



Ending homelessness  
in Brisbane one person,  
one family at a time

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**500 Lives 500 Homes** - a coalition  
of government and non-government  
agencies supported by the Queensland  
Government's **Home for Good** initiative  
and Brisbane City Council

10 April 2014

Supported by the Queensland Government's  
**home for good** initiative.

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**home FOR good**

Help us end homelessness  
one person, one family at a time

Sign up at [homeforgood.qld.gov.au](http://homeforgood.qld.gov.au) Click SHARE to spread the word



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- Anglicare SQ, Homelessness Services for Women and Children ●
- Australian Red Cross ● **Big Issue** ● **Brisbane Youth Service** ● Centacare ●
- CheckUP ● Churches of Christ Care Housing Services ●
- Common Ground Queensland ● **Footprints in Brisbane** ●
- Greater Metro South Brisbane Medicare Local ●
- Homeless Health Outreach Team, Queensland Health ●

## Coalition to **End Homelessness in Brisbane**

- Institute for Urban Indigenous Health ● **Kyabra Community Association**
- Local Government Association of Queensland ●
- **Mater Health Services** ● Micah Projects ●
- New Farm Neighbourhood Centre ● Nextt ● Ozcare
- **Queensland Council of Social Services** ●
- Queensland Department of Housing and Public Works ●
- Queensland Injectors' Health Network ●
- **Queensland Police Service** ●
- Queensland Public Interest Law Clearing House ●
- Salvation Army ● Services Collaborating for Young People ●
- Silky Oaks ● **St Vincent De Paul Society** ●
- Supported Accommodation Providers Association Inc ●
- **Tzu Chi Foundation** ● Wesley Mission Brisbane ●
- Youth Emergency Services ●



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• 4 walls • Ark Christian Church •

• Carina Youth Agency • Carinity Youth Orana • Chisholm •

• Clare Homes - Uniting Church •

• Gareema Domestic and Family Violence Refuge •

## 500 Lives 500 Homes Supporters

• Gateway Community Group • Inala Community House •

resettlement program • Inala Family Accommodation and Support Service •

• Inala indigenous Health • Indigenous Youth Health Service •

• Jabiru • Mary and Martha's •

• North-East Community Support Group Inc •

• Save the Children Fund • Sherwood Neighbourhood Centre •

• Southside Community Centre • St Bartholomew's Youth

Accommodation • St Vinnie's Inala family support •

• The Lodge Youth Support Service •

• Wesley Mission Brisbane Emergency relief • Windana •

• Winnam Housing • Zillmere Family Accommodation Program •





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• Brisbane Convention Centre • Centacare •

• Common Ground Queensland •

• Department of Housing and Public Works • Foodbank •

• Footprints in Brisbane •

## 500 Lives 500 Homes Contributors

• McDonalds- Bracken Ridge •

• New Farm Neighbourhood Centre •

• Plus Dry Cleaners • Residential Tenancies Authority •

• Salvation Army •

• Services Collaborating for Young People • Signal Flare •

• St Vincent de Paul (laptops for data entry) •

• Streetsmart • Warburton Butcher •

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## Community Forum **Major Sponsors**

Ozcare

Kyabra Community Association

Mater Health Services

Micah Projects

QCOSS

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# Supporting people to move into housing

## Promote Property

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## 500 Lives 500 Homes thanks the supporters who provided access to surveys on their premises.

- 139 Club
- Aspley Care
- Bahloo young women's
- Born Free
- Bowman Johnson
- Elly Bennett
- Elorac Place
- Hillsong
- Inala Community Hub
- Jane Arnold Hostel
- Joyce Wilding
- Lutheran Care
- Mt Gravatt Neighbourhood centre
- Musgrave Park Hostel
- New Hope – Teen Challenge
- Nundah Community Centre
- Open Doors
- Skate Board Factory
- South Side Education
- St Peters Anglican Church
- Uniting Church Indooroopilly
- Village Avenue Community Church
- Wesley Mission Brisbane
- West End Community House
- Young Parents Program
- Yumba
- And participating caravan parks across Brisbane

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## 500 Lives 500 Homes thanks Supported Accommodation Providers and Boarding House Managers

- 10 Norfolk Road, South Brisbane
- 300 Richmond Road
- Arran
- Ashgrove Avenue
- Ashgrove Boarding House
- Avon
- Avondale
- Clayfield House
- Cliveden
- Coorparoo Supported Lifestyle
- Edgewater
- Franklin Court
- Greenmeadow Court
- Herston Lodge
- Irish Inn
- Kyah House
- Montray Villa Hostel
- Murray Lodge
- Pinjarra Lodge
- Quiet and Cosy
- Sussex Street
- Sweetman Street Boarding House
- Victoria Gardens
- Warren St (Pandora Hotel)
- Westminster
- Willow House
- Wilston Court

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## 500 Lives 500 Homes

- 150+ locations across Brisbane
- 140+ Volunteers
- 32 Partners
- 49 Community based organisations
- 40 Boarding houses, hostels and caravan parks
- International supporter - Community Solutions

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From left: at the Launch of the Queensland government's **Home for Good** Initiative - Minister Tim Mander , Dusty, Leona, Karyn Walsh and Lisa Newman.







500 Lives 500 Homes Partners at the CEOs Meeting



Queensland government's **Home For Good** Initiative launch of 500 Lives 500 Homes Registry Fortnight.  
From top: David O'Toole, Kyabra Community Association; Linda Kaufman from 100K Homes, USA and Minister Tim Mander; Linda Kaufman training representatives from 61 organisations.







500 Lives 500 Homes is Launched!





Photography: Linda Kaufman



Please Put The  
Chair Back  
And Arrange  
Properly After  
Use.











A few of our  
wonderful 500  
Lives 500 Homes  
volunteers.



# Database

My Apps Australia F-SPDAT Australia Vulnerability Index Australia VI-SPDAT New App

Home Users Interviews Regions Organizations CG Documents Regional Healthcare Pro... Placements Needs Users Prior Living Responses Point in Time New Tab

Interviews Add Interview  
REPORTS & CHARTS

Region Name \*

1. Interviewer's Name:

2. Agency:  Team, staff or volunteer:

3. Date (MM/DD/YYYY):

4. Time:  5. Location:

Head of Household 1

6. Primary language:

7. First Name:

8. Last Name:

9. Nickname:

10. Centrelink:

11. HOH1 Income:

If work, specify:

13. Date of birth (MM/DD/YYYY):

14. Consented to Participate:  Consented to photo:

Head of Household 2 (when applicable)

15. Primary language:

16. First Name:

17. Last Name:

18. Nickname:

19. Centrelink:

20. HOH2 Income:

If work, specify:





## The Vulnerability Index – Service Prioritisation Decision Assistance Tool (**VI-SPDAT**)

- Merges the Vulnerability Index with the SPDAT prescreen tool
- Assess the needs of individuals and families experiencing homelessness
- Identifies which individuals and families are of highest priority
- Has been tested and proven to be both:
  - valid (the tool measures what it claims to measure)
  - reliable (the results of the assessment are consistent)

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# The Individuals Service Prioritisation Decision Assistance Tool – **SPDAT**

- Respondents with scores of 0-4 who are homeless exit homelessness on their own
- Respondents with scores of 5-9 need brief and shallow support
- Respondents with scores of 10 or more need permanent assistance with housing and support services
- We can determine who is who

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# The Families Service Prioritisation Decision Assistance Tool – **SPDAT**

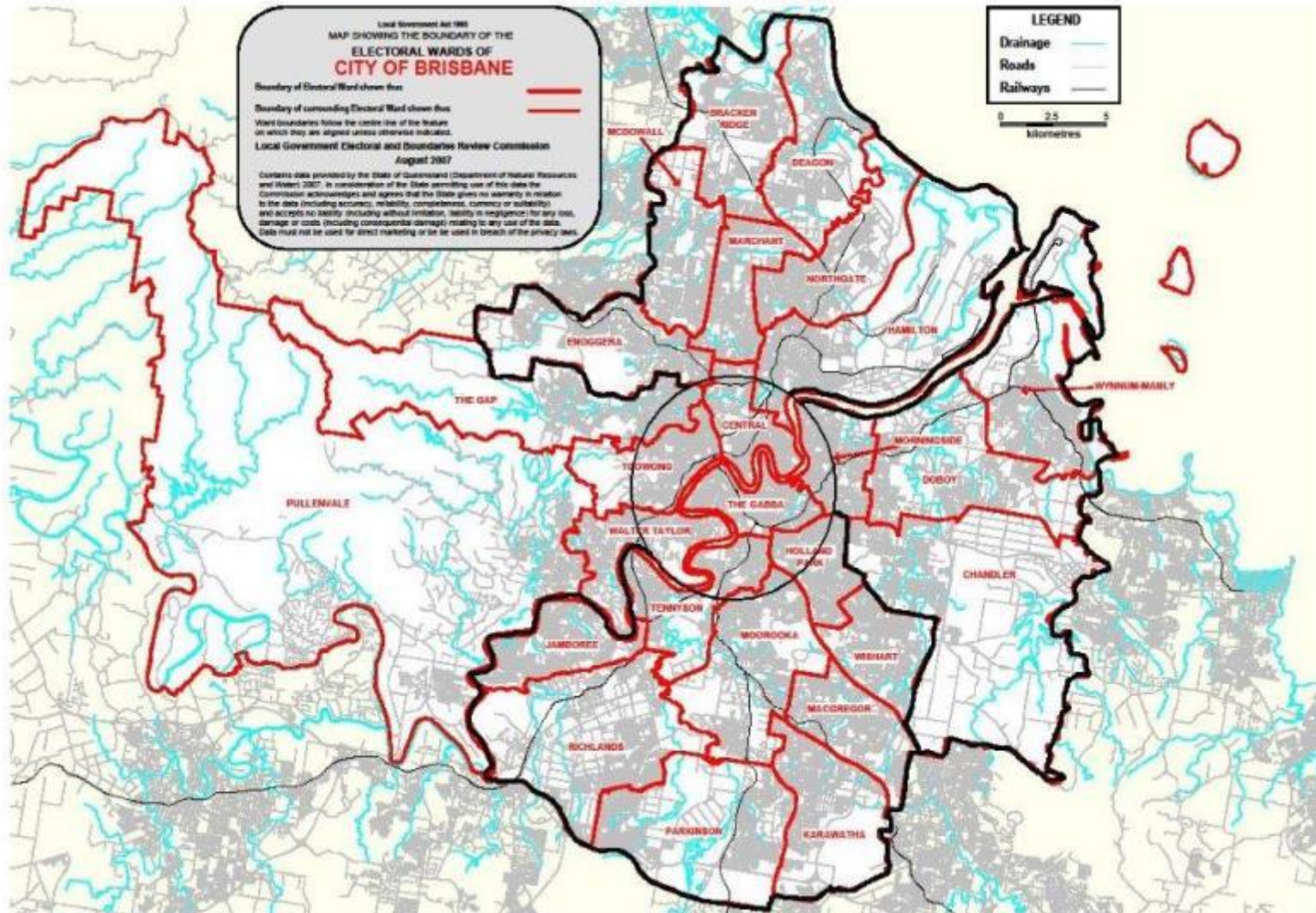
- Respondents with scores of 0-5 who are homeless exit homelessness on their own
- Respondents with scores of 6-11 need brief and shallow support
- Respondents with scores of 12 or more need permanent assistance with housing and support services
- We can determine who is who

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# Geographic Reach





# Community support

- 140+ Volunteers
- Outreach shifts spanned from 4am to 8pm
- Outreach to boarding houses, caravans and supported accommodation
- Data entry and filing of 1182 surveys
- Social media campaign

**Are you free TODAY for the next couple of hours and near West End?**  
We need help to prep our surveys for registry fortnight. Pop in to 162 Boundary St, West End or call 07 3029 7000 for more info

**IT'S AN EMERGENCY!** We need volunteers with excellent attention to detail to help us prepare paperwork for our registry fortnight this Saturday from 10am - 2pm. To register please email [rsvp@micahprojects.org.au](mailto:rsvp@micahprojects.org.au)



Unlike · Comment · Share

500 Lives 500 Homes, Karyn Walsh and 3 others like this.

Write a comment...

500 Lives 500 Homes: Legend! Thank you D! 🙌

Like · Reply · ⚡ 1 · March 22 at 2:04pm

Dj Koooper On my way to assist 🙌

Unlike · Reply · ⚡ 2 · March 22 at 10:48am

197 people saw this post

Boost Post

500 Lives 500 Homes shared Louis Tumminaro's photo.

Great training, everyone! The battlefield is drawn for registry fortnight. Good luck to all with your interviews!

the data we collected in the wee hours. Every person counts. #500lives #homeforgood #homelessness

Photography: Louis Tumminaro



Unlike · Comment · Share

500 Lives 500 Homes, Karyn Walsh, Gisa Tilley and 21 others like this.

Write a comment...

Val Ferguson Clinch 1

Like · Reply · Yesterday at 9:13am

469 people saw this post

Boost Post

500 Lives 500 Homes shared Youth Emergency Services's photo.

Loving the positive vibes from YES!

500 Lives 500 Homes Let the training begin



Like · Comment · Share

500 Lives 500 Homes

Does it get any better than this?! Say g'day to the 31 partner and 61 organisations that form the 500 Lives 500 Homes coalition. These are the people dedicating themselves to ending homelessness in Brisbane. Let's give them a big THANK YOU!

Photograph Embellysh Photography-Brisbane



Like · Comment · Share

Sherryn West and 89 others like this.

Top Comments ·

Write a comment...

Kathrin Breitenstein Amazing! I can't wait to hear more about how we can all help! 🙌

Unlike · Reply · ⚡ 3 · 21 hours ago

Kaitlyn Schneider Mick Barnes

Unlike · Reply · ⚡ 2 · 20 hours ago

View 2 more comments

1,577 people saw this post

Boost Post

Community Solutions

3 friends also like this.

500 Lives 500 Homes

**VOLLIE PROFILE: JANE/ AKA Xena Warrior Princess!**  
I got involved with 500 Lives 500 Homes after hearing about it through social media. The campaign highlights an issue that's close to my heart, I am passionate about supporting Homelessness C... See More



**Our volunteers rock!**

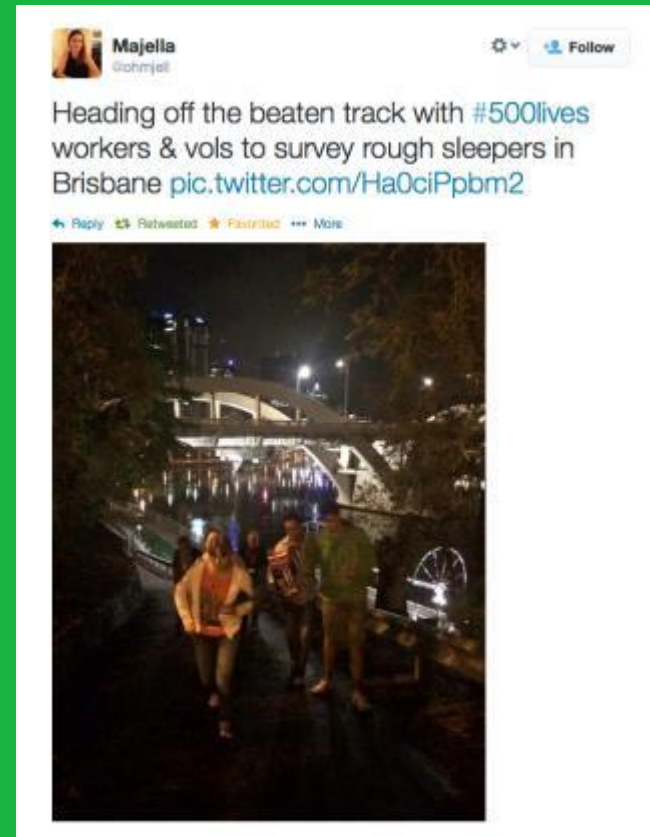
Like · Comment · Share

Helen Baird, Karyn Walsh, Tony Robertson and 22 others like this.

Write a comment...

Snapshots of posts from the 500 Lives 500 Homes Facebook page.





Some of the hundreds of tweets under #500lives

# Survey feedback

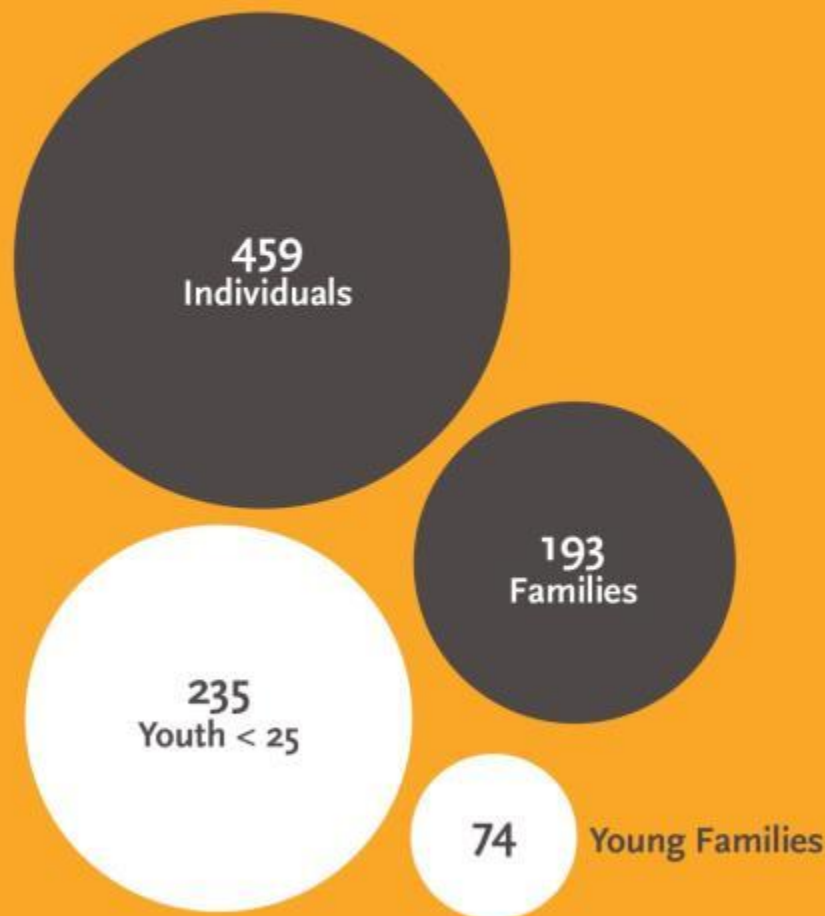
- Homelessness – rough sleeping and temporary accommodation, boarding houses, motels and caravan parks (961 people) will be presented below
- People in supported accommodation (221 people) will be presented separately





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# 500 Lives 500 Homes homeless population surveyed



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# Children and Families

- 267 families surveyed
- 537 children in families
- Average age of heads of household was 32.5 years
- Average age of the children was 7 years
- Youngest child was 1 month old

Age range	# of children (n=537)
Babies – 2yrs	135 (25%)
3yrs – 5 yrs	109 (20%)
6yrs – 12 yrs	185 (34%)
13yrs – 17 yrs	108 (20%)



# Children and Families

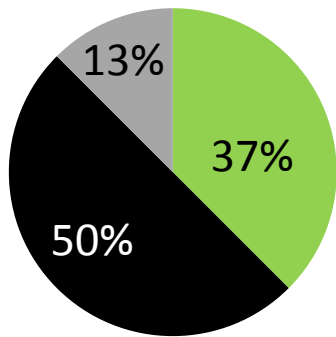
Where people sleep most frequently	Number surveyed
Young families	74
Families	193
<b>TOTAL</b>	<b>267</b>

## Overall acuity (n=267)

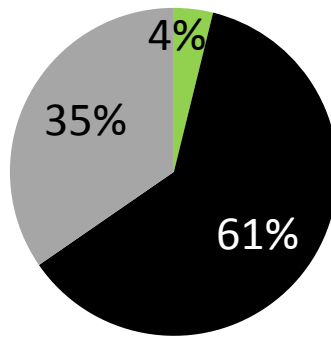
- 40 (15%) require affordable housing with ongoing support
- 141 (53%) require affordable housing with short term support
- 86 (32%) require access to affordable housing

# Acuity – Families

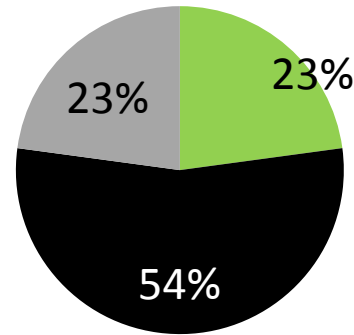
**Motels (n=8)**



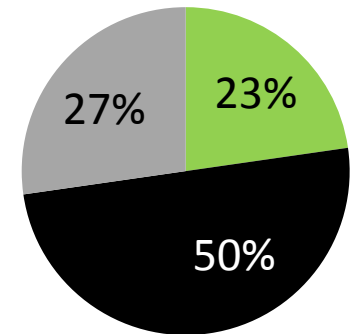
**DV (n=26)**



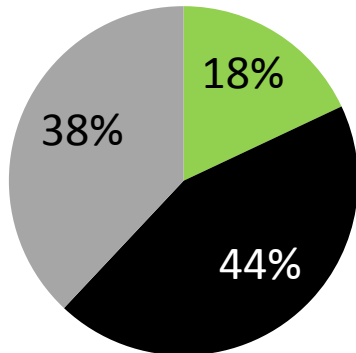
**Temp Accom (n=35)**



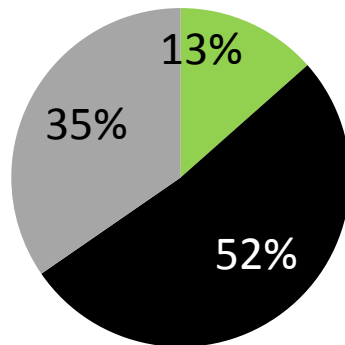
**Hostels & boarding houses (n=22)**



**Friends/Family (n=50)**

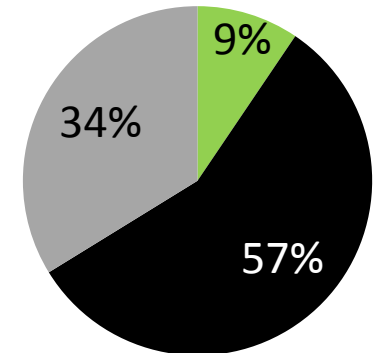


**Other (n=52)**



- Affordable housing with ongoing support
- Affordable housing plus short term support
- Affordable housing

**Young families (n=74)**





# Youth < 25yrs

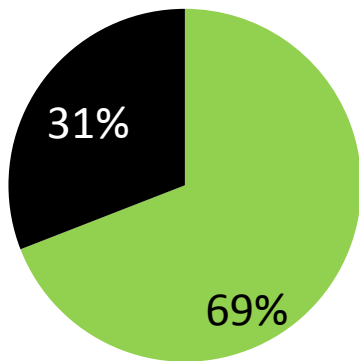
Where people sleep most frequently	Number surveyed
Rough sleeping	55
Friends/family	75
Emergency/crisis accommodation	33
Temporary accommodation	31
Other	41
<b>TOTAL</b>	<b>235</b>

## Overall acuity (n=235)

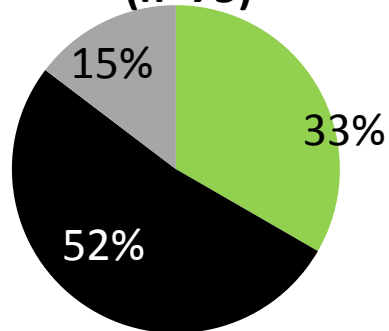
- 92 (39%) require affordable housing with ongoing support
- 112 (48%) require affordable housing with short term support
- 31 (13%) require access to affordable housing

# Acuity – Youth < 25yrs

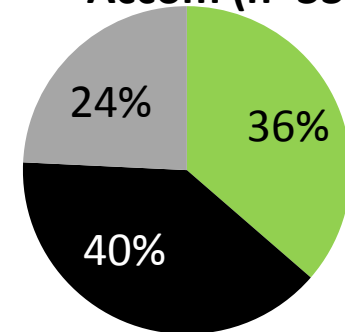
**Rough Sleeping (n=55)**



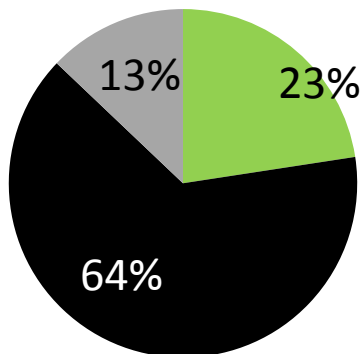
**Friends/Family (n=75)**



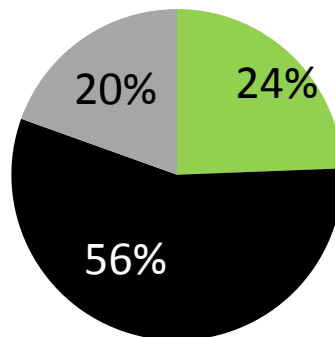
**Emergency/Crisis Accom (n=33)**



**Temp Accom (n=31)**



**Other (n=41)**



- Affordable housing with ongoing support
- Affordable housing plus short term support
- Affordable housing

# Individuals

Where people sleep most frequently	Number surveyed
Rough sleeping	135
Boarding houses	92
Emergency/crisis accommodation	72
Indigenous hostel	21
Caravan parks	46
Other	93
<b>TOTAL</b>	<b>459</b>

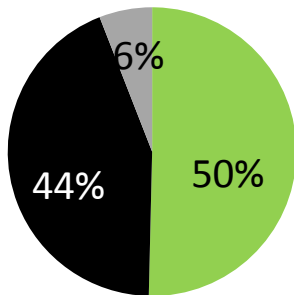
## Overall acuity (n=459)

- 150 (33%) require affordable housing with ongoing support
- 213 (46%) require affordable housing with short term support
- 96 (21%) require access to affordable housing

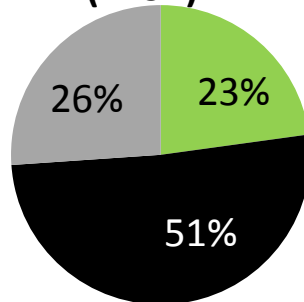


# Acuity – Individuals

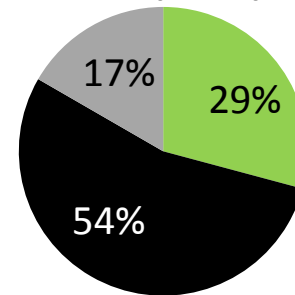
**Rough Sleeping  
(n=135)**



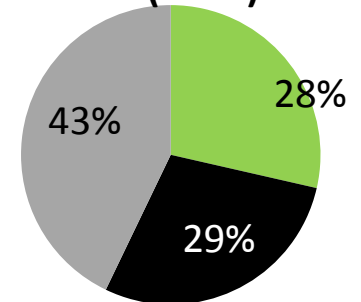
**Boarding Houses  
(n=92)**



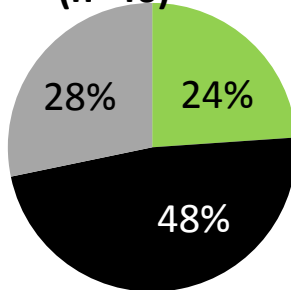
**Emergency Accommodation  
(n=72)**



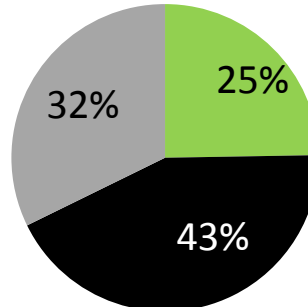
**Indigenous Hostel  
(n=21)**



**Caravan Parks  
(n=46)**



**Other (n=93)**



- Affordable housing with ongoing support
- Affordable housing plus short term support
- Affordable housing

# Over 55 years and older overview

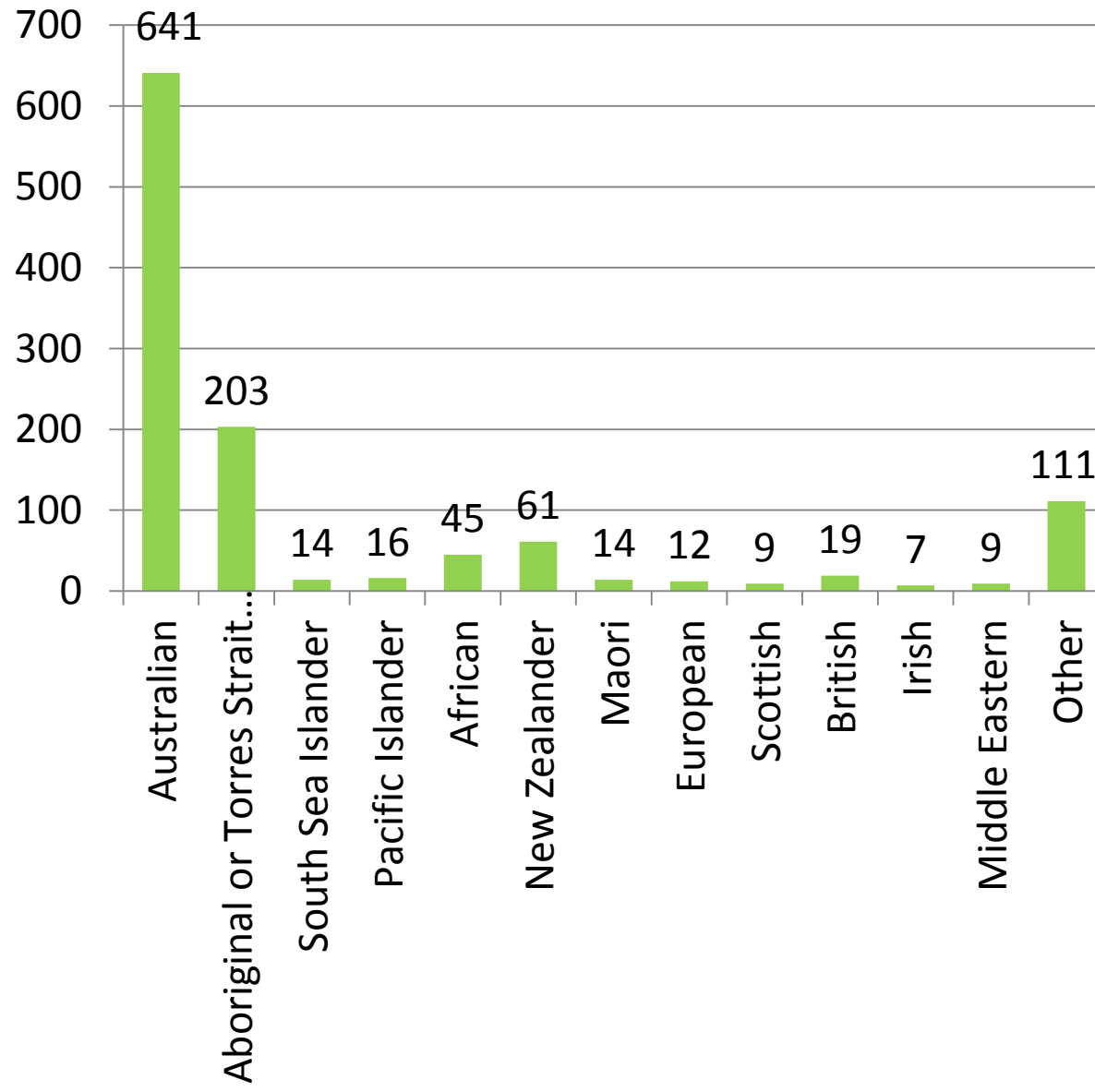
- 93 out of 961 (9.7%) of individuals and head of households were over the age of 55 years
- 17 (18.3%) were female and 76 (81.7%) were male
- 16 out of that 93 (17.2%) require permanent support and affordable housing
- 49 out of that 93 (52.7%) require short-term support and affordable housing
- 28 out of that 93 (30.1%) require only affordable housing

# Homeless demographic breakdown

Homeless and at risk	Individuals	Families
Total survey respondents	694	267
Female	225	228
Male	462	38
Gender not stated	4	1
Transgender	3	0

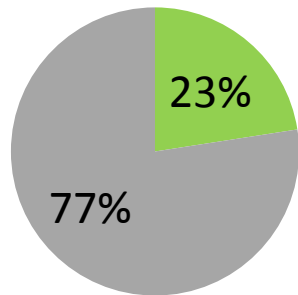


# Cultural Identity

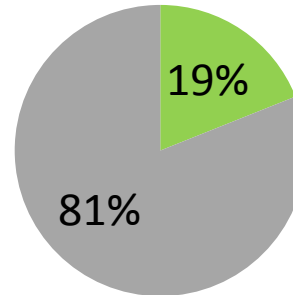


# Indigenous

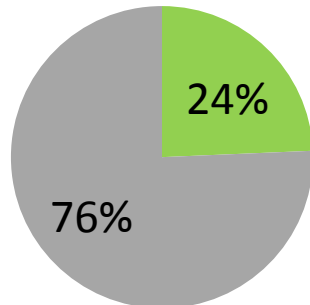
**Youth (n=235)**



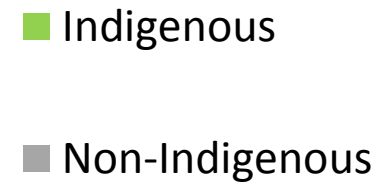
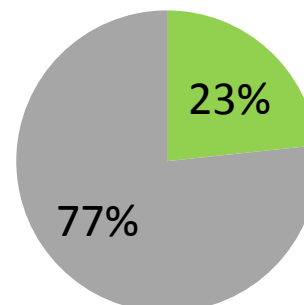
**Individuals (n=459)**



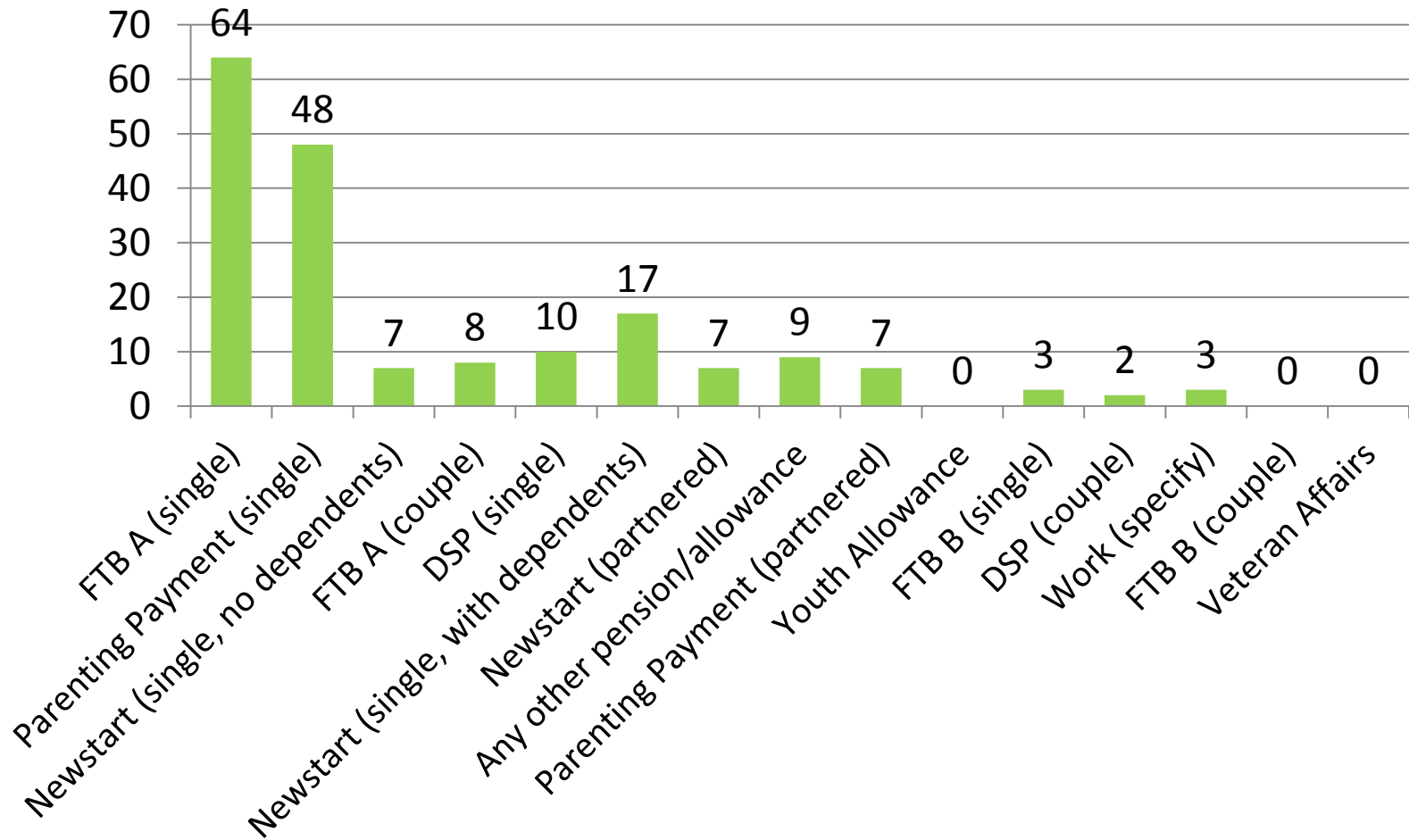
**Young Families (n=74)**



**Families (n=193)**

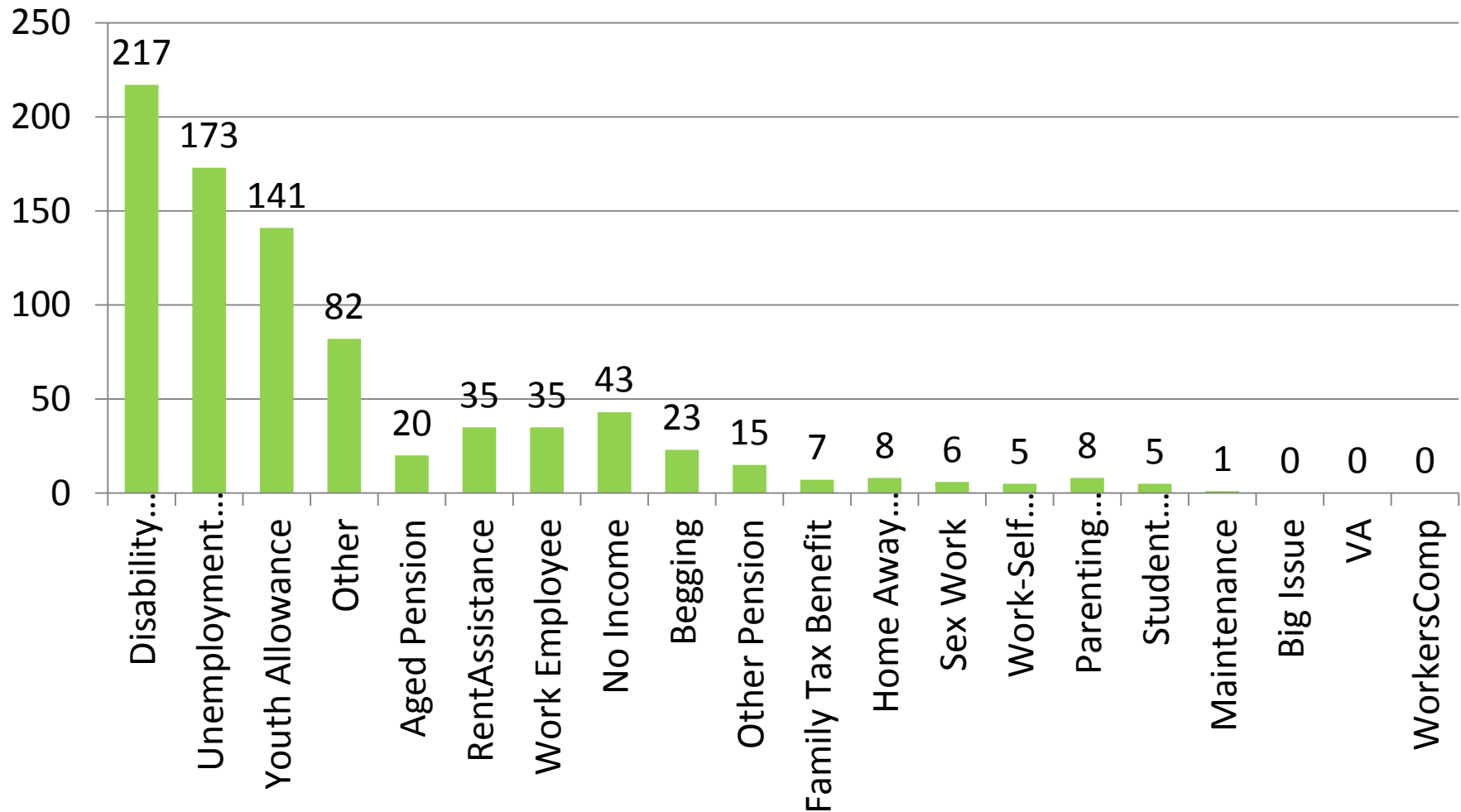


# Income - Families

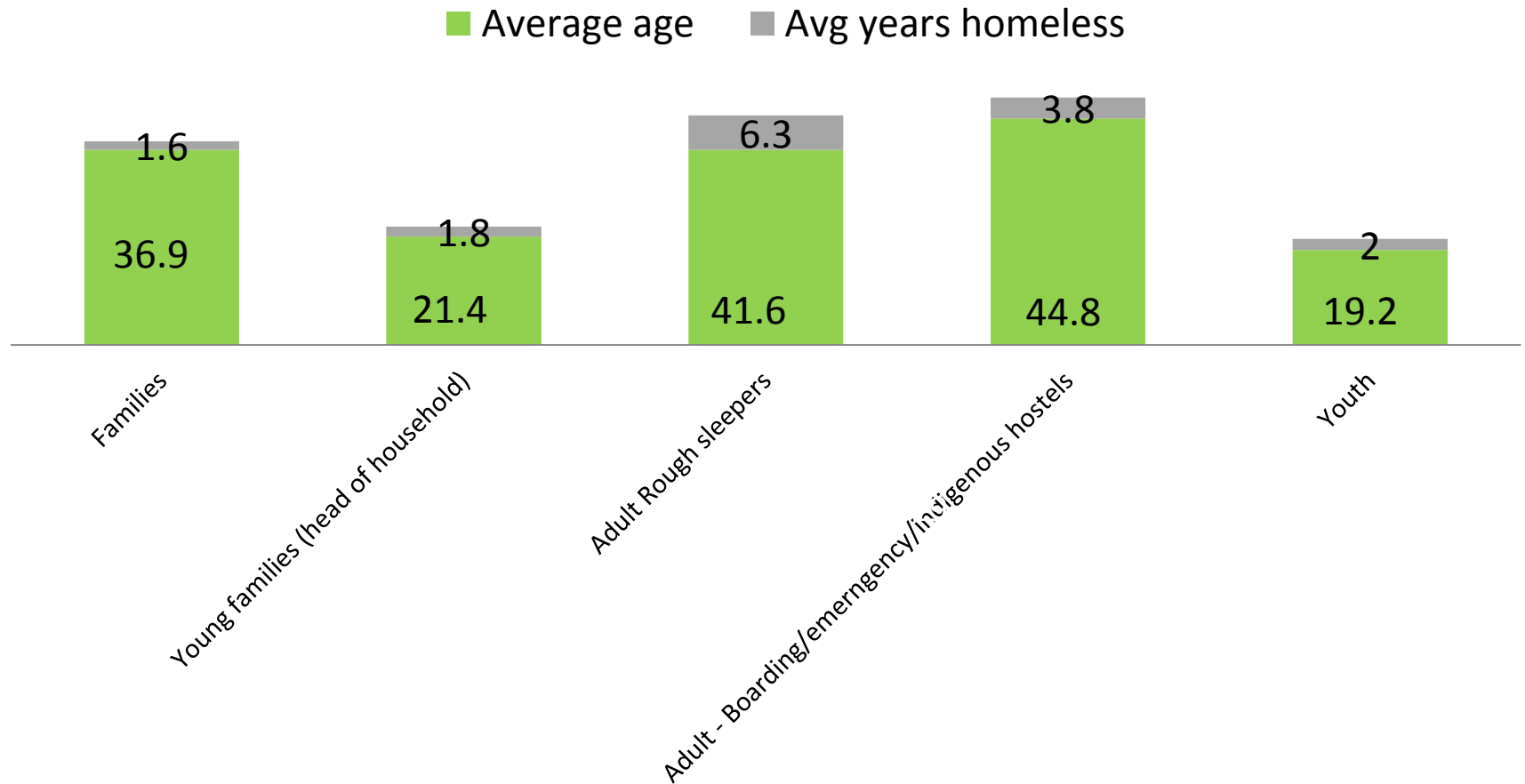




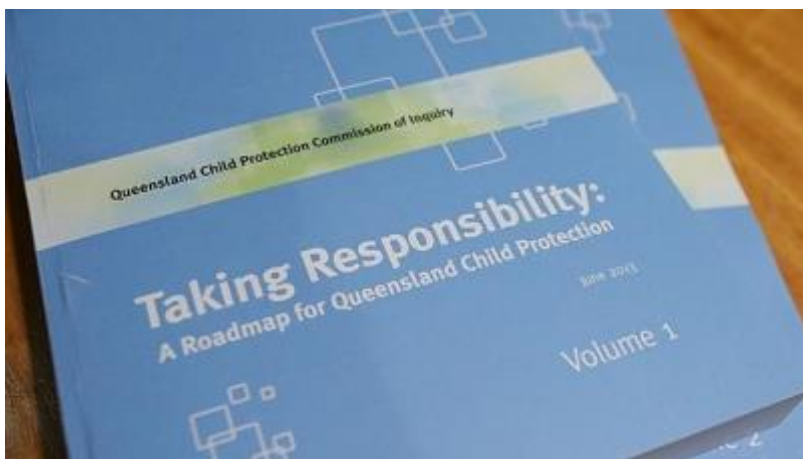
# Income - Individuals



# Length of time homeless and average age



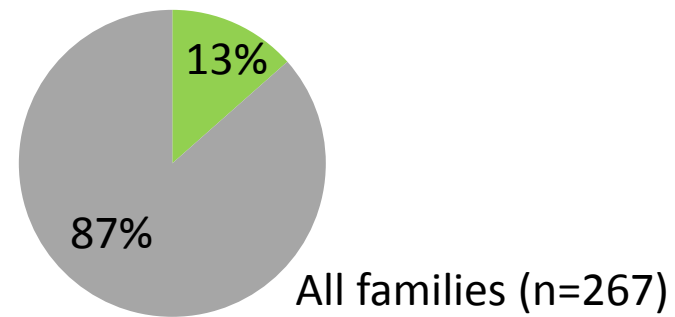
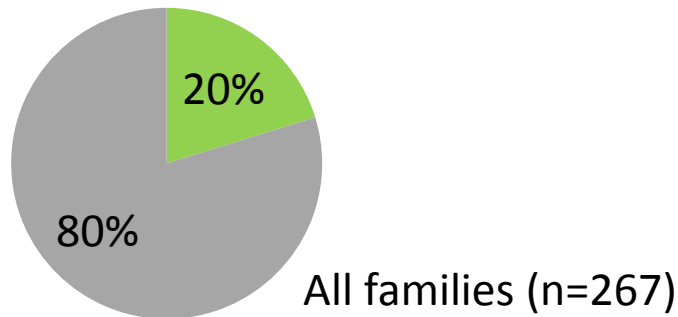
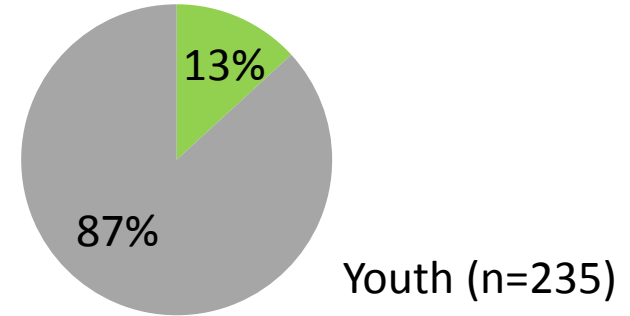
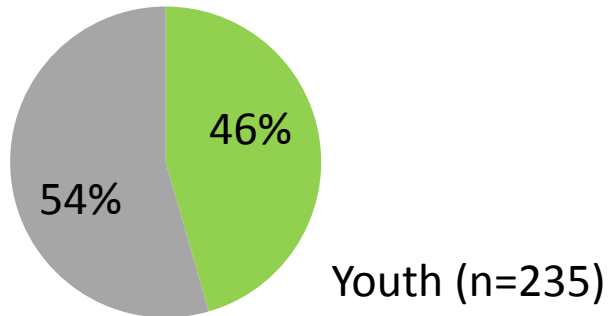
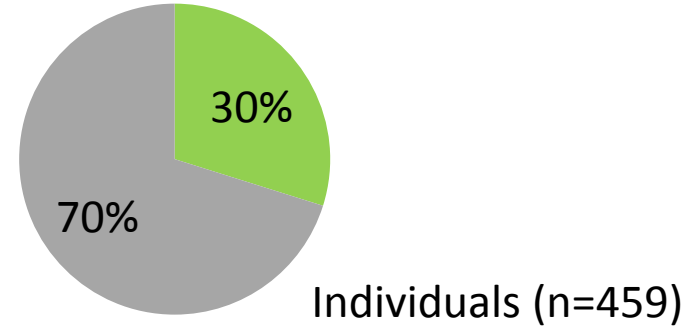
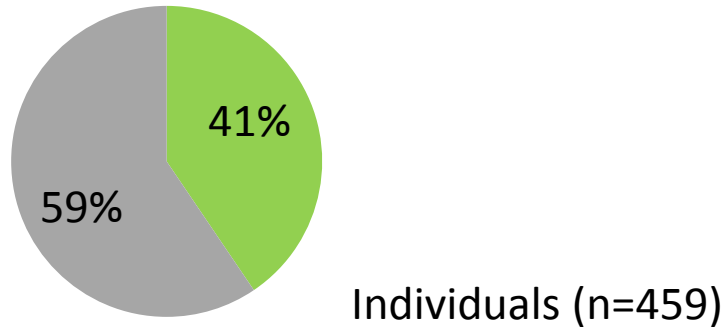
# History of child protection



- 240 (25%) of people (n=961) reported history of foster care or institutional care as a child
- 65 (24.3%) families out of 267 families had contact with the child protection system in the past 6 months



# Victims of violence and brain injury

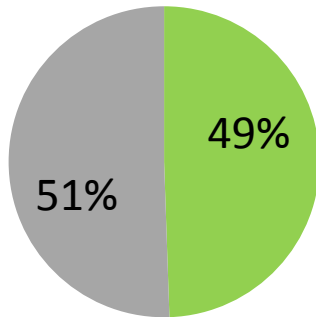


■ Victim of violence

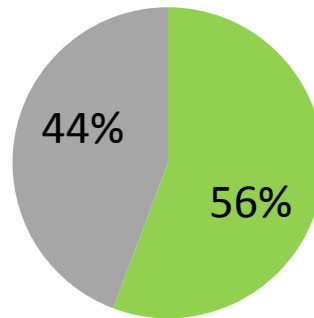
■ Brain injury or head trauma

# Trauma

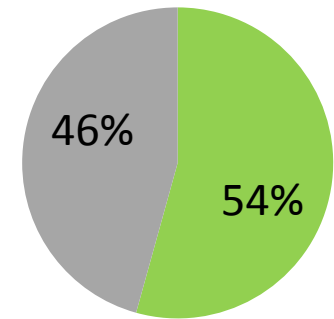
Individuals (n=459)



Youth (n=235)



All families (n=267)



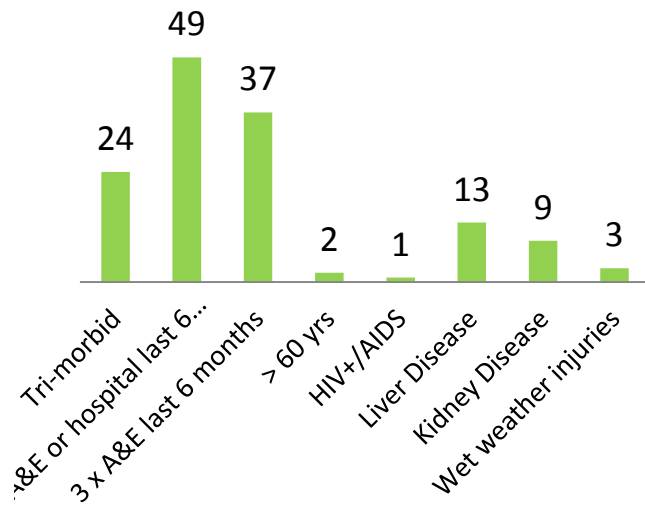
■ Trauma

Over half of all survey respondents reported having:

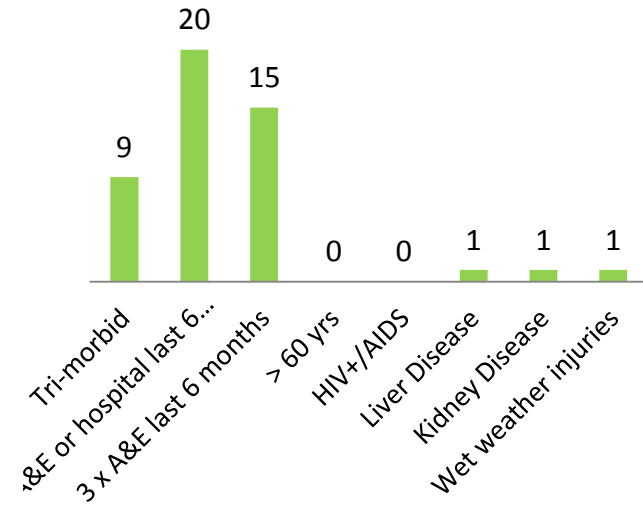
- experienced emotional, physical, psychological, sexual or other type of abuse or trauma;
- for which help was not sought; and/or
- which has caused their homelessness

# Key Health factors – Families

Adult Families (n=193)



Young Families (n=74)



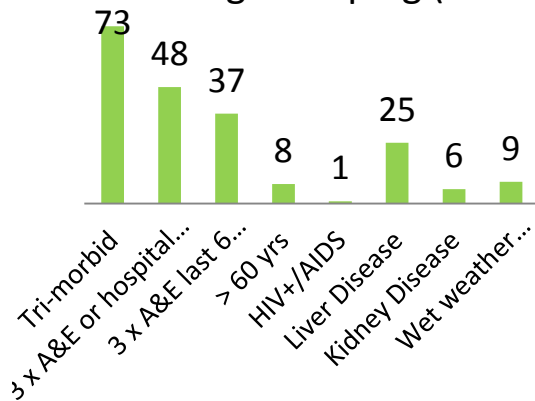


# Key Health factors – Families

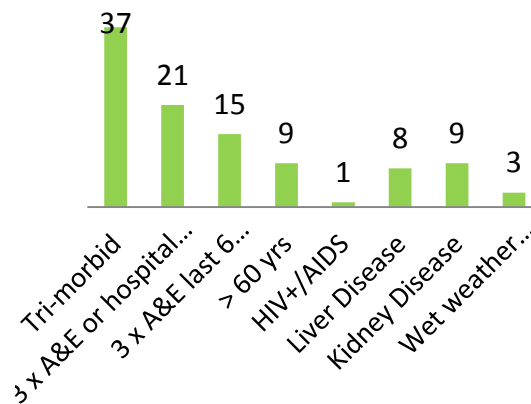
Health factor	Adult Families	Young Families	Total
Total surveyed	193	74	267
Tri-morbid	24	30	92
3 x A&E or hospital last 6 months	49	20	69
3 x A&E last 6 months	37	15	52
> 60 yrs	2	0	2
HIV+/AIDS	1	0	1
Liver Disease	13	1	14
Kidney Disease	9	1	10
Wet weather injuries	3	1	4
Alcohol daily for 30 days	9	3	12
Injection Use	13	2	15

# Health factors – Adult individuals

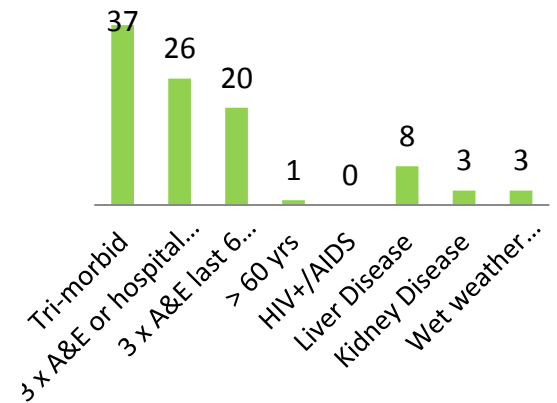
Rough sleeping (n=135)



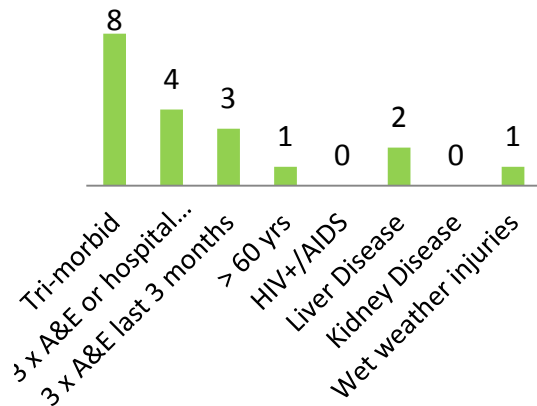
Boarding Houses (n=92)



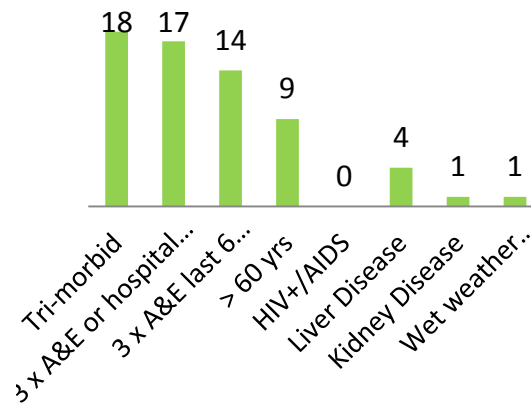
Emergency Accom (n=72)



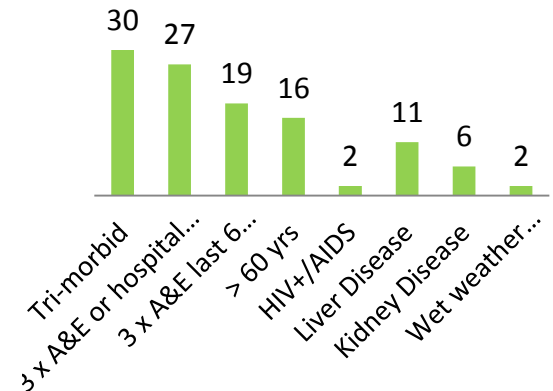
Indigenous Hostels (n=21)



Caravan Parks (n=46)



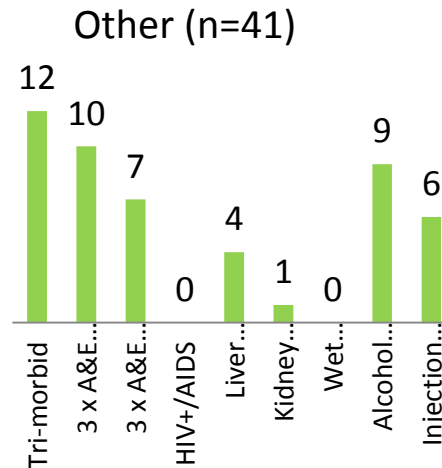
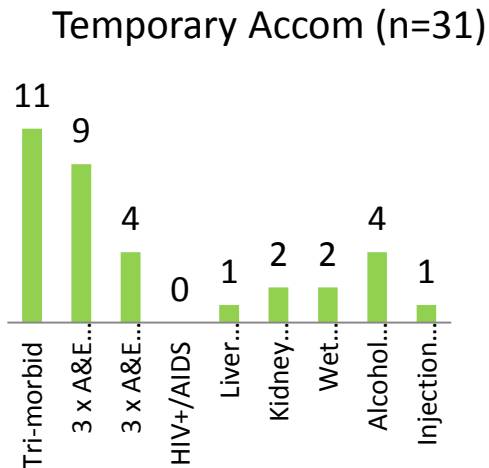
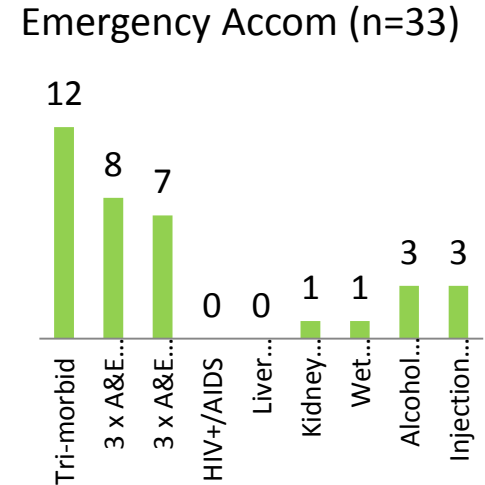
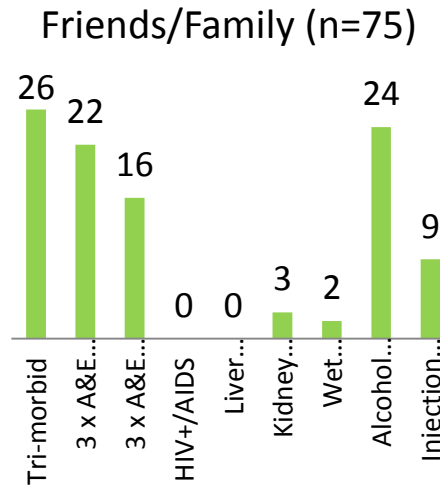
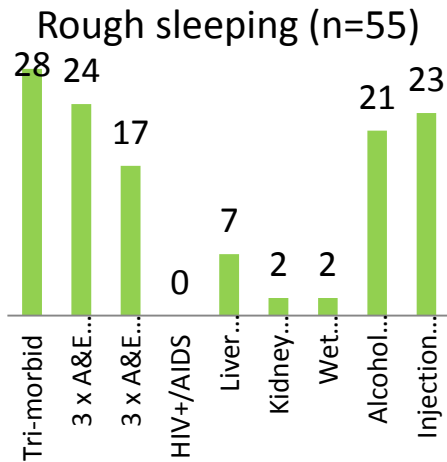
Other (n=93)



# Health factors – Individuals

Health factor	Rough Sleepers	Boarding Houses	Emergency Accom	Indigenous Hostels	Caravan Parks	Other	Total
Total surveyed	135	92	72	21	46	93	459
Tri-morbid	73	37	37	8	18	30	203
3 x A&E or hospital last 6 months	48	21	26	4	17	27	143
3 x A&E last 6 months	37	15	20	3	14	19	108
> 60 yrs	8	9	1	1	9	16	44
HIV+/AIDS	1	1	0	0	0	2	4
Liver Disease	25	8	8	2	4	11	58
Kidney Disease	6	9	3	0	1	6	25
Wet weather injuries	9	3	3	1	1	2	19
Alcohol daily for 30 days	59	28	17	3	9	21	137
Injection Use	46	17	18	5	6	16	108

# Health factors – Youth

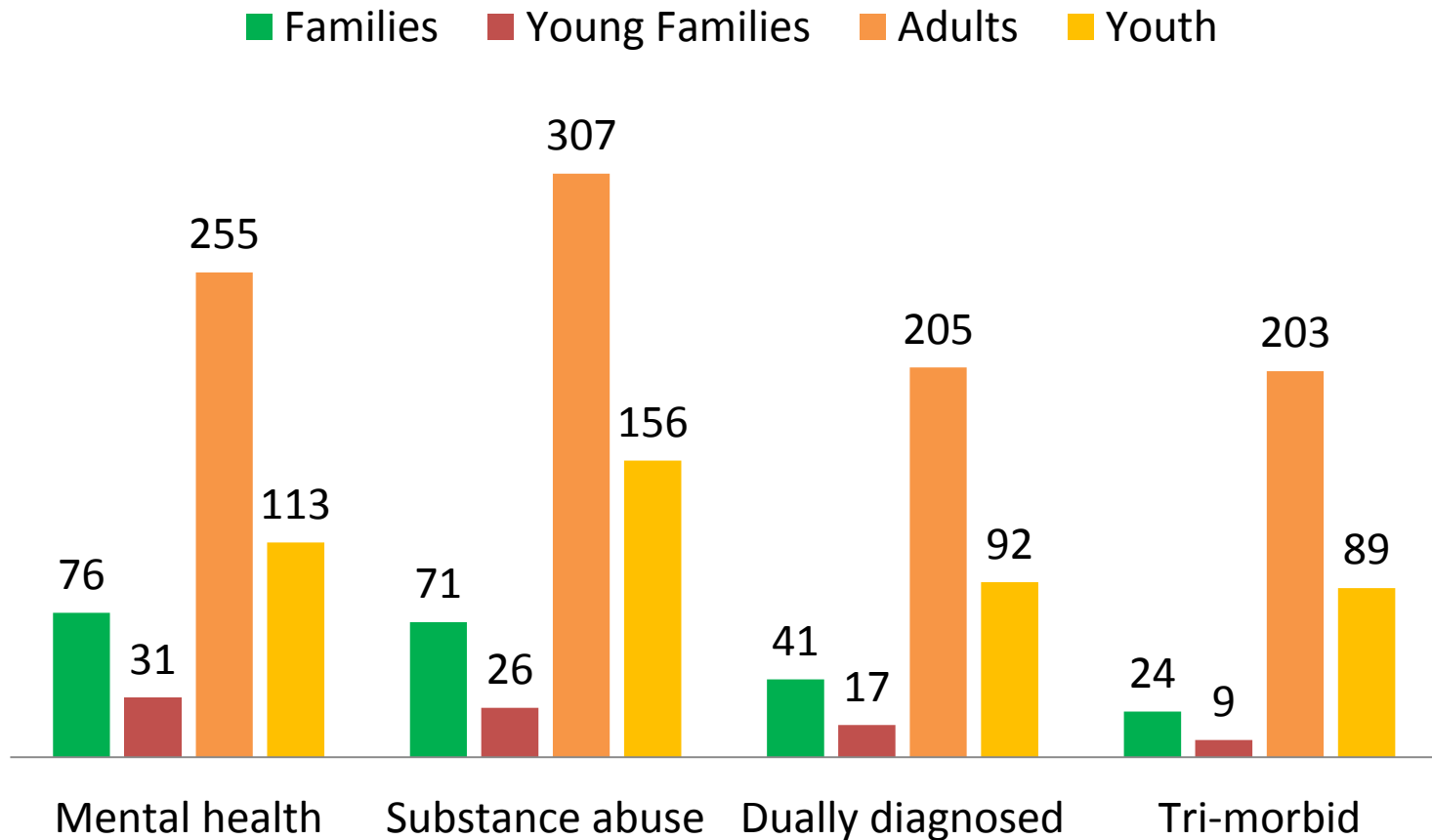




# Health factors – Youth

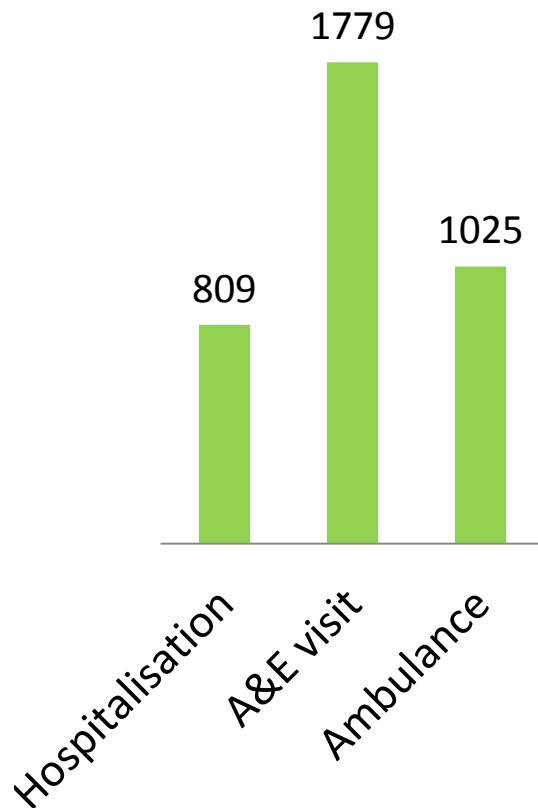
Health factor	Rough Sleepers	Friends/ Family	Emergency Accom	Temp Accom	Other	Total
Total surveyed	55	75	33	31	41	235
Tri-morbid	28	26	12	11	12	89
3 x A&E or hospital last 6 months	24	22	8	9	10	73
3 x A&E last 6 months	17	16	7	4	7	51
HIV+/AIDS	0	0	0	0	0	0
Liver Disease	7	0	0	1	4	12
Kidney Disease	2	3	1	2	1	9
Wet weather injuries	2	2	1	2	0	7
Alcohol daily for 30 days	21	24	3	4	9	61
Injection use	23	9	3	1	6	42

# Mental Health and Substance Abuse



# Costs to the health system

## September 2013 – March 2014



	\$ million
Hospitalisations	\$3.77
A&E Visits	\$3.32
Ambulance	\$0.67
<b>TOTAL COST</b>	<b>\$7.75</b>

Estimated cost of hospitalisation = \$4,660 per admission

Estimated cost of A&E = \$1,864 per visit

Estimated cost of ambulance transport = \$650 per transport

Sources: Costs for inpatient hospitalisation and A&E visit are derived from the efficient pricing approach introduced with the National Health Reform Act 2011 (Cth), as implemented by the (Queensland) Department of Health (2013) for the 2013-2014 financial year.

Cost for ambulance transport taken from gross actual costs per incident reported in Department of Community Safety 2012/2013 Annual Report.



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Ending homelessness  
in Brisbane one person,  
one family at a time

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## What to Report

### Individuals



Vulnerable



Most vulnerable

### Families



Vulnerable



Most vulnerable

### Youths



Vulnerable



Most vulnerable

### Young Families



Vulnerable



Most vulnerable

**Vulnerable** - need tapered support (3-6 months) to stabilise in housing  
**Most vulnerable** - need long-term assistance with housing and support



## Contact Us

- [www.500lives500homes.org.au](http://www.500lives500homes.org.au)
- [500lives@micahprojects.org.au](mailto:500lives@micahprojects.org.au)
- 07 3029 7000
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## What do you need to be **safe** and **well**?



Individuals Response 500 Lives 500 Homes 2014

## What do you need to be **safe** and **well**?



**Families Response** 500 Lives 500 Homes 2014

# Level 3 Supported Accommodation

**221 people surveyed in Level 3 Supported Accommodation**

	No of people
Female	81
Male	137
Gender not stated	3
Transgender	0
<b>Total survey respondents</b>	<b>221</b>

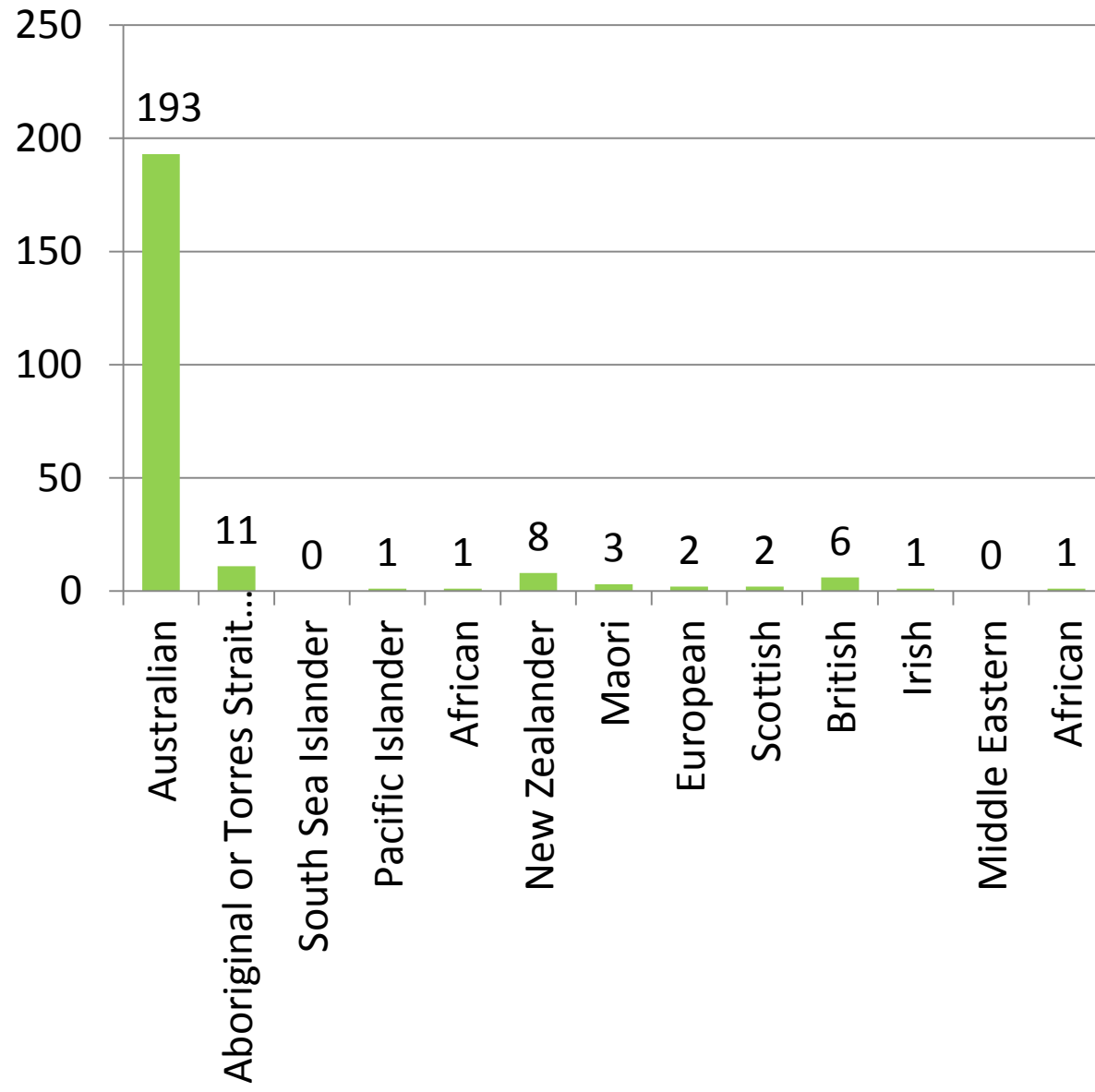


# Age

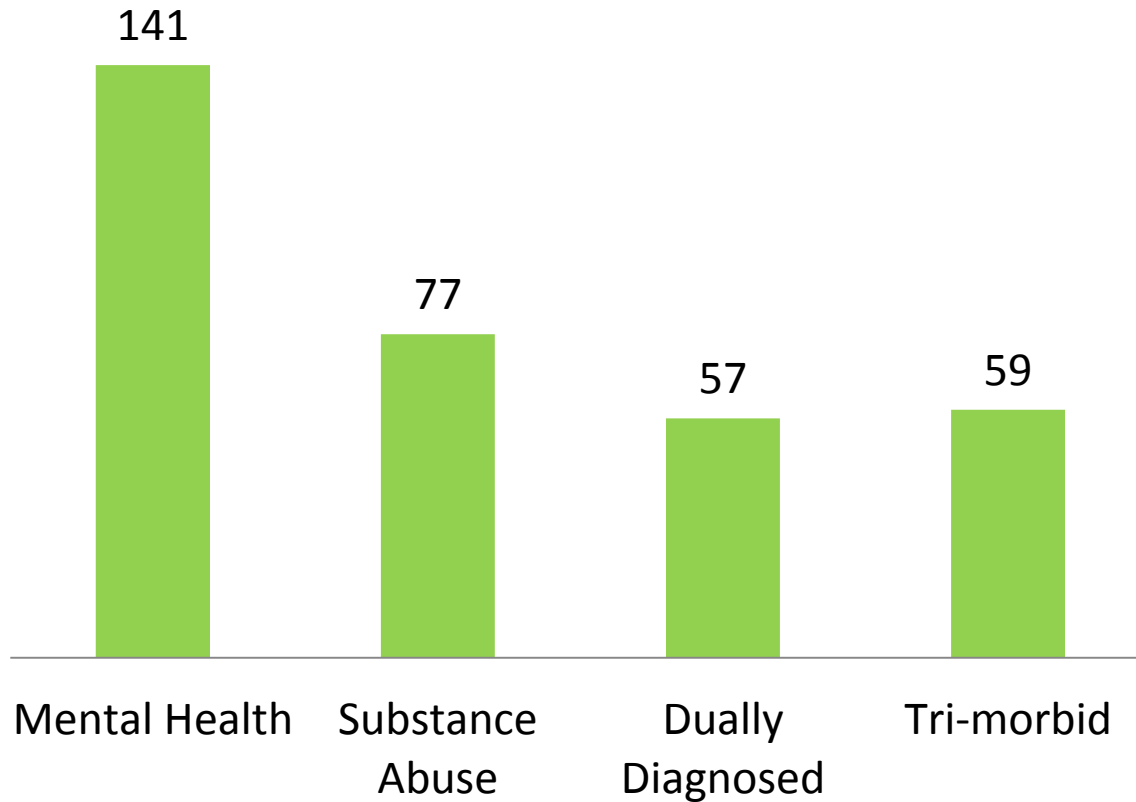
Age bracket	No of people
25 and under	16
26 - 35	7
36 - 45	25
46 - 55	53
56 - 65	67
over 65	47
Age not specified	6
<b>Total</b>	<b>221</b>

- Average age is 53.8 years
- Oldest person is 92 and youngest person is 15

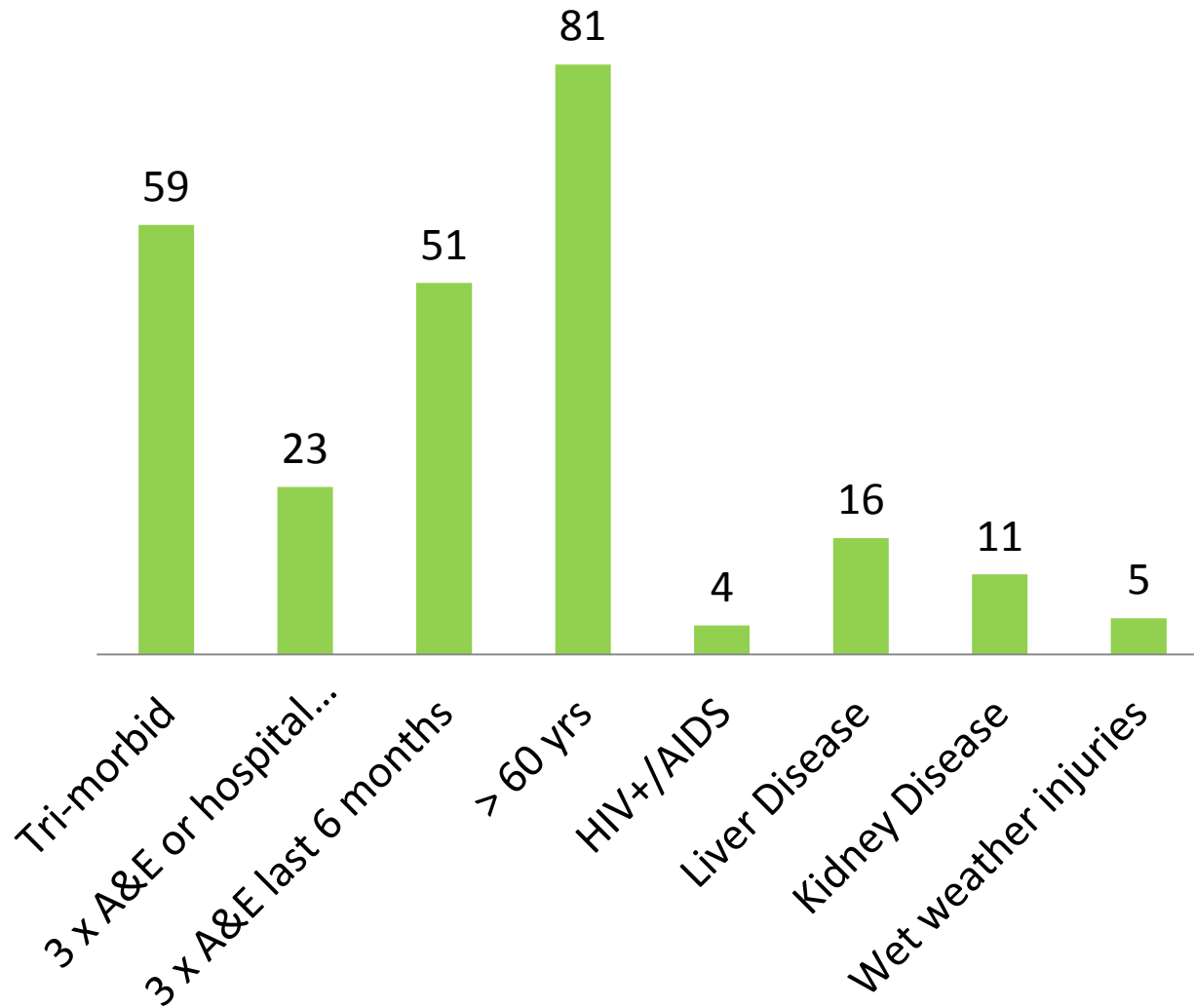
# Cultural Identity



# Mental Health and Substance Abuse



# Health factors – L3 supported accommodation





## 500 Lives 500 Homes thanks Level 3 Supported Accommodation Providers

- 300 Richmond Road
- Clayfield House
- Coorparoo Supported Lifestyle
- Franklin Court
- Greenmeadow Court
- Herston Lodge
- Montray Villa Hostel
- Murray Lodge
- Pinjarra Lodge
- Victoria Gardens
- Westminister
- Willow House
- Wilston Court

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your commitment to  
500 Lives 500 Homes**

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