

Helping people sleeping rough into permanent homes

- The background
- How we changed our approach during Martin Place tent city
- Lessons learned
- What has happened to the people housed
- Conclusions we draw

How we changed

Over-rode policy
on Temporary
Accommodation

Increased
frequency on
site

Arrangements
with Health NSW
and NGO for
follow-up after
housing

Escalated
rough sleepers
on priority
waiting list

Over-rode
Policy on
former tenants

Lessons learned

Being assertive matters

Presence helps

Suspending policies which get in the way

Temporary accommodation works better than offering access to homelessness services

Speed of housing

Furniture

Follow-up support

March 2017 to now

57 pop-up offices

549 times we engaged with people

325 given temporary accommodation

176 permanently housed

- 48 had rent arrears but not at risk
- 3 at high risk of not sustaining tenancy
- 1 tenant has relinquished tenancy

What we conclude

**Government
can act fast**

**NGO partners are
important**

**Minimal impact
on waiting list**

**Bring in other
housing
providers**

**We need to
decide how we
respond to
reluctance to go
into
homelessness
services**