# Homelessness NSW Strategy 2023-2028

Homelessness NSW

# Homelessness NSW

## Acknowledgement

We acknowledge that we work on Indigenous lands and that sovereignty was never ceded. We pay respect to elders, past and present, and acknowledge the pivotal role that First Nations people continue to play within our communities. We embrace diversity and are committed to creating a safe environment for all people, irrespective of their age, gender, cultural identity, sexuality, abilities, language, economic status, profession or location.

## About Us

Homelessness NSW is a not-for-profit peak body working to end homelessness in NSW. Our 200+ members include specialist homelessness services, allied organisations and services who share the belief that everyone should have a safe home. We work with our members, people with lived experience and a broad network of partners to understand drivers of homelessness, advocate for solutions, build skills and knowledge, and scale innovation.

## Mission

We exist to build the capability of people and the capacity of systems to end homelessness.

## Vision

We have a vision for a future where everyone has a safe home and the support to keep it.

## Values

At Homelessness NSW our values provide the foundation for our beliefs and behaviour they are our collective truth and guide our work and IMPACT.

**Integrity**
We do what we say we will do.

**Making a difference**
We bring passion and purpose into our work.

**Pathfinder**
We create solutions by embracing change and innovation.

**Amplify**
We champion voices and ideas for change.

**Courage**
Challenging the status quo, speaking up, taking decisive action, showing vulnerability, and sitting with discomfort.

**Together**
United, we cultivate a culture of support and connection.

# Guiding Principles

Our principles guide the way we work – they are our framework for decision making, outlining how we achieve our values and helping us to prioritise our efforts and resources.

## Ending homelessness is possible

We believe that homelessness is solvable. We share data, research, evidence and experience to learn and adapt together to scale what works.

## People first

We seek out and amplify voices of people with lived experience of homelessness. We create conditions for lived experts to build power and influence in the system

## Stronger together

We proactively form partnerships and collaborate for impact with our members, non-profits, government agencies, the private sector and community.

## Innovation & learning

We intentionally learn from other disciplines, people and sectors to find solutions and ways of doing things better. We use measurement as feedback and adapt our approaches in real time.

## Acknowledge and respect Traditional Owners, natural resources, & culture

We champion First Nations-led solutions and prioritise the voices, knowledge, and experiences of First Nations people to end homelessness. We deeply respect Aboriginal land and culture.

## Design with diverse needs in mind

Our work is informed by and designed with the needs of diverse cultures and communities front of mind.
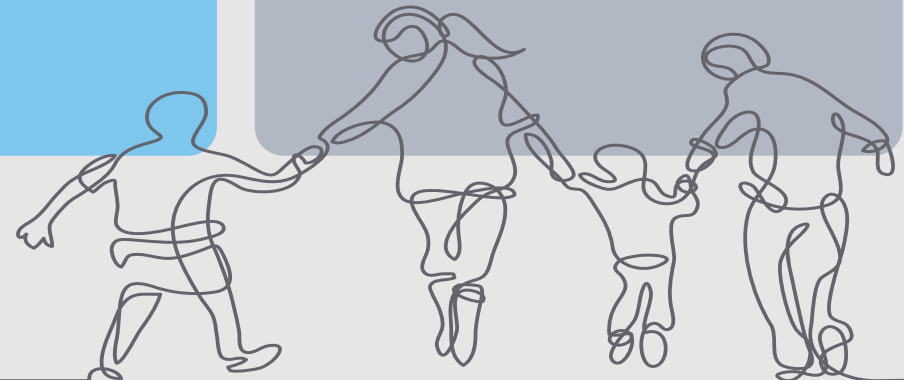
# Executive Summary

Over the next five years we will focus on building the capabilities of people and capacity of systems to end homelessness. We recognise the urgency and complexity of this issue and must leverage all available resources and collective efforts. We commit to working closely with homelessness services, communities, businesses, people with lived experience and governments. Through aligned action we aim to achieve a future where homelessness is rare, brief and non-recurring.

This strategic plan is being launched at a time of significant change for the homelessness sector. The NSW Government is revising the statewide housing and homelessness plan and the Australian Government is leading the development of a national ten-year housing and homelessness strategy. This is a watershed moment for homelessness and housing policy in Australia and this strategic plan reflects the opportunities for Homelessness NSW to drive change.

Homelessness NSW is taking a whole of system change approach to ending homelessness.

Our strategic priorities have been established following extensive consultation and are informed by our members' experiences. They seek to maximise the opportunities for change in the current policy and funding landscape. They are aspirational and require change in our own work and that of our members and partners.

As the peak agency for homelessness, we have two distinct roles in monitoring and measuring homelessness. Firstly, we monitor and measure the population-level indicators of homelessness. Secondly, we measure our own impact and program-level contributions to ending homelessness. Progress towards our strategic priorities will be measured and evaluated as part of our principles of innovation and learning. We are committed to monitoring, collating, and sharing population level data through our Housing and Homelessness Dashboard to track incidences, drivers, and risks impacting homelessness in NSW.

We will proactively seek out partners and work collaboratively wherever possible, including with people with lived experience of homelessness. We look forward to working with you to deliver our on our priorities for the next 5 years.

We want you, our members, allies, and partners to join us on our journey as we work together to:

- **create a movement to end homelessness;**
- **advocate and facilitate whole of system change to end homelessness; and**
- **build skills, knowledge, and networks to improve responses for better outcomes for people at risk of, or experiencing, homelessness.**

We have a vision for a future where everyone has a safe home and the support to keep it. Through our collective efforts we can realise this vision.

**Together we can end homelessness in NSW.**

# Strategic Plan 2023- 2028

## Our vision
We have a vision for a future where everyone has a safe home and the support to keep it.

## Our mission
We exist to build the capabilities of people and the capacity of systems to end homelessness.

### Priority 1:
Create a movement to end homelessness

- Increase public understanding of the drivers and solutions to homelessness
- Increase and retain membership
- Support leaders within and across communities to mobilise what works to improve the outcomes of those at risk of experiencing homelessness
- Ensure the integrity and success of Homelessness NSW
- Foster a culture of collaboration, inclusion and participation

### Priority 2:
Advocate and facilitate whole of system change to end homelessness

- Facilitate the co-creation of a systems change approach to ending homelessness in NSW
- Use and share data to drive evidence based responses
- Provide advice, input and insight into policy and practice solutions to make homelessness rare, brief and non-recurring

### Priority 3:
Build skills, knowledge and networks to improve responses for better outcomes for people at risk of, or experiencing homelessness

- Support homelessness services to provide quality supports and services to people experiencing homelessness
- Facilitate First Nations-led service improvement and cultural competency
- Support mainstream and allied services to prevent and respond to homelessness
- Advocate for commissioning that emphasies collaboration and impact
- Create opportunities to share what works, build networks and share resources

# Measuring Success

The drivers and solutions to homelessness are impacted by all levels of Government, business, community, and support sectors. Several factors, such as policy settings, economic conditions, climate impacts, attitudes, power dynamics and resource flows contribute to rates and incidences of homelessness in NSW. As the peak agency for homelessness, we have two distinct roles in monitoring and measuring homelessness. TFirstly, we monitor and measure the population-level indicators of homelessness. Secondly, we measure our own impact and program-level contributions to ending homelessness.
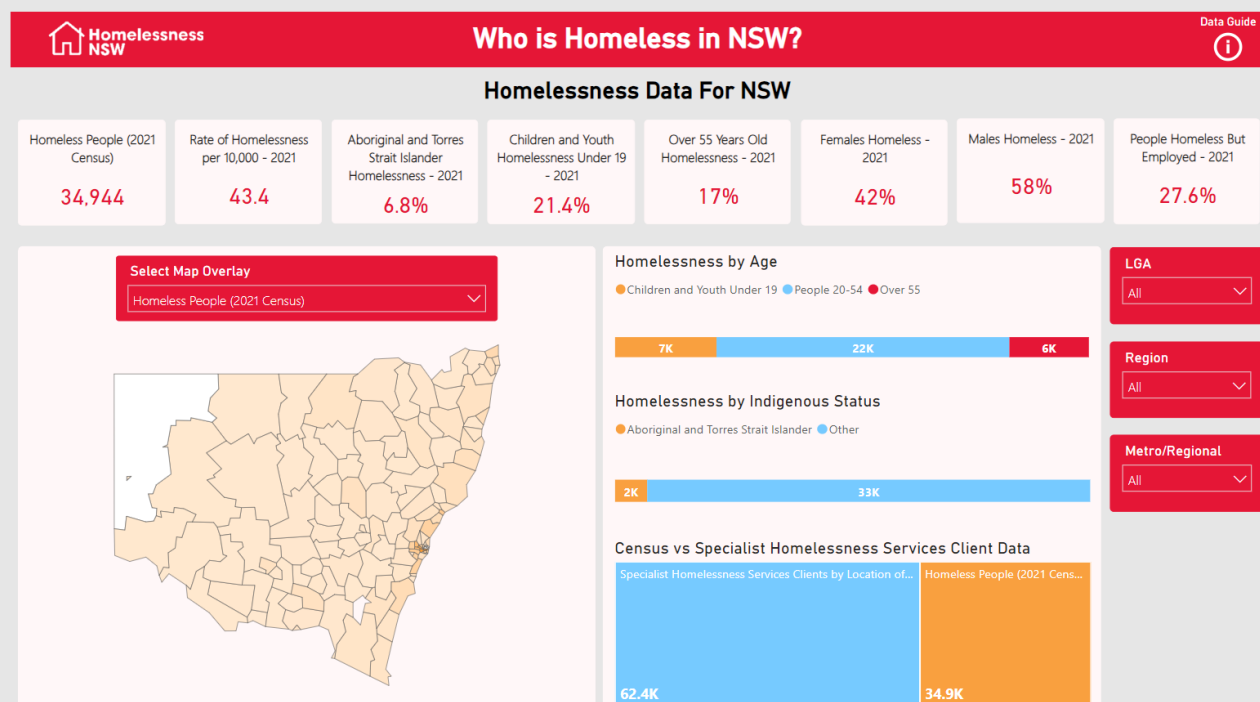
## Level 1

### Monitoring Homelessness at the Population Level: Housing and Homelessness Dashboard

The Housing and Homelessness Dashboard is our way of using data to tell the broader system story of homelessness. It is made up of over 50 metrics from 15 sources tied together around Local Government Areas. For the first time, users will be able to select an LGA or regional area and understand the level of homelessness (at a demographic level), housing stress, social housing levels and risks of homelessness.

The Dashboard uses the latest available data for each metric. This means that the data is not all tied around the same time - however provides users with the best available data for a deeper understanding of issues. The data is publicly available, and datasets will be updated as they become available.
You can access the dashboard here:
https://homelessnessnsw.org.au/data/housing-and-homelessness-dashboard/



**Homelessness NSW** — **Who is Homeless in NSW?** — Data Guide

**Homelessness Data For NSW**

| Homeless People (2021 Census) | Rate of Homelessness per 10,000 - 2021 | Aboriginal and Torres Strait Islander Homelessness - 2021 | Children and Youth Homelessness Under 19 - 2021 | Over 55 Years Old Homelessness - 2021 | Females Homeless - 2021 | Males Homeless - 2021 | People Homeless But Employed - 2021 |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 34,944 | 43.4 | 6.8% | 21.4% | 17% | 42% | 58% | 27.6% |

Select Map Overlay: Homeless People (2021 Census)

Homelessness by Age — Children and Youth Under 19 / People 20-54 / Over 55 — 7K / 22K / 6K

Homelessness by Indigenous Status — Aboriginal and Torres Strait Islander / Other — 2K / 33K

Census vs Specialist Homelessness Services Client Data — Specialist Homelessness Services Clients by Location of... 62.4K / Homeless People (2021 Cens... 34.9K

LGA: All — Region: All — Metro/Regional: All

## Level 2

### Monitoring, Evaluating and Measuring Our Interventions (Program Level)

We are using a results-based accountability framework to measure our strategic plan outcomes. We do this by asking three questions:

1. How much did we do?
2. How well did we do it?
3. Is anyone better off?

| How much did we do? | How well did we do it? |
|---|---|
| # members | # and % of people who are satisfied |
| # of attendees at events/ meetings | # and % of people who would recommend HNSW |
| # reach through campaigns | % of attendees that agree the event/ training was culturally safe |
| # of events | |
| # of training courses delivered | |
| # submissions/ reports/ campaigns | |
| $ value of research expenditure | |

### Is anyone better off? (Skills, knowledge, attitude, behaviour/policy change)

# and % increase/retention of members

# of policy change initiatives implemented

# and % of participants who report increase in skills or knowledge

# and % of participants who will apply what they learned

# of learners obtaining formal accreditation

# and % people reporting increase or strength in their networks

# and % of people increasing their cultural competency

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