

Outcomes from the Doorway Program: an Australian housing first program operating in the private rental sector

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The issue: Australian context

- Increasing levels of homelessness in Australia
- Contributing factors: Housing affordability, domestic and family violence, mental health, poverty
- Demand exceeding sustainable solutions
- Need for specialized homelessness and support programs to achieve sustainable outcomes

Where is Doorway delivered



Doorway overview

- Specialist housing and recovery support program targeting people with severe mental health issues experiencing homelessness
- Department of Health (DoH: Australia, Victoria) funded
- Adapted Housing First model
- Employed Housing and Recovery Workers (HRW)

Doorway Model

Integrated Team approach

- Partnerships with Clinical Mental Health Services
- Partnerships with Real Estate Agents: Private rental
- Partnerships with Employment Services

Doorway Principles

- Choice
- Social inclusion/Natural Supports
- Sustainability
- Communication and collaboration

Doorway Pilot: 2011 - 2014

- 77 participants, 59 housed in private rental
- Outcomes: housing was sustained, improvement in mental health and reduction in clinical bed based and emergency service utilisation, increased health outcomes (NOUS, 2014)
- Cost savings to Government \$133 per day, per person
- Challenges: cost of private rental impacting sustainability, economic participation, length of service delivery impacting on motivation for change
- Doorway refunded between 2015-2018

Doorway 2: 2014-2018

	Pilot	Doorway 2
Brokerage	Furniture packages (\$3000)	Brokerage (\$1500 pp)
Rental Payments	Centrepay to Wellways	Centrepay direct to real estate agents (REA)
Sustainability	Expectation participants would be able to pay rent after program by gaining employment	Sustainability focus from day 1, budgets & Employment
Income status	DSP, Few with Newstart	DSP, Newstart, Youth Allowance
Shared housing	Focus on independent living	Shared model developed
Length of program	3 years duration	Maximum 18months

Housing First and Private Rental

- Reducing barriers to accessing rental:
 - bonds and rent in advance
- Building relationships with agents to source rental faster:
 - incentives, education and communication
- Attend property inspections alongside participants and model communication
- Support with applications
- Leases in participants name to gain rental history
- Support choice to find 'a home'

Real Estate Agent Partnerships

- Real Estate Agents are primary partners
 - Part of the care team
 - Support learning about tenancy requirements
 - Advocates within the community

Campaigns and Advocacy

- Housing is a human right, right?
- 7,335 petition signatures and counting
- ‘Myth Busting’ private rental
- ‘Making Rent Fair’ Partners



Myth#1
People who experience mental illness can't 'manage' a rental property

Busted
Wellways has supported 76 people to secure and maintain a private rental property through the Doorway program

wellways.org



Busted
Doorway participants are so highly valued that real estate agents have contacted Wellways about suitable properties before they go on the market

Myth#4
Real estate agents are driven by money, not people

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Housing First and Private Rental

Doorway Snapshot

THE PROGRAM IN NUMBERS



REFERRALS 213

ACCEPTED 152

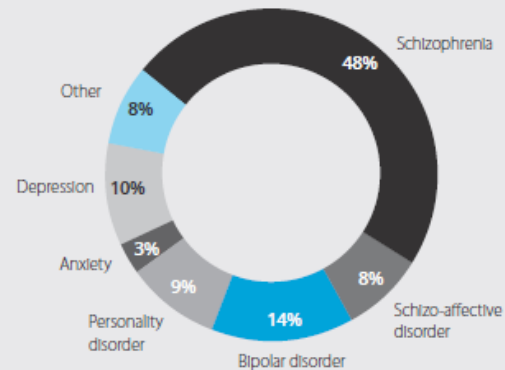
INSPECTIONS 451

HOUSED 76

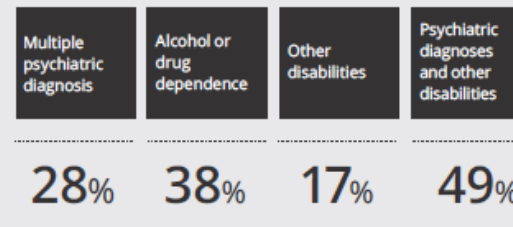
ABORIGINAL OR TORRES
STRAIT ISLANDER
DESCENT 7

CULTURAL AND
LINGUISTIC DIVERSITY 19

MENTAL HEALTH DIAGNOSIS



COMPLEX DIAGNOSES



Evaluation

- * External evaluation
 - Outcome measure data- HoNOS, Star
 - Hospital service utilisation data
 - Focus groups with participants
 - 12 month follow up phone calls post program
 - Interviews with Stakeholders

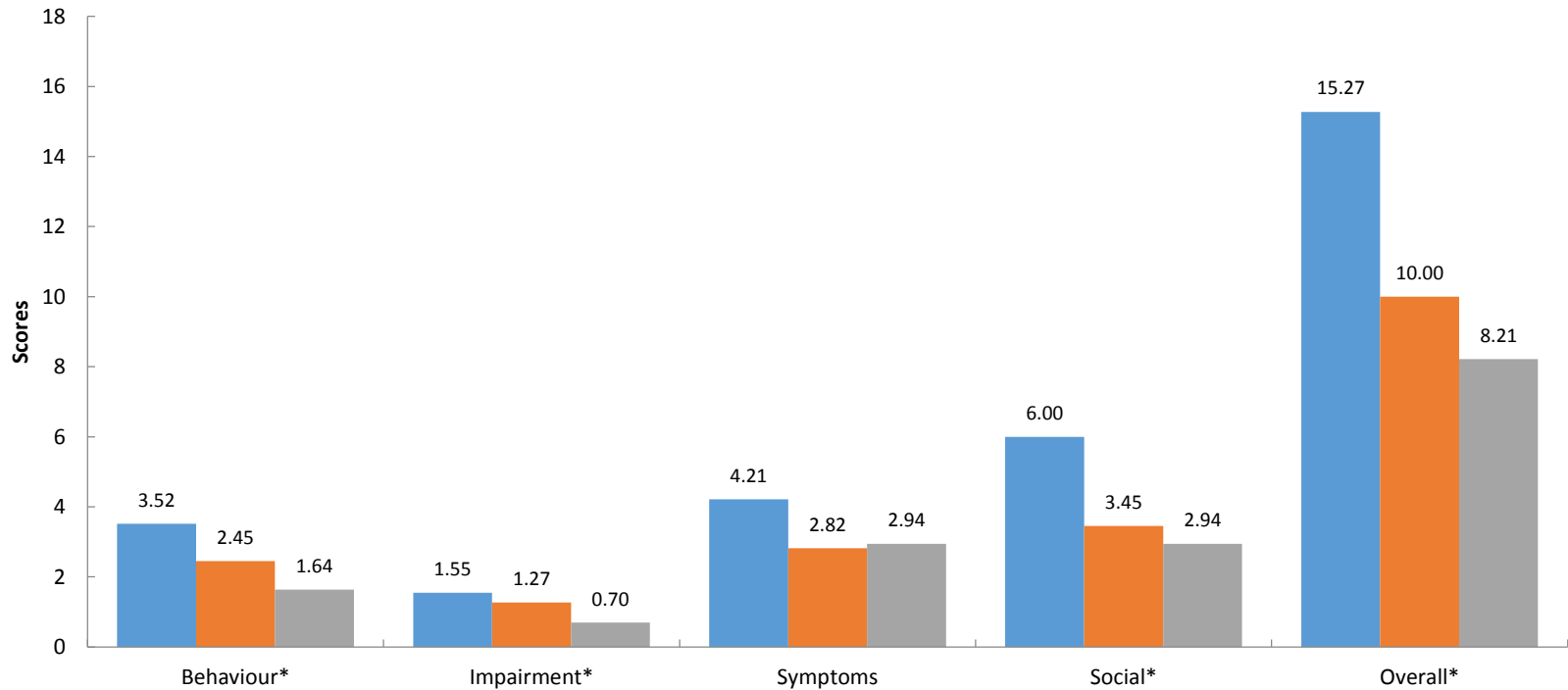
Homelessness STAR

	Intake	6 Months	Change in 6 Mths	p value
Motivation & Taking Responsibility	5.3	5.9	Increase within Believing	0.189
Self-Care & Living Skills	6.0	6.7	Increase within Believing	0.216
Managing Money	5.9	5.6	Decrease Within Believing	0.431
Social Networks & Relationships	5.6	5.9	Increase within Believing	0.547
Drug & Alcohol Misuse	6.7	7.9	Increase from Believing to Learning	0.128
Physical Health	5.7	5.7	No change in Believing	1.000
Emotional & Mental Health	5.1	4.8	Slight decrease from Believing to Accepting Help	0.555
Meaningful Use of Time	5.2	6.3	Within Believing	0.050
Managing Tenancy & Accommodation	5.6	7.4	Increase from Believing to Learning	0.006
Offending	8.1	9.1	Learning to Self-reliance	0.089

Outcome Measures- HoNOS

Health of the Nation Outcomes Scale (HoNOS)

■ Intake ■ 6 Months ■ 12 Months



Housing Outcomes

	Doorway site				Total
	St Vincents	Alfred	Frankston	Gippsland	
Number of inspections	113	209	108	144	574
Days from intake to occupancy	74	61	107	134	
Participants Housed	17	13	28	31	89

Economic Benefits: Housing

- Savings per day housed in Doorway:
 - A\$44.36 (pilot)
 - A\$69.52 (current iteration)
- Annual housing savings per participant
A\$3,688

The next steps:

- Working with Government to secure new funding
- Broadening Doorway base to include disability
- Links with crisis housing services to better support individuals in primary homelessness
- Roll-out of training in Doorway principles for successful housing programs
- Advocacy for affordable and safe housing

Let's hear from the experts..

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Discussion

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