	nill
83	No
84	No one assessed autualon proprty of willing to provide support.
85	not alot
86	Not avaliable to me.
87	Not difficult in eyes. You need to work with the system and don't cheat the system.
88	not sure
89	Not that hard
90	nothing much. I had a hardship time with my child.
91	Ok - as I have recieved information and help.
92	Ok - oncernedve standover
93	ok.
94	over phone, no problem
95	Pain having to access services whilst trying to ensure you lead a normal life so your children's lives aren't disrupted too much. It becomes hard when you have to que in a line outside a service in the rain
96	Pleasant
97	Positive experience with Vincent Care.
98	Pretty good.

99	Quite good and quick.
100	Resonably easy to access.
101	Right place at right time.
102	Scary place to be.
103	Service providers dismiss our effort of finding housing and dismiss the fact that there's minimal affordable housing on the market. Instead, they want us to 'get our shit together'. Why don't they use their platform to tell the system to 'get their shit together'.
104	Should be more resources so people in need don't have to wait so long to be seen as there are only certain amount of spots per day/week available for funding.
105	Smooth
106	some people just want to help you ... other people look at you like wtf are you even here for ....
107	Some things are good, some things need work
108	Sterotyping how homeless person looks like and basing the service provision according to how they look
109	Supportive
110	System has been frustrating and some were okay
111	That I was discriminated against as I was a single male with a child.
112	The people were friendly and tried their best to help every time I went.
113	The system is not designed to help homeless people it is much difficult to get help and support
114	There are a lot of homeless families that you have helped and still are lot more in need.
115	There is no funding for women who are not experiencing domestic violence.
116	There is not enough services out there
117	they act like to support but they don't solve the actual homelessness.
118	they are supportive and hard working
119	they asked me questions and they put me in a motel with my kids
120	They tried but they need more \$
121	They were rude and didn't care.
122	too many assessments, too many questions
123	Too many rules.
124	Used to go to Haven. it was very difficult. When a few times and they never provided. Found Haven very different when working with Moss.
125	very bad
126	Very difficult to get assistance until we got MOSS
127	very harsh place been placed
128	Waiting for nothing.
129	waiting until 9am for an appointment. I want direct action
130	Was rough. Discussing places I had to stay with my daughter. But in the end I got an apartment
131	Went from place to place. It was hard to understand where I needed to be.
132	When accessing (given no choices) Put into poor level of housing - dirty, unhygienic.
133	with the federal govt. input in a PPP manner - excellent
134	yeah that's pretty much how i felt about the experience here as i have seen people who are violent and angry get their way much quicker than me
135	You have to fit certain criterias. If not, you don't get assistance.
136	You have to meet their criteria, 'tick their boxes' so they can help you.

## Theme 7: Fitting the system

People have told us in a number of different ways that they need to fit the system and not the other way around

### 22. What can homelessness services do to make it easier for you to deal with them?

#### Themes

- More services, more staff, more support
- Treat us all more equally
- Empathize more, be nicer
- Understanding, care and respect (we are people not numbers)
- Provide us with more options
- Fix the system, be creative, don't keep doing things the same if they are not working
- Nothing

#### Examples are:

- *Everyone's different but I stayed strong + took it as it comes + kept enjoying with services.*
- *Treat you like a human being. Not make you feel like it's your fault.*
- *Werribee office Yarra Community need to open more and have more people so you don't have to be there and line up at 1:30. I was told if I didn't get an appointment I would have to come back the next day at 8:30am*
- *be honest from the start about \$ limits. Website didn't explain limits - just said they can help if we need it.*
- *Be more general not just specific, so not just programs for families, disabled, other countries.*
- *No regions*
- *1. Trans women should have the right to access women refuge, regardless of their medical history and what body parts they have. Most cis women never get asked about their body parts prior to access women's space. This should also be the case for trans women. Where possible, remove all gendered facilities.*
- *I know the workers are professionals but I often found they really do not understand or empathize with my personal situation*
- *we were constantly moving around all over Melbourne to access a day here or day there in crisis accommodation. Possibly for all housing agencies to work together in same area to avoid families getting moved around all over crisis accommodation*
- *make people feel more comfortable. Interacting with people more, talking more, treating me like a human, and not a number*
- *Treat people like equal not different because of their race*
- *Once referral to xxx- felt not supported and support not consistent. you did not know where you were sleeping that night. very stressful. I was only advised of two motels - they need to link into better/ and more motels- so that you have more options.*
- *Workers not showing a lot of care of where I have come from. Eg : it felt like I was going to a bank- just like a number, not a human being. Workers need to show more compassion and understanding. You should be feeling like they are going to take you somewhere safe, but they throw you back on the streets.*
- *just provide a more local service area like those super clinics instead of having to commute so much*
- *fix the whole entire system.*
- *Create a system in which people are able to come in and flow through rather than stand in a line out in different kinds of weather. Maybe a number or ticketing system that way people aren't standing and waiting to be called next causing irritation*



- *more hugs they were great i cant say more*
- *building more public housing in order to reduce homelessness*
- *be more accepting of people with no money*

#### Actual Responses (117)

1	?
2	1. Trans women should have the right to access women refuge, regardless of their medical history and what body parts they have. Most cis women never get ask about their body parts prior to access women's space. This should also be the case for trans women. Where possible, remove all gendered facilities.
3	Able to provide money to the sector and to the clients
4	all become like ozanam/ flagstaff.
5	allow them better funding
6	An appointment would have made it easier.
7	Answer the phone
8	Answer their phones.
9	As soon as you inquire to assign you with a worker of your need
10	Ask things once
11	bad
12	Be friendly.
13	Be given more access to services to find housing or to make it easier for/ or those who are looking.
14	be honest from the start about \$ limits. Website didn't explain limits - just said they can help if we need it.
15	be more accepting of people with no money
16	Be more flexible.
17	Be more general not just specific, so not just programs for families, disabled, other countries.
18	Be more open to our suggestions.
19	Be more understanding.
20	Be nicer.
21	Being able access information on where you are on the waqiting list for all hosuing applications.
22	Better connections. People who have been in the same situation.
23	building more public housing in order to reduce homelessness
24	By having more houses.
25	Create a system in which people are able to come in and flow through rather than stand in a line out in different kinds of weather. Maybe a number or ticketing system that way people aren't standing and waiting to be called next causing irritation
26	Dont know
27	easier to make app and to speak to someone
28	Everyone's different but I stayed strong + took it as it comes + kept enjoying with services.
29	Feel like you can say what you want, be honest with them not say what they need to hear to help you there should be more community education& more government funding for services.
30	Find more affordable accommadation.
31	fix the whole entire system.
32	friendly staff that dont judge you when your in your hour of need
33	Funding for rent and food.
34	Get a better idea of the situations
35	give me a solution, not follow their work etiquette.
36	Give more information about what I am eligiable for.
37	Good experience. Lucky to have had a good worker at access point.

38	have more housing available
39	Have more resources that are available all the time
40	help get people like us into homes.
41	homelessness services should helplessness often not telling them to private rent.
42	I actually havent received any property so far. Just received information that if there is a property on offer I can come back
43	i can't think of anything
44	I feel like I have had an unusually good experience with a quick outcome.
45	I felt they helped a lot once I got heard.
46	I find the systems fine.
47	I got what I needed.
48	I know the workers are professionals but i often found they really do not understand or empathize with my personal situation
49	I think everyone is very fine
50	I was utterly content with the level of service I received. But I can only assume that if people aren't happy with the support they are being offered, then they should possibly go support themselves, rather than take it from someone who is more needing.
51	It might get easier if people knew exactly where they needed to go to.
52	just be patient
53	just make them feel its ok to ask for help.
54	just provide a more local sevice area like those super clinics instead of having to commute so much
55	less tick box stuff.
56	Limit drugs
57	LISTEN!
58	Look into options available and spend time to make a plan to help.
59	Make cheaper.
60	Make it easier to book appointments and easier to fit into their criteria
61	Make people aware where they can get help with housing.
62	make people feel more comfortable. Interacting with people more, talking more, treating me like a human, and not a number
63	Making appointments more resources.
64	Maybe have more workers to help all of the people who need it.
65	More 24/7 lines.
66	More advocacy
67	more appointments closer to where i am
68	more appointments more staff.
69	MORE COMMUNICATION
70	more hugs they were great i cant say more
71	More options, more sleeping facilities
72	More services.
73	More staff
74	More staff and vouchers for food.
75	More strict guidelines/ catagories for people to be put into.
76	More support
77	More support to find a place. More social workers.
78	more workers
79	More workers. More money to help. More houses.
80	N/A

81	nill
82	no idea
83	No regions
84	not pre judge ..... i went to salvos night cafe and the old **** working there wouldn't even look me in the eye let alone acknowledge my presence ... fuck there night cafe
85	not sure
86	Not sure
87	Not sure - More funding
88	Not sure.
89	Nothing
90	Nothing
91	nothing
92	nothing
93	Nothing. I feel I'm being well supported.
94	offer more appointments.
95	Offer other services.
96	Open up and help more.
97	Polite.
98	provide a house
99	put in place services for people with no income
100	remember it's their job
101	Safe steps have a good practice model. Once referral to xxx- felt not supported and support not consistent. you did not know where you were sleeping that night. very stressful. i was only advised of two motels - they need to link into better/ and more motels- so that you have more options.
102	see previous
103	Should be more welcoming-quicker finalisations of appointments
104	Stop placing unnecessary restrictions on my life I should be allowed a glass of wine at dinner and I should not be subjected to curfews unless there is a safety issue
105	supporting and understanding insteade judging
106	Take the young person situation muere usually and not handhack on pass him to someone.
107	they need more funding to support people like me
108	Things have been quite simple and not too difficult
109	Treat people like equal not different because of their race
110	Treat you like a houman being. Not make you feel like its your fault.
111	Unsure.
112	walk in availability
113	Was easier when came to Moss
114	we were constantly moving around all over melbourne to access a day here or day there in crisis accomodation. Possibly for all housing agencies to work together in same area to avoid fmailies getting moved around all over crisis accomodation
115	Werribee office Yarra Community need to open more and have more people so you don't have to be there and line up at 1:30. I was told if I didn't get an appointment I would have to come back the next day at 8:30am
116	Workers not showing alot of care of where I have come from. Eg : it felt like i was going to a bank- just like a number, not a human being. Workers need to show more compassion and understanding. You should be feeling like they are going to take you somewhere safe, but they throw you back on the streets.
117	Workers should understand that homeless person can be well presented in clean clothes; also government needs to fund the services better to service better

## Theme 8: Information sharing

Some people have told us that they have to repeat their information when they move from one service to another.

### 23. What has been your experience of this?

#### Themes

- Yes its true and negative (28) and it's
  - Re-traumatising
  - Don't like it
  - Cruel
  - Frustrating
  - Annoying
  - Makes me angry
  - Is no-one listening?
- Yes it's true (46)
- Yes its true and necessary (13) because,
  - I understand why (it means its more accurate and can protect me)
  - My privacy
  - My confidentiality
  - I don't want full disclosure between agencies
  - Put up with it to get what you need
- Yes its true and sometimes I just don't do give all my information
- It's okay
- It hasn't happened to me (28)
- Can we do it better?

#### Examples are:

- *Re-traumatising*
- *Yes, has had to relay information repeatedly, even to workers of the same program.*
- *very true can be annoying cause distress*
- *Yes, one database where all agencies can access your information once permission is given. sick of re telling my story.*
- *It's ok because they need to know and I like that they ask.*
- *I don't like to repeat my life experience.*
- *ALWAYS REPEATING YOURSELF, FRUSTRATING*
- *Always repeating yourself, makes me angry.*
- *Just have to keep repeating to get what you need.*
- *Frustrating - needing to explain yourself over and over.*
- *Its hard because I have to repeat the bad things that happens it upsets me.*
- *I don't want to tell my story to everyone I meet so I am not always honest and it doesn't help me. I lose out.*
- *They knew about my situation before I came in.*
- *Agreed. I noticed that one of the most obvious forms of abuse of the system came from the lack of communication between differing services. Users who had trashed or even burnt down their house with one service, would be casually laughing about it out the front of the next service. Likewise, having to pour your heart out, explaining the dire circumstances you're in, with complete strangers, is heart wrenching. But having to do it over and over again, is just cruel. - unless you are taking advantage of the system, in which case, it is just practice to them, getting more believable and desperate sounding at each recital.*

- *I agree. Its frustrating when this happens. the amount of time I had to fill out forms and signed forms with one agency only to repeat myself and do it all over again before my support even started and I was mentally not able to process everything given what I had just gone through.*
- *I have had support workers in the past, then when all change I have had to revisit my past. I need to build relationship with worker first before I tell them my story. Each time I change workers I have to start the cycle again and build trust....its hard, its very hard.*
- *true. I had to repeat and repeat my story over and over. especially when I had to repeat my story in front of my children was inappropriate- at xxx.*
- *Yes that is true. I was telling my story to too many people. You feel like you've locked up all your emotions - then you have to talk about everything. It messes you up in your mind a bit. No time gap to process all my trauma. Eg: in a month, I jumped from two different services.*
- *Should be able to transfer Info*
- *call and get told to come in. Come in and get told to call.*
- *it's like starting all over again and no one cares what you've already done*
- *It is frustrating in crisis or any situation to repeat yourself in particular in situations where it has been traumatic*
- *It is frustrating in crisis or any situation to repeat yourself in particular in situations where it has been traumatic*
- *that happens everywhere. That's why I don't like going to counsellors*

### Actual Responses (133)

1	agreed
2	Agreed. I noticed that one of the most obvious forms of abuse of the system came from the lack of communication between differing services. Users who had trashed or even burnt down their house with one service, would be casually laughing about it out the front of the next service. Likewise, having to pour your heart out, explaining the dire circumstances you're in, with complete strangers, is heart wrenching. But having to do it over and over again, is just cruel. - unless you are taking advantage of the system, in which case, it is just practice to them, getting more believable and desperate sounding at each recital.
3	All the time because you have to go to different services.
4	Alot of repeating
5	Always
6	always carry all documents
7	ALWAYS REPEATING YOURSELF, FRUSTRATING
8	Always repeating yourself, makes me angry.
9	annoying
10	Annoying - constant repetition
11	at times
12	Basic information should be more readily available
13	Boring
14	call and get told to come in. Come in and get told to call.
15	Didn't have that problem
16	everytime you have to explain
17	exactly
18	explain things again and again
19	Frustrating - needing to explain yourself over and over.
20	Frustrating experience.
21	Had to tell my story over and over.

22	Has not been my experience.
23	Haven't been to another service
24	Havent had much.
25	Havent really had experience like this except for Centrelink having to give the same information over and over
26	Hell
27	I agree. Its frustrating when this happens. the amount of time I had to fill out forms and signed forms with one agency only to repeat myself and do it all over again before my support even started and I was mentally not able to process everything given what I had just gone through.
28	I am also in the same shoe
29	I didn't mind having to share my story.
30	I don't know because I've been with the same service. SASHS.
31	I don't like to repeat my life experience.
32	i don't really give anyone information
33	I don't want to tell my story to everyone I meet so I am not always honest and it doesn't help me. I lose out.
34	I find the question easy to understand.
35	I get impatient telling the same story.
36	i had to tell everyone I met, all the services
37	i had to tell my refuge worker, my case manager, the police and my CASA worker the same story
38	I have a lot of people who work with me so I'm used to telling my story.
39	I have been lucky that I've only been to an organisation that has two services, so I haven't needed to repeat too much information.
40	I have had support workers in the past, then when I change I have had to revisit my past. I need to build relationship with worker first before I tell them my story. Each time I change workers I have to start the cycle again and build trust....its hard, its very hard.
41	I have had to repeat my story numerous times and sometimes this can be difficult, however I understand that sometimes things change
42	i have had to tell my story to my refugees, case manager, lawyers, advocates and child services
43	I have NOT experienced this.
44	I lost track of who knew what about me
45	I only went from one service to another. Both had to do an assessment.
46	i understand having to do this, as i don't want full disclosure between community housing organizations
47	It has been ok. When MOSS took over from banyule my information was passed on.
48	It has been quite repetitive sometimes especially when working with different case workers
49	It is frustrating in crisis or any situation to repeat yourself in particular in situations where it has been traumatic
50	it is true
51	Its hard because I have to repeat the bad things that happens it upsets me.
52	it's like starting all over again and no one cares what you've already done
53	It's ok because they need to know and I like that they ask.
54	It's ok.
55	Its true, and a bit annoying
56	I've only been in one service.
57	Just have to keep repeating to get what you need.
58	minimal, I had referrals which assisted the process.
59	MOSS Helped me, all the way. the best people. Do their job very well
60	MOSS was the first place I worked with
61	My information was well kept

62	N/A
63	N/A
64	NA
65	NA
66	NA This is my first experience
67	nill
68	No
69	No
70	No
71	No all good
72	no experience
73	No experience with us.
74	No my information was passed on.
75	No problem.
76	not so much
77	Not thatsgood
78	Nothing
79	Often repeating story.
80	Okay I guess.
81	Only accessed 1 service.
82	Only had to go over once.
83	Only had to tell my story once.
84	only updated information
85	Pretty much the same however understanding why they ask again
86	repeating is a way to make sure information is accurate
87	repeaitive
88	Re-traumatising
89	rough couple of months
90	Services made referal for me this worked well.
91	Should be able to transfer Info
92	Sick of it.
93	sleeping in the street
94	Some as above
95	Sometimes had to repeat myself and story.
96	sometimes true
97	Tell it every night
98	that happens everywhere. Thats why I don't like going to counsellors
99	they all tend to work in different way but i understand why they are asking different questions
100	They knew about my situation before I came in.
101	This is first service accessed. NA
102	Told my story many times.
103	true. i had to repeat and repeat my story over and over. especially when i had to repeat my story in front of my children was inappropriate- at xxx.
104	very true can be annoying cause distress
105	Was quite repetitive.
106	yeah pretty much the same the story told over and over again
107	Yeah that's my experience.

108	Yes
109	Yes
110	Yes
111	yes
112	Yes
113	yes
114	yes
115	Yes - I have to repeat my story.
116	Yes - no one reads up
117	Yes agree with that.
118	Yes and everytime you repeat, it sort of engraved in me.
119	Yes and felt very uncomfortable.
120	Yes and that is bloody annoying
121	Yes exactly, its very frustrating
122	Yes I did.
123	Yes I had to tell a lot of people about my story.
124	Yes I had to tellmy story over again.
125	Yes I've repeated myself several times
126	Yes sometimes
127	Yes that is true. I was telling my story to too many people. You feel like you've locked up all your emotions - then you have to talk about everthing. It messes you up in your mind a bit. No time gap to process all my trauma. Eg: in a month, i jumped from two different services.
128	Yes this is true. I don't mind
129	Yes!!
130	Yes, has had to relay information repeatedly, even to workers of the same program.
131	Yes, one database where all agencies can access your information once permission is given. sick of re telling my story.
132	Yes.
133	Yes. It's true



## Theme 8: Information sharing

Some people have told us that they have to repeat their information when they move from one service to another.

### 24. Does it need changing?

#### Themes

- Yes (63 people agreed)
- No (29 people disagreed)
- Not sure (8 people were unsure)

#### Examples are:

- *If there was 1 file that can then be shared with whatever services that would be good.*
- *it is frustrating, but I prefer to tell my story than someone else tell it in the wrong way.*
- *No- It will bad to a lack of privacy.*
- *I undertsand that there are issues around confidentiality*
- *Desperately! I cannot implore you enough to get in touch with other services that provide the same support, and at least find out about these people, if not simply cross reference their needs and priorities. There is a ridiculous amount of time spent just finding out who we are, and what we need, before we can even begin to discuss what support is available. So we waste both your time and ours, and for a homeless family, this sort of time (or in most cases, entire days), can be beyond depressing!*
- *only if you want to share peoples private information in a unethical manner*
- *yes, workers at xxx need to be more sensitive in relation to gathering information in front of children. Even if i was offered a pen and paper and write my story down this would have have been better.*

#### Actual Responses (114)

1	A little bit.
2	Allow consent to share information with relevant agencies.
3	By having services linked.
4	Desperately! I cannot implore you enough to get in touch with other services that provide the same support, and at least find out about these people, if not simply cross reference their needs and priorities. There is a ridiculous amount of time spent just finding out who we are, and what we need, before we can even begin to discuss what support is available. So we waste both your time and ours, and for a homeless family, this sort of time (or in most cases, entire days), can be beyond depressing!
5	Don't know.
6	Everyone asks questions even though you have given the information
7	I am aware this is not always the case.
8	I don't know.
9	I don't mind the current system
10	I have no idea
11	I undertsand that there are issues around confidentiality
12	If there was 1 file that can then be shared with whatever services that would be good.
13	it is frustrating, but I prefer to tell my story than someone else tell it in the wrong way.
14	it was very hard
15	it would be good if it could be update on one system
16	It would be good if the case workers had more contact with each other
17	Its ok.

18	maybe
19	maybe?
20	My attitude and workers attitude - discrimination against drug addicts
21	N/A
22	N/A
23	NA
24	NA
25	NA
26	nill
27	No
28	No
29	No
30	No
31	no
32	no
33	no
34	No
35	no
36	No
37	no
38	No
39	No - privacy concerns.
40	no I don't think so
41	No i suppose all the privacy stuff
42	No- It will bad to a lack of privacy.
43	No, I would rather build trust first before information is disclosed.
44	no.
45	No.
46	No.
47	No.
48	No.
49	Not in my case.
50	not shore
51	Not sure - Some info is ok to repeat other info not so much.
52	One data base to record all info would be helpful.
53	only if you want to share peoples private information in a unethical manner
54	Please.
55	Privacy act.
56	record the information through the system
57	Share information or workers be linked.
58	Stronger communication between parties.
59	unsure
60	Yes
61	Yes
62	yes
63	Yes
64	yes

65	yes
66	yes
67	yes
68	yes
69	yes
70	YES
71	YES
72	Yes
73	Yes
74	Yes
75	Yes
76	Yes
77	Yes
78	Yes
79	Yes
80	Yes
81	yes
82	yes
83	yes
84	yes
85	yes
86	Yes
87	yes
88	yes
89	Yes
90	Yes
91	yes
92	yes
93	yes
94	YES
95	yes
96	yes
97	Yes
98	yes
99	Yes - get quiet hard to keep telling the same thing.
100	Yes because you get sick of repeating your story.
101	Yes its a bit annoying
102	Yes most definately
103	yes this should be more centralized
104	Yes! It hurts to have to live painful memories all over again.
105	Yes, all homelessness programs should have a soft wear where they can access someone's information
106	Yes, services should be intergrated
107	yes, workers at xxx need to be more sensitive in relation to gathering information in front of children. Even if i was offered a pen and paper and write my story down this would have have been better.
108	Yes.
109	Yes.
110	Yes.

111	Yes.
112	Yes.
113	Yes.
114	Yes.

## Theme 8: Information sharing

Some people have told us that they have to repeat their information when they move from one service to another.

### 25. How could we improve this?

#### Themes

- Ideas for changing it (73 people provided ideas)
- One database for all services, then share my information with my consent
- Shared assessment form
- Better communication
- Listen properly, record it accurately and then read it before you meet someone
- Do we need to have regions, can I keep one service instead of lots of services
- Keep the same support worker to follow you through
- Change the system

#### Examples are:

- *Have it recorded - instead of retelling*
- *Read up on someone before meeting with them*
- *A system that has all your info that all services can access. (with my consent)*
- *Give me something , paper or a report, I can take with me to different places so they can ready it.*
- *write the story down and do not ask the same question twice.*
- *Database to share information.*
- *If I am moving from area to area I should be able to go back to the first service.*
- *Can there be a one stop assessment form for all to use.*
- *Develop a technology information management that allows government agencies to access information when needed.*
- *One data base for all access points*
- *Creat an information sharing system where info about a client could be shared with workers and services and in case notes etc. with the contact of that client.*
- *better communication between services and no politics*
- *by having one support worker instead of 3 or four and you dont have to expain all the time*
- *As mentioned, network your resources! If a family comes in, standardise the questions, and put the word out to everyone that can help. Don't make them run around the city spending hours in waiting rooms to find that no, this service isn't appropriate, or unavailable. At least with a Family, when children are involved - it's just not fair on the kids to have to explain why another meeting about where to live and what happened has to occur. Parenting is hard enough!*
- *Should be one central system tha agencies can access*
- *Keep support*
- *System should be upgraded so they can store more info till 5 years, because if they will repeat every time they go to often facilitated is just a waste of time from the client to the support worker.*
- *There needs to be an overarching system funded by the state government that manages homeless services*
- *Need to be on one system. All link up so every service knows what we need.*
- *More surveys*
- *Listening*
- *have one worker who follows you through the services*

## Actual Responses (96)

1	11
2	A system that has all your info that all services can access. (with my consent)
3	All agencies should be linked.
4	all good for privacy and confidentiality as well as independent assessment (at the highest level - federated)
5	Already suffering not to add to this
6	As above
7	as above
8	as above.
9	As mentioned, network your resources! If a family comes in, standardise the questions, and put the word out to everyone that can help. Don't make them run around the city spending hours in waiting rooms to find that no, this service isn't appropriate, or unavailable. At least with a Family, when children are involved - it's just not fair on the kids to have to explain why another meeting about where to live and what happened has to occur. Parenting is hard enough! (and pray that kids don't get dragged out of good homes so that some selfish person gets a quicker ride on the system?)
10	better communication between services and no politics
11	Better communication between services. It is annoying when you need to repeat the story. Everyone needs to work together, central information.
12	Better communication, Send info between agencies.
13	better system.
14	By documenting all records for all organisations to access
15	by having one support worker instead of 3 or four and you dont have to expain all the time
16	Can there be a one stop assessment form for all to use.
17	Check details of where we have been and where we are coming from now.
18	Creat an information sharing system where info about a client could be shared with workers and services and in case notes etc. with the contact of that client.
19	cross services communication could be better
20	Database to share information.
21	Develop a technology information management that allows government agencies to access information when needed.
22	Don't change it.
23	Don't know.
24	Don't know.
25	From the beginning- eg when i was in a refuge they need to immediately refer you to a psychologist to talk about things. Attack personal problems straight from the beginning- took four weeks for me to have an appt with a psychologist.
26	give homeless houses
27	Give me something , paper or a report, I can take with me to different places so they can ready it.
28	give them back their kids
29	Have a central data base.
30	Have future workers read past summary.
31	Have it recorded - instead of retelling
32	have one worker who follows you through the services
33	Have there names in the system. Don't ask why they are here. Only when they have appointment.
34	Help with employment.
35	Honest information.
36	I don't know
37	i don't know

38	i dont know
39	i don't think you can
40	I was happy with the service.
41	If I am moving from area to area I should be able to go back to the first service.
42	improve the system
43	it is satisfactory
44	just tell them, my worker can tell people so I don't have to
45	Keep better records, better handover.
46	Keep support
47	less paper work
48	Link profiles/ customer info.
49	Link services together so they can share info.
50	Link them in together.
51	linked information service
52	Listening
53	More centralised computerisation -quick transfer of info
54	More communication between services.
55	More help for homeless
56	more support workers
57	More surveys
58	N/A
59	N/a.
60	NA
61	NA
62	NA
63	Need to be on one system. All link up so every service knows what we need.
64	nill
65	No
66	No clue.
67	Not generic system.
68	not sure
69	not sure
70	one data base
71	One data base for all access points
72	one on one service - easy access to information.
73	one system for all ok everyone should have access if needed
74	Paperwork form, talking to case worker only.
75	put on one system
76	Read up on someone before meeting with them
77	same as Q 23
78	save information
79	say the truth when arrive at service.
80	see above
81	Seeking consent from consumer to be able to pass information on com one service another. Including the finer details.
82	send information to other services
83	Services can be linked up better in relation to databases/ information being shared so that you don't

	have to repeat yourself.
84	Services sharing information making referrals that work.
85	Should be one central system tha agencies can access
86	System should be upgraded so they can store more info till 5 years, because if they will repeat every time they go to often facilitated is just a waste of time from the client to the support worker.
87	There needs to be an overarching system funded by the state government that manages homeless services
88	THROUGH DOCUMENTATION, INFORM OTHER SERVICES.
89	through documentation, inform other services.
90	Transfers information to different parties better.
91	Unsure
92	unsure.
93	upgraded software i guess, not my call
94	Why would you need my information again,when you can get it.
95	Workers should ensure that they read client files and then clarify relevant information with the client
96	write the story down and do not ask the same question twice.



## Theme 9: Information about services and the system

People have told us the service system can be confusing and it's hard to know what will happen next and what to expect.

### 26. What has been your experience of this?

#### Themes

- Is confusing or complex (35 people agreed that it was)
- 'I do not understand' (11 people)
- Uncertainty, no-one has told me what to do (8 people)
- It is good or satisfactory (25 people)

#### Examples are:

- *Yes - When a service closed I was not advised of what next to do.*
- *Yes. Very confusing. I don't understand about areas*
- *there is a lot of not knowing.*
- *I have been provided with clear information and clear expectations about my right and entitlements.*
- *Had phone calls from workers every week to see how I was going.*
- *It can be quite confusing with people/ workers saying different thing.*
- *My case worker has told me about the process.*
- *Expect the unexpected.*
- *So much information and you do not know where to go.*
- *I felt very lost.*
- *Found it very scary as I do not know hwere I will be staying each night. Had to spend some nights on the street.*
- *My previous support worker just left and there was a lack of communication regarding changes to services/support workers*
- *Sometimes confusing - depends on how info is being delivered - Some workers explain things better than others.*
- *Trying to figure out what the "service system" is; the irony of that confusion aside... Yes, not knowing how it all works, and what is going on, and what will happen next was definitely the hardest. But it was explained clearly enough to acknowledge that I wasn't dealing with soothsayers that can divine my fortune. It seemed a unfortunate reality, that, while everything was being done to ensure we had a roof over our heads - it was always unclear as to how long it would be.*
- *Ive never found it confusing*
- *Definitely the main cause of stress*
- *very difficult process. when i was staying with my aunty i applied for affordable housing with a friend. Due to miscommunication the IAP (xxx) service thought that i was in a new relationship with a man and the worker decided that i was not in need for transitional housing. This lady at xxx did not take me seriously, it was only when my daughter;s social worker called xxx to advocate on behalf of me that they gave me transitional housing.*
- *Absolutely correct*
- *with xxx I dont know who is who and if my worker is away no one else knows what to do.*
- *confusing? ok then if you say so*
- *when i was in the caravan park i just thought it was easier to die then to find housing*
- *when i left my partner i had no idea where to go or what to do, the first 4 weeks were a blur*

### Actual Responses (125)

1	Absolutely correct
2	agree
3	agreed
4	All information provided was very clear.
5	anything not understood has always been explained.
6	as treated daily its unstable
7	Because I waited so long I didn't know what to tell people. No one could give me any time.
8	been straight forward.
9	confusing and don not know access certain services.
10	confusing? ok then if you say so
11	Definitely the main cause of stress
12	Did not know what would happen with referrals.
13	Does change all the time - can be very confusing
14	Don't know as no one has told me what will happen.
15	Don't know if I'll find housing or get out of crisis accom.
16	Don't know what I'm eligible to recieve.
17	Don't know.
18	Expect the unexpected.
19	fine
20	Found it very scary as I do not know hwere I will be staying each night. Had to spend some nights on the street.
21	good
22	Good
23	GUILDELINES EXAMPLE ROOMING HOUSE, WHEN FINDING SHARED HOUSING TAKE INTO CONCIIDERETION WHO PERSON IS, ASSURE SAFETY.
24	Had phone calls from workers every week to see how I was going.
25	Hard to know
26	Has been straight forward
27	I am not clear on what is avaiable.
28	I am patient so are able to cope with it and with the system changes
29	I am well informed, so I understand the process. Process explored to me initially, didn't find hard to follow.
30	I didn't know my options at all. The access point didn't give this information.
31	I dont think its confusing, you just have to play the waiting game.
32	I felt constant fear and anxiety of being kicked out of services
33	I felt very lost.
34	I found SASHS to be good. They kept me informed.
35	I got help ok.
36	I have been able to set goals with my support worker & been able to see the outcome.
37	I have been provided with clear information and clear expectations about my right and entitlements.
38	I have been told not much at all or even forgotten about.
39	I have expectations and I don't know yet
40	I haven't had any trouble.
41	I never understand it
42	I was hoping for help with a Kids Under Cover application and Banyule Housing they were able to help me with this
43	In my case its okay to understand it

44	in some point is good, in some point I don't feel good.
45	in transitional housing i feel good because i have a support worker. when i was in crisis accomm there was a lot of uncertainty.
46	Indefinite waitlists can be daunting
47	It can be an issue, depending on what you /family needs support for.
48	It can be quite confusing with people/ workers saying different thing.
49	It has been quite easy and a smooth transition
50	It is always waiting and not knowing when
51	It is confusing
52	It might be difficult at times.
53	It was explained well. It was clear.
54	it wasn't easy but homeground helped me
55	Its hard to know what happens next
56	its true, people not keeping me updated. providing enough information.
57	I've never found it confusing
58	Just a bit worried what the next step would be.
59	Left anxious
60	limited
61	limits of help is not clear.
62	Living week by week
63	more info
64	My case worker has told me about the process.
65	My previous support worker just left and there was a lack of communication regarding changes to services/support workers
66	My support has been excellent
67	My workers keep me Updated
68	N/A
69	N/A
70	N/A
71	No i haven't
72	No info provided. I wasn't listened to.
73	no problems
74	No.
75	not a good experience
76	not confusing so far
77	Not enough appointments available in Melton
78	not knowing what is going to happen puts a lot of stress on to people.
79	not so well
80	not sure
81	Satisfactory
82	Scarey. If I don't comply I could go back to jail.
83	See 23.
84	service system. Worked well for our family.
85	Service/ system should be up to date, the more new technology and workers everything will be more easier, mainly budget in one facilities government need to throw a budget specially on the area of more homeless.
86	sleeping in new homes
87	So much information and you do not know where to go.

88	So true, same as above.
89	Some what.
90	Sometimes because it can give false hopes because of criterias that you have to meet for each program
91	Sometimes confusing - depends on how info is being delivered - Some workers explain things better than others.
92	sometimes confusing depending on service.
93	Sometimes I don't know why I went looking for help, coz I didn't get it.
94	Stressful and confusing
95	thats life in the big smoke
96	thats true
97	The lady that intervied me was confused.
98	there is a lot of not knowing.
99	This has been my experience.
100	totally affraid of what is going to happen next.
101	transitional property was sold had to move again and move my son into new school again and my daughter kindy aga
102	Trying to figure out what the "service system" is; the irony of that confusion aside... Yes, not knowing how it all works, and what is going on, and what will happen next was definitely the hardest. But it was explained clearly enough to acknowledge that I wasn't dealing with soothsayers that can divine my fortune. It seemed a unfortunate reality, that, while everything was being done to ensure we had a roof over our heads - it was always unclear as to how long it would be.
103	Understood how things worked, just waiting was the problem.
104	Unexpected.
105	unless I have somewhere to stay for now with my child.
106	very bad, I get new things every time I speak with my worker
107	Very confusing, lack of communication.
108	very difficult process. when i was staying with my aunty i applied for affordable housing with a friend. Due to miscommunication the IAP (xxx) service thought that i was in a new relationship with a man and the worker decided that i was not in need for transitional housing. This lady at xxx did not take me seriously, it was only when my daughter's social worker called xxx to advocate on behalf of me that they gave me transitional housing.
109	very unknown
110	when i left my partner i had no idea where to go or what to do, the first 4 weeks were a blur
111	when i was in the caravan park i just thought it was easier to die then to find housing
112	with I dont know who is who and if my worker is away no one else knows what to do.
113	yeah it does get like that, theirs not much indication or guarantees on anything really
114	Yes
115	yes
116	Yes
117	Yes - Not sure where to go.
118	Yes - When a service closed I was not advised of what next to do.
119	yes it is hard to know what will happen next although our worker has been really helpful
120	yes there is too many people
121	Yes, not dear
122	Yes, system not clear
123	Yes, very confusing, don't know where you stand
124	Yes, you get told so many different and contradicting information
125	Yes. Very confusing. I don't understand about areas. I just need help with my forms.

### Theme 9: Information about services and the system

People have told us the service system can be confusing and it's hard to know what will happen next and what to expect.

#### 27. Do you have any suggestions for improvement?

##### Themes

- Ideas for improvement (46 people provided these)
- Make it easier to understand, clearer
- Be honest, transparent about what we are eligible for
- Make sure the workers know what's going on
- Step by step guides
- Better communication, regular updates, let us know what's going on
- Same information shared between all services

##### Examples are:

- *more understanding of workers because you are already stressed.*
- *Being told what I can access and are eligible for.*
- *Make all services the same. Make sure all information is the same.*
- *Knowing whats going to happen.*
- *Treat consumers like adults not children and respect their way of life even if it differs from your own*
- *More information on what services offer and eligiablity for what is on offer.*
- *More communication*
- *More explaining*
- *one worker from the beginning to the end*

##### Actual Responses (100)

1	A step by step layout should be explained.
2	A worker to explain, even when you don't know what you don't know.
3	All services in sector should work together so that clients get given same information not depending on worker doing your assessment
4	Be patient - (More stock for housing availability would stop abuse of women living in cars, etc. + the elderly like my mum).
5	Be supportive.
6	beatr sistem
7	Being honest with client, workers to stop talking behind.
8	Being told what I can access and are eligible for.
9	Better communication
10	Better education of system
11	Better funding for support services
12	Better organisation and uniform info between workers.
13	Better support.
14	Don't know how to fix it.
15	Don't place people who don't take drugs with drug users/dealers.
16	Educate the workers better.
17	education
18	Government should invest money rather than cut funding

19	Help more homes.
20	If there is a budget in one facilities the result is more effective, new technology more efficient, trianed more worker.
21	improved psychiatric assessments
22	In my opinion they already have done their best
23	infor / Sheet/ guidelines?
24	Keeo doing this.
25	Keep us more updated and let us know what is happening through any communication.
26	Knowing whats going to happen.
27	let people know straight up.
28	Let us know what is going on
29	Make all services the same. Make sure all information is the same.
30	Make it simple
31	Mke it easier to understand.
32	More awareness and commincation.
33	more communication.
34	More communication.
35	More communication.
36	More explaining - need to understand
37	More info about housing timelines current info about housing options very vague.
38	More information on what services offer and eligiablity for what is on offer.
39	more intrepreater
40	More money into housing
41	more money to help for longer clear information of what you can really expect.
42	More support and housing services.
43	more support workers
44	more understanding of workers because you are already stressed.
45	N/A
46	N/A
47	N/A
48	N/A
49	NA
50	NA
51	Needed more finacial support. It was a difficult time. Only gave us one truck which was not enough.
52	No
53	no
54	No
55	No
56	No
57	no
58	No
59	no
60	No idea.
61	No not really.
62	No.
63	No.
64	No.

65	No.
66	No.
67	No.
68	No.
69	not really
70	not really
71	not shore
72	not sure
73	not sure
74	Not sure.
75	one worker from the beginning to the end
76	Other than Tarot cards or Rune Stones... nope. I can suggest simply keeping us informed of what is going on, and providing assurances that we aren't forgotten, or that we haven't fallen down the back of some obscure filing cabinet.
77	put one foot in front of the other
78	SASHS at Melton every day
79	See 25.
80	Services to come to homeless services for people to access in safe environment.
81	Spend time to tell people what housing options there are and work with them to get the right things in place.
82	Surveys yearly
83	taking homelessness more seriously
84	that workers from xxx do not hold personal judgements. lucky i had my daughters social worker to help me.
85	the question could be much easier in terms used the language used is not easy enough to understand.
86	they need to give people more time to look for housing
87	things should be made clearer and easier to understand.
88	too new to the "game
89	Transparency - and don't just push people out of places like xxx
90	Treat consumers like adults not children and respect their way of life even if it differs from your own
91	treat daily to weekly etc. time spent on appointments could be used on more action as is time consuming.
92	try to make it simple, don't try to fix things that aren't broken
93	Update your clients
94	Walk in interviews straight away 9-5pm. Doesn't depend on what time you came to service
95	Want more info on funding/ support eligibility.
96	Yarra be more clear when the support service will call and what they will do.
97	Xxx need to have better communication. I did not know about transitional housing when i was in crisis accomm, i was looking for private rental but because i could find private rental they then put me into THM. More information sharing from xxx- other options- transitional/community. now i can stress less and concentrate on obtaining private rental. Under DV - emotional/mental health issues- referral to counselling etc. to be a good parent to my children and to improve my own personal well being. Mental Health needs to be a priority in supporting clients who are homeless.
98	yes
99	yes stop listening to negative people seeking help
100	Your system to be more flexible to cater for special cases that does not fit your current system.