

The image features a dark grey background with a vibrant, abstract graphic design. The design consists of several overlapping, wavy bands in shades of blue, green, and yellow, creating a sense of movement and depth. Scattered throughout the background are numerous small, solid-colored circles in yellow, green, blue, and purple, resembling stars or bubbles. In the top left corner, the word "wellways" is written in a clean, sans-serif font, with "well" in blue and "ways" in white.

wellways

Wellways Australia submission to the
Victorian Government's consultation on
Establishing a 10-Year Strategy for Social
and Affordable Housing

April 2021

Wellways Australia Submission to the Victorian Government's 10-Year Strategy for Social and Affordable Housing

About Wellways Australia

- 2,070-plus staff across over 100 offices throughout eastern Australia, from Tasmania to Queensland.
- 270 people working in peer support roles.
- 189 volunteers contributing over 14,000 hours.
- Our services reach thousands of people every year.

Originally established in Victoria in 1978, today Wellways Australia is a provider with over 40 years' experience and is a recognised specialist in mental health, disability support and carer services. We dedicate resources to advocacy, to ensure systems are responsible and equitable, and society is inclusive. To us, recovery means all Australians lead active and fulfilling lives in their community. We work with individuals, families, and the community to help them imagine and achieve better lives. We provide a wide range of services and assistance for people with mental health issues, disabilities and those requiring community care, as well as carers as a Carer Gateway regional delivery partner throughout Queensland and the New South Wales regions of South West Sydney and Nepean Blue Mountains.

Our Vision is for an inclusive community where everyone can imagine and achieve their hopes and potential. The four pillars of our work are:

1. Community inclusion is as important as treatment;
2. We create opportunities for connection with a diverse range of people;
3. We ensure community supports are accessible to everyone; and
4. We challenge barriers to inclusion, such as poverty, discrimination, and inaccessible environments.

This philosophy underlies the many direct services we deliver to thousands of people each day across the Australian eastern seaboard.

Introduction

Wellways Australia strongly agrees with the Victorian Government's assertion that every Victorian deserves a safe and secure home. The Wellways approach to housing is based on the premise that all individuals have the right to safe, secure housing and a place to call home. Having a home provides the foundations from which Victorians can improve their physical and mental health, while also building community connections. Wellways champions housing as a human right.

The current social housing system is at breaking point. Despite new housing and homelessness funding, Victoria is not able to keep up with service demand resulting from social and economic factors such as housing affordability, as well as complications associated with mental health issues. Factors compounded by the ongoing fallout from the COVID-19 pandemic, bushfires and other events.

People experiencing homelessness, and those at risk of homelessness are some of the most disadvantaged in Australia. As the recent Final Report following the Productivity Commission's inquiry into Mental Health pointed out, many people with mental ill health live in unsuitable housing situations which negatively affects their wellbeing (Productivity Commission, 2020). The relationship between mental ill health and homelessness is intricately linked (Brackertz et al., 2019). Evidence purports a strong reciprocal relationship between these complex issues: the experience of homelessness presents risks to a person's wellbeing, and mental ill health is a predictor for homelessness or tenancy risk (Brackertz et al., 2018). People with disabilities also face difficulties getting into appropriate, accessible and affordable housing. We are aware there is a shortage of appropriate properties for participants with disabilities, despite Specialist Disability Accommodation being designed to provide options. In some cases, demand for a particular housing type exceeds supply. For example, there are few options outside of group homes where individuals can be independent and have access to 24/7 support.

The Australian Housing and Urban Research Institute (AHURI, 2018) suggests Australia's housing system is failing to deliver a sufficient supply of affordable housing options, making it near impossible for people on a low income to enter the housing market without financial support. In addition, individuals on low incomes who are experiencing homelessness face additional barriers to access the housing market. Such limitations place pressure on people experiencing homelessness and housing stress, which may negatively impact wellbeing.

We are encouraged by the Victorian Government's acknowledgment that housing must be accompanied by a range of other measures, including access to education, jobs and healthcare, to move people beyond crisis to thriving and included members of the community. However, we are concerned the strategy will continue the separation between social and affordable housing and the wider housing market, thereby perpetuating inequity. Whilst we acknowledge there is a need to target housing interventions towards people who need it, if we are going to achieve equality within the community, housing cannot be set up in a dichotomy of private versus social and affordable.

We want to see social, community and private housing sectors working together to deliver the best outcomes for the most vulnerable in our community. This means having a range of options available to meet individual needs and increasing access to tailored tenancy support services in order to help people stay well, maintain a tenancy and build a home. It is essential that our housing system encourages and supports individuals to imagine better, to be able to live independently, secure employment, attend training and have the capacity to move as their life circumstances direct.

In conjunction with recent recommendations from the Royal Commission into Victoria’s Mental Health System (RCVMHS) and the Productivity Commission Inquiry into Mental Health (“Productivity Commission”), we hope the development of this strategy represents a shift to remove the structural inequities currently preventing Victorians in need from having a safe, secure place to call home.

Key Messages and Recommendations:

1. The Victorian Government should employ specialist trained lived-experience staff to consult with community members in order to make this strategy representative of the people who need or use social and affordable housing.
2. The Victorian Government should incorporate Housing First principles into the design of social and affordable housing and supports to reflect best practice and achieve better outcomes for Victorians.
3. The Victorian Government should provide additional funding to expand the [Doorway](#) housing and recovery program across Victoria and encourage partnerships between clinical and community mental health services, as well as the private housing sector.
4. There must be greater choice in features of affordable housing, including size, location, proximity to services and employment opportunities, complemented by individualised support to build tenancy literacy.
5. Social and affordable housing must not concentrate disadvantage and should be scattered throughout communities to encourage inclusive communities and foster connection.
6. The Victorian Government should explore subsidised housing models, delivered in conjunction with the private rental market, to encourage growth and increase access to social and affordable housing.
7. The Victorian Government should partner with peak bodies, private housing bodies, infrastructure bodies, government departments, and other relevant services to provide a well-functioning- housing system which supports people to secure and sustain a home.

Response to Sector Consultation Questions

People at the centre:

- **What actions should we take to ensure we seek, hear and respond to people who need or use social and affordable housing?**

To ensure this strategy and the policies and programs it supports are representative of people who need or use social and affordable housing, the Victorian Government should employ trained lived-experience staff to consult with community members. Consultations between those who need housing versus those already in housing should be separated. This will enable understanding of the barriers and enablers to accessing social and affordable housing, sustaining a tenancy and transitioning to different housing options.

It is important consultation considers the diverse views and needs of people who require or live in social and affordable housing, including vulnerable groups such as those with mental health issues.

We recommend the Victorian Government work with homelessness and housing peak bodies, such as (but not limited to) Council to Homeless Persons, Community Housing Industry Association (CHIA) VIC, Australian Alliance for Ending Homelessness. This will assist with gaining meaningful responses from people who need and utilise social and affordable housing.

Further, the Victorian Government should consider seeking input from workers in the sector who are on the frontline providing housing, homelessness and tenancy support services, including organisations providing wrap-around services such as mental health support. Frontline workers have valuable insight about what works to support people to secure and sustain housing, and importantly, live a good life in the community.

Such consultation must not be tokenistic. There must be clear evaluation and communication of what operations, policies and procedures have changed because of feedback, along with outcomes for people seeking or using social and affordable housing. We also recommend the Victorian Government review historical feedback provided by people who are experiencing homelessness and housing stress, such as feedback which culminated in the *Reform of the Federation White Paper: Roles and Responsibilities in Housing and Homelessness* (Department of Prime Minister and Cabinet, 2014).

Pathways:

- **What actions will enable people to access social housing, sustain their tenancies and move between different housing options as their needs change?**

Evidence from housing and support models demonstrate that when individuals obtain safe and secure housing, service reliance and utilisation reduces significantly. Stable housing enables more effective engagement with clinical and other services. As health and wellbeing outcomes improve, use of services declines. This model is defined as Housing First. The principles underpinning the Housing First model advocate that if a person is provided housing without it being conditional upon addressing other health and wellbeing issues first, and if support is built around them in their home, this will lead to improved

housing tenure and improved health outcomes. Therefore, by fulfilling a basic need for safety and shelter, health outcomes are improved. Additional and numerous randomised control trials of Housing First programs have been run internationally and throughout Australia for people experiencing homelessness. Results of such trials indicate higher housing retention for people supported through Housing First support models, rather than traditional housing program models (Padgett, Henwood, & Tsemberis, 2016). In Australia, the Wellways Doorway Program which builds on Housing First principles, has been evaluated as a successful program and model which is economically viable and yields positive outcomes for participants, while also providing savings to government (Dunt and Day, 2019).

The economic case for supporting people to secure and sustain housing is clear. It is more expensive for people to be homeless, than it is to house them and put support services in place. Providing housing and tailored support services is a sound economic decision, as well as an action which supports a human rights approach.

Continued individualised support after establishing a home is essential to build an individual’s skills to maintain their tenancy, develop strategies to manage their mental health and or disability, and facilitate meaningful connections in their community. Where this support is tailored to the individual and incorporates psychosocial recovery principles to build tenancy skills, as in the Doorway program, gains are seen in independence and the ability to self-manage one’s own tenancy and health outcomes.

Incorporating Housing First principles (outlined below) into the design of social and affordable housing, as well as support services, would reflect best practice and better outcomes for all Victorians.

Table 1: Housing First Principles (adapted from Canadian Observatory on Homelessness, 2021)

Definition	What it means for services in Victoria:
<p>Principle 1: Immediate access to permanent housing with no housing readiness requirements</p> <p>Housing First involves providing clients with assistance in finding and obtaining safe, and permanent housing as quickly as possible. Participants are not required to demonstrate that they are ‘ready’ for housing.</p>	<p>Currently people are required to be engaged with treatment programs to access transitional housing properties, with some being subjected to evictions for non-compliance in treatment despite meeting their tenancy obligations.</p> <p>All transitional housing should be void of conditional access to allow everyone an opportunity to access safe and secure housing.</p>
<p>Principle 2: Consumer choice and self-determination</p> <p>Housing First is a rights-based, client-centred approach which emphasises the client's choice in terms of housing, the supports they receive and when they receive them.</p>	<p>We accept that choice is limited within social housing, however, allowing individuals to choose and determine what support services they need and want to engage with and when they receive them, supports the over-arching principle of choice and self-determination. If an individual lacks choice in which community they will reside, then we need to ensure effective measures are taken to establish community links that support sustainable tenancies. Ideally, however, social housing should be scattered to increase choice and community connection.</p>

Definition	What it means for services in Victoria:
<p>Principle 3: Recovery orientation</p> <p>A recovery orientation focuses on individual wellbeing and ensures that clients have access to a range of supports which enable them to nurture and maintain social, recreational, educational, occupational and vocational activities.</p>	<p>Support services need to reflect a recovery approach when working with individuals who have experienced homelessness or housing instability. Successful tenancies are not achieved by meeting basic needs alone, but rather when individuals can focus on improved wellbeing through Connection, Hope, Identity, Meaning in life and Empowerment (CHIME). CHIME is an evidence-based framework for mental health recovery and wellbeing (Leamy et al., 2011).</p>
<p>Principle 4: Individualised and client-driven supports</p> <p>A client-driven approach recognises individuals are unique, and so are their needs. This requires socially, supportive engagement and the opportunity to participate in meaningful activities.</p>	<p>At present, most homelessness supports are engaged with individuals up until the point they secure a property. Typically, after four weeks a client's support ceases. If the individual requires further support to establish and maintain their tenancy, it requires another referral from the tenancy officer. The present process has several issues, including:</p> <ul style="list-style-type: none"> - individuals having to re-tell their story - lack of information sharing, resulting in a tenancy officer having insufficient details to support a robust referral - limited community connections to support the tenancy due to lack of housing choice.
<p>Principle 5: Social and community integration</p> <p>Social and community integration means helping people transition into their community. If people are housed and become or remain socially isolated, the stability of their housing may be compromised.</p>	<p>Support services should be funded to remain engaged with individuals once they are housed to support effective links to the community. This, in turn, increases the sustainability of tenancies. Flexibility in the definition of 'establishing a tenancy' should also be provided, recognising that everyone's journey is different. Continuity of supports may also reduce the potential for re-traumatisation related to engaging with new services.</p>

Individualised tenancy support services

We strongly recommend expansion of programs such as Doorway, which offers tailored tenancy and mental health support services. Both the Royal Commission into Victoria's Mental Health System (2021a) and the Productivity Commission (2020) made reference to Doorway as an example of a supported housing program which can provide significant benefits.

Case Study: The Doorway Program

The Doorway program supports individuals who are homeless with serious and persistent mental health issues to secure a private rental in the community of their choice and assist them in their mental health recovery. Built upon a Housing First Model, the Doorway Program works alongside clinical mental health services and real estate agencies in the community to assist people to secure and sustain a home.

A strong focus of such support is assisting participants to connect with their community, engage in employment and live a fulfilling life. The guiding principles of Doorway are choice, social inclusion and sustainability. That is, participants must have the right to choose a property and the recovery journey that aligns to their needs. Relationships and connection are essential to the journey, and if such principles are achieved, this will lead to greater opportunity for people to live a good life, also known as sustainability.

An economic evaluation of Doorway indicated a governmental cost savings of \$133 per person, per day for people engaged in private rental through the Doorway program (NOUS Group, 2014) when compared to service utilisation costs of others experiencing homelessness in the community. This type of model evidences faster housing outcomes for people experiencing secondary homelessness, improved health, and cost effectiveness for Government.

Doorway reduces the reliance and takes the pressure off the already overstretched social housing system. The advantage to this approach is that the person can live in a community of their choice. Evidence suggests choice is an imperative ingredient to housing success and tenure, i.e. people living in a community where they feel safe and connected and have full opportunity to citizenship including gaining employment, are more likely to lead a fulfilling and sustainable life.

Tailored recovery and tenancy capacity-building support is vital to housing tenure. People should have continued access to the supports which enable participation in the community. For people at-risk of losing their tenancy, or who are struggling to secure housing, this tailored support can assist with securing and sustaining a home. Wellways advocates that subsidised housing models delivered in conjunction with the private housing market are an effective solution to providing housing to people experiencing homelessness and housing stress.

[The Way Home](#) program, run by Wellways, also provided an example of how providing support can assist people to secure safe and sustainable housing in the private rental market or community housing. The Way Home aimed to increase access to mainstream housing for National Disability Insurance Scheme (NDIS) participants with a psychosocial disability, both through direct service delivery and building capacity and understanding in the housing sector. Those housed under the program

experienced benefits of stable and affordable housing, including improved social relationships, employment, and community connection, as well as improved physical and mental health (Neami National, 2019).

Wellways has achieved particular success in Victoria through our tailored private rental housing and support model, the Doorway Program. Doorway has been supported by the Victorian Government since 2010.

We recommend the Victorian Government provide additional funding to expand the Doorway program across Victoria and encourage partnerships between clinical and community mental health services, as well as the private housing sector. Ultimately, such partnerships should form part of every Mental Health and Wellbeing service across Victoria.

Moving between housing options – capacity building

It is essential that our housing system encourages and supports individuals to imagine better, to be able to live independently, secure employment, attend training and have the capacity to move as their life circumstances direct. In order for people to move between different housing options as their needs change, they must be supported to build their capacity to manage their day-to-day needs and sustain a tenancy. For people with mental ill health, there is a need for individualised support services which meet the needs of the person and assist them to not only imagine the life they want to live, but to build capacity to sustain a tenancy once the support period ends.

Building an individual's capacity to sustain a tenancy independently is an essential action to enable people to move between housing options as their needs change: for example, when they are ready to move on from transitional housing, public housing or a supported housing program, such as Doorway. Doorway helps to build the individuals capacity to sustain a tenancy by supporting them to understand their responsibilities as a tenant, build the skills needed to maintain a home and access the supports they may need.

The Doorway model differs from other Housing First models in that private rental properties are leased in the participant's name. The Doorway program does not manage head leases, nor does it operate as a community housing provider (CHP). This provides the individual with greater choice about the location and type of housing they reside in which encourages a sense of ownership and enables the tenancy to continue even once they have exited the program. Since 2018, around 70% of people have sustained the tenancy they gained whilst in the Doorway program. However, we note this figure is based on data from participants who we were able to contact after they exited the program.

Another lever utilised by the Doorway program to assist people to sustain their tenancy is the payment of the bond by Wellways. There is a stereotype in the community that people with mental ill health, or other health and wellbeing issues, are unable to maintain a property or are more likely to cause damage. However, over 66% of bonds (10 out of 15) provided by Wellways on participant tenancies since 2015 are still on the property. This indicates the majority of individuals who were supported through the Doorway program have been able to sustain their tenancy.

There is also a need to build capacity in the service system, and across sectors, so that the relationship between housing and mental health and wellbeing is understood. Wellways has experience providing

sustainable tenancy training which seeks to build the service sector's capacity to have housing-based conversations with participants. This aids in early identification of housing risk, such as job loss or relationship breakdowns, and builds knowledge of housing-first based interventions which strengthen their practice. The training has been developed and delivered by Wellways via The Way Home Program and has showed success in building NDIS staff knowledge and confidence in housing conversations (Neami National, 2019). Wellways are currently delivering this training, designed using a Housing First framework, to the broader workforce.

We also want to see an integrated approach between agencies across funding sectors, for example mental health and homelessness, in order to provide collaborative care which addresses housing, health and wellbeing needs. This is an essential action to reduce stigma and increase the likelihood of people seeking out services when they need them. There should also be improved mechanisms to enable information sharing within and between systems.

Further, where a tenancy is at risk, individuals should have access to support services regardless of the type of housing in which they are currently residing. We understand the support program for people currently in social housing is oversubscribed, thereby limiting the availability of services which build participant housing literacy. Housing shouldn't be delivered alone; it should be coupled with support so that people can build skills to be self-sustaining. This should be viewed as a preventative measure and one which enables people to, potentially, move on to different housing options such as the private rental market.

Transitions into the community can be difficult for people who have been trapped in a cycle of homelessness and precarious housing. Engaging people in mainstream communities and services will help to reduce isolation, create community connections and support tenants to imagine the life they want to live. Too often, service anxiety drives systemic decision-making about people's lives. By this, we mean that services will make decisions based on the fear that people will fail, instead of allowing them the dignity of risk to make a decision about where and how they wish to live. For people to transition between housing options which best suit them, we need to support them to have choice and control over their housing and the supports they receive.

[Pathways continued:](#)

- **What do you think are the most important features of affordable housing?**

An essential element to housing satisfaction and sustainability is choice and taking into account a person's individual needs in a home. Such fundamental requirements may include location, size, ability to have pets, proximity to services and employment opportunities. Moreover, having choice about the home and community where you live provides individuals greater opportunities to build a sense of community and natural support networks. It also allows them to seek and secure employment and maintain a sense of 'ownership' which in turn supports successful tenancies. This combined with individualised support to build tenancy literacy and mental health recovery, and links to health services and community, promotes better long-standing health and housing outcomes.

- **What actions will support people to find and obtain an affordable home?**

As indicated earlier, we believe the Housing First approach, coupled with tailored tenancy support services will produce positive outcomes for people seeking or currently using social and affordable housing, including those who are presently homeless. However, we also need growth in the number and type of social and affordable housing properties. Increasing the availability of different types of housing in scattered locations across Victoria will enable more people to reside in housing which is appropriate to their needs.

Stakeholder partnerships and sector collaboration is central to housing availability and security. That is, privatised housing sectors and government policy should work to reduce the financial and social barriers for marginalised communities to access mainstream housing in the community in the first instance, thereby enabling services to implement a Housing First approach.

Communities:

- **What actions will strengthen social and affordable housing communities?**

Wellways believes in building inclusive communities – ones in which everyone has the opportunity to lead meaningful and satisfying lives and participate as fully as they would like as valued members. Inclusive communities celebrate diversity and understand the strength this diversity brings to the community as a whole. Inclusive communities challenge age-old prejudices and the established patterns of discrimination they foster, replacing marginalisation and isolation with affirmation, eager welcoming and embracement. To establish community inclusion, we need to move away from stigmatising approaches which isolate individuals and create barriers to community participation.

Key to establishing community inclusion are opportunities for people in or seeking housing, including those with mental ill health, to interact and associate with other members of the community. This means not concentrating disadvantage through large-scale social housing builds, but scattering affordable and social housing throughout communities to enable residents to interact with each other on equal footing. We would also like to see piloting of innovative approaches, such as scattered site housing projects, which have been evaluated as successful in increasing housing stability (Stergiopoulos, et al., 2015). Doorway is an example of a scattered site housing project, as it seeks to house people in private rentals in the community of their choice, with the addition of support to secure and sustain a tenancy. Doorway has been evaluated as an economically sound model which yields positive results for participants (Dunt and Day, 2019).

Growth:

- **What actions will enable and deliver growth in social housing?**

Part of building inclusive communities, is having the infrastructure to support participation, such as appropriate, affordable and available housing. Having a place to call home encourages and strengthens community connection. There is an argument for housing to be considered infrastructure; part of the basic physical structure needed for the optimal operation of society.

Stimulating growth in social and affordable housing will require collaboration between Commonwealth, State and Territory Governments, as some of the levers available to stimulate growth are not devolved to the State Government. We believe Commonwealth, State and Territory Government's should collaborate on a housing policy which mandates a proportion of social and affordable housing allocation for any new build. For example, that 20% of any new build be allocated to social and affordable housing.

The Victorian Government should also explore subsidised housing models delivered in conjunction with the private rental market, as one effective solution for people experiencing homelessness and housing stress. There is a need for new options for housing, such as private rentals or working with developers and industry to provide quality homes for individuals on low-incomes that are in scattered locations. The effects of COVID-19 and the impact on housing costs should also be considered when developing subsidised housing models.

The level of growth needed to meet demand for social and affordable housing, and the needs of people seeking or currently in housing, should be reassessed regularly to ensure policies are based on what is needed by the community.

- **What do we need to do to ensure social housing meets the needs of people with specific support and housing needs?**

As indicated in a previous response, there is a need for tailored tenancy support services for people to help them secure and sustain housing. We have focused our response on the needs of people who require support for mental health issues, including psychosocial disability, and housing as this is the area in which we have expertise in delivering effective services.

- **What do we need to do to support a well-functioning affordable housing system that provides rental and home ownership opportunities for those that need them?**

Wellways would like to see the Victorian Government partner with peak bodies, private housing bodies, infrastructure bodies and other relevant services to provide a well-functioning affordable housing system which supports people to secure and sustain a home.

Further, we would like to see evaluation and expansion of subsidised housing programs and initiatives, for example:

- rent-to-buy schemes.
- build-to-rent schemes such as the model used by Assemble Housing (Assemble Housing, 2021).
- tax incentives to encourage landlords to invest in the low-income market (AHURI, 2020).
- rental affordability solutions, such as agreements with developers to set aside a portion of dwellings for affordable housing (Housing All Australians, 2021).
- voluntary contributions from sale proceeds to create social and affordable housing, such as Homes for Homes (2021).
- proposals to encourage superannuation funds to invest in affordable housing (Aware Super, 2021).

Partnerships:

- **How do we strengthen our partnership approach to build a stronger and more effective social and affordable housing system?**

We encourage the Victorian Government to partner with different organisations in the sector to deliver social and affordable housing and sustainable tenancy services, including support services for those who are homeless or at-risk of losing their tenancy.

At present, there is not a collective response from health, housing, homelessness, and community services to support individuals requiring assistance to sustain a tenancy. We need Government to fund community agencies to deliver housing and support programs and the service system to work in partnership to deliver a Housing First approach, with the individual being at the centre of this support.

Further, the Victorian Government should work to break down the silos which exist between different service organisations in order to provide intentional support to people so that they can stay well in their own home. This means health, housing, social services, and other related departments working in partnership to build supports around the individual. We are supportive of the Royal Commission into Victoria's Mental Health System's (2021b) recommendation to establish a Mental Health and Wellbeing Secretaries' Board and interdepartmental Committee on Mental Health and Wellbeing Promotion and are hopeful this will facilitate government-wide efforts to holistically improve peoples' health and wellbeing.

We recommend the Victorian Government partner with a range of organisations, including:

- Council to Homeless Persons
- CHIA VIC
- Australian Alliance for Ending Homelessness
- Real Estate Institute Victoria (and national equivalent)
- Commonwealth Government
- Victorian Government Departments with responsibilities in the portfolios of mental health and wellbeing, health, disability, social services, employment and education.

Engagement:

- **How can we engage with you as we develop new initiatives over the course of this strategy?**

Wellways Australia has significant experience and expertise in providing sustainable tenancy services. We provide tenancy support services as part of the Doorway program, as indicated in the above response. Further, through our Pathways to Home program we engage with people experiencing rough sleeping by supporting them to connect with their community and the services they need. We also assist NDIS participants with a psychosocial disability who are homeless or at-risk of homelessness to secure safe and sustainable housing through The Way Home.

We encourage the Victorian Government consult with us as it continues to develop this strategy. We look forward to collaborating and contributing to this strategy which has the potential to disrupt the cycle of poor housing outcomes for the most disenfranchised in our community.

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Choose different, choose **wellways**

At Wellways, our experience in both mental health and disability allows us to provide supports and understand your physical and emotional needs.

OVER 40 YEARS OF EXPERIENCE

40

Wellways has been working for people with mental health issues, disabilities and carers for more than 40 years.

MENTAL HEALTH SPECIALIST



We develop and deliver mental health services including suicide prevention, follow-up after care and housing support programs. We understand the challenges and complexity of mental health issues for individuals, families and communities.

COMPLEX NEEDS



Our experienced and trained staff work with people with complex needs and multiple diagnosis.

WORKERS WITH LIVED EXPERIENCE



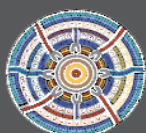
Many of our workers have a lived experience. At Wellways we value personal experience together with learnt knowledge and believe this contributes to the depth of our programs.

WORKERS WHO IDENTIFY AS LGBTIQ+



Our programs aim to meet the needs of all participants who identify as LGBTIQ+ by providing them access to LGBTIQ+ peer and support workers.

RECONCILIATION ACTION PLAN



We are committed to reconciliation, to closing the gap and addressing injustice in association with Aboriginal and Torres Strait Islander people.

Contact Wellways Helpline on **1300 111 500** to find out about services and supports available to help you achieve your goals.

wellways

WELLWAYS AUSTRALIA LIMITED
ABN 93 093 357 165

National Support Office
276 Heidelberg Road Fairfield Victoria 3078
03 8486 4200

Wellways acknowledges Aboriginal and Torres Strait Islander People as the traditional owners and custodians of the land on which we live, work and play and pays respect to their Elders past, present and future.

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