Learning from Failure
Partnerships that overcome challenges
Partnership

Coast2Bay Housing Group and the Sunshine Coast Hospital and Health Service – Mental Health Services.

Partnership for over 5 years

Focus is housing and supporting people with severe and enduring mental illness often with additional complex needs/addictions.
Partnership Success

- 80 – 90% success rate at sustaining tenancies.
- Achieved through targeting support, transparent referrals, mitigating risk
- Trust, transparency and reliability between partners
But the success has come from the learnings of failures

• Project trial to offer consumers with complex needs and history of poor tenancy a shared housing solution.

• Profile of tenants;
  – 100’s of days of psychiatric admission over 2 years
  – Complex presentations; treatment resistant, low skill development, cognitive impairments, drug use
  – Financial incapacity
  – History of repeatedly refusing NGO supports – “just want housing”.
  – History of multiple evictions – no sustained periods of tenancy.
• 2 x 3 bedroom detached transitional properties

• 2 people in each house who just wanted “housing”
  – 2 men in one house
  – 2 women in the other house
  – Assistance of NGO support partners
Failures Challenges

• 1 assault – in part stemmed from failure to disclose at allocation
• Damaged carpet
• Complicated in-house relationships/drug dealing
• NGO pulled out supports due to the risks with invited guests (drug deals/unsafe associates)
• Evictions from both houses.
• 1 tenant gained full time work
• 3 have proceeded to public housing – over time, not immediately – have now succeeded in maintaining tenancy over 4 years
• No consumers readmitted for at least 4 years post the project
• Consequences and learning for both consumers and mental health workers
• C2B not out of pocket – consumers paid all monies owing, including for repairs
Learnings

- Importance of full disclosure – enables mitigation of risk and planned response
- Accepting things will go wrong
- The value of staying through the challenges – no partner evades responsibility
- Consumer success and recovery can be unexpected
- Never underestimate an individual’s capacity for success
- Importance of expectation and education around self-agency
• The learnings have driven the project design model for Daliya House
• Daliya is a focussed rehab and intensive housing service for people with severe and enduring mental illness.
• Daliya is enjoying great success as it builds on the experiences, trust and learnings from all past projects. The same partners have remained together over time.
Daliya House

Winner 2015
Australasian Housing Institute
Queensland’s Leading Housing Development Project
The Daliya Partners

COAST2BAY HOUSING GROUP

Lutheran Community Care

partners in recovery
SUNSHINE COAST AND GYMPIE REGION
WORKING TOGETHER TOWARD MENTAL WELLBEING

Great state. Great opportunity.