



# Homeless Crisis Housing:

A survey of how people perceive  
Wesley Edward Eagar Centre  
and its staff

NET IMPACT ASSESSMENT

JUNE 2023



## Foreword

Since 1979, Wesley Edward Eager Centre (WEEC) has provided sanctuary for people experiencing homelessness, empowering them to transition to stable accommodation.

In 2021, Wesley Mission unveiled the newly renovated WEEC, with improved amenities and dedicated spaces for holistic services. The upgrade sought to demonstrate a new model of care driven by the value and dignity we see in the people we serve, so that they may start to see it in themselves.

This study interviewed past and present WEEC residents - some of whom have stayed in the centre pre- and post-renovations - as well as staff, to collect feedback on three key issues:

- if the physical enhancement of the WEEC has supported the new model of care to deliver improved outcomes
- can the new model of care set a new standard for crisis accommodation
- if an improved environment leads to more motivated staff focused on continual growth.

Thanks to honest feedback from residents and staff alike on the WEEC's services and outcomes, we have a significantly improved understanding of its distinctive service delivery.

I'm pleased to report that 86 per cent of residents rated WEEC eight out of 10 or higher for the performance of both the centre and its staff. While 92 per cent of residents reported having an improved mindset, citing the wrap-around support offered by staff as motivation to make sustainable change.

The exceptional degree of compassion and authenticity in the care provided by WEEC staff is mentioned by residents, past and present, as being an obvious point of difference when comparing their experience at other services.

Facility improvements also impacted overall scores, with residents agreeing that the aspirational environment enabled them to see themselves in a new and positive light.

What is clear from the findings is the relationship between staff, residents and the facility. Each plays a part in continuing to offer hope and dignity to anyone who walks through the doors.

I'd like to sincerely thank the residents and staff at WEEC who shared their thoughts and feelings so openly, as well as the team at Catalyst Consultancy & Research, who was pivotal to the study guide design, data collection and feedback report.

In mission together,



**Rev Stu Cameron**  
CEO and Superintendent

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## Background - What leads to homelessness

The affordability of housing plays a crucial role in homelessness. This situation is particularly challenging when people must allocate more than 30 per cent of their income towards rent or mortgages, thereby straining their budget and increasing housing stress. According to the 2021 Census, people experiencing homelessness has increased by 5.2 per cent since 2016, impacting 122,494 people across Australia.<sup>1</sup> New South Wales (NSW) had the highest number among all states, with a count of 35,011.<sup>2</sup>

Homelessness<sup>3</sup> takes many shapes, from living in unconventional places such as tents and shelters, sleeping in cars or on the streets, or even couch surfing in crowded homes.<sup>4</sup> The 2021 Census shows a decrease in the number of people living with homelessness in NSW compared to the 2016 Census, likely due to the state's efforts during the COVID-19 pandemic to move people off the streets into temporary accommodation. However, the rising numbers of people experiencing homelessness or at risk of becoming homeless, particularly in regional NSW, point to an escalating problem, underscoring a troubling reality.<sup>5</sup>

Experiencing homelessness is a nuanced issue that extends beyond simply the high cost of living, housing affordability or housing stress. It is intricately linked to a number of factors, which include:

- Poverty, limited education, unemployment and inadequate professional development. These factors can erode a person's resilience and make them susceptible to homelessness.
- Domestic and family violence are also leading causes of homelessness, as they often force individuals or families to flee their homes in search of safety. In some cases, the fear of homelessness may lead people to remain in, or return to, unsafe situations.
- Personal relationships play a role as well.<sup>6</sup> Breakdowns in relationships, such as family disputes, separation or divorce, can exacerbate homelessness by straining a person's resilience and capability to handle its contributing factors.
- Untreated or poorly managed mental health conditions, such as depression, anxiety, or those triggered by drug and alcohol addiction, have been associated with an increased vulnerability to homelessness.<sup>7</sup> People grappling with these issues often struggle to maintain stable housing.<sup>8</sup>
- Inadequate social services, like emergency accommodation, community mental health support and counselling, can leave people without needed assistance, hampering their ability to maintain housing. Without a fixed address, acquiring mental health support becomes increasingly difficult.
- Discharge from institutions such as correctional facilities, hospitals or other settings like out-of-home care systems, can also lead to homelessness.
- Around one third of people living on the streets do so because of unmanaged addictions, while another third because of untreated mental health conditions. The harsh conditions of street life can compound these issues; it's estimated that 80 per cent will develop additional mental health disorders and drug and alcohol dependencies as they self-medicate in an attempt to cope with their stress and trauma by themselves.

It is rare that homelessness results from a single factor. Usually, it comes from a mix of factors that gradually erode a person's resilience, resulting in them becoming homeless. For instance, a person who experienced childhood abuse might develop mental health issues from the trauma. If they can't

access community mental health services, they may resort to self-medication, leading to drug and alcohol addiction. This, combined with a lack of education and employment opportunities, as well as insufficient community support, creates a complex pathway to homelessness riddled with challenges and service gaps.

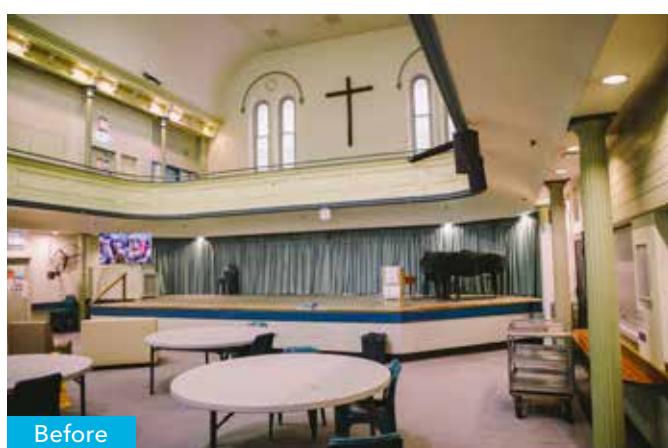
In summary, these factors often intertwine and intensify each other, making it incredibly difficult for people with heightened vulnerability to break free from the cycle of homelessness.<sup>9</sup>

## Program overview

Since its establishment in 1979, Wesley Edward Eagar Centre (WEEC), formerly referred to as Wesley Edward Eagar Lodge, has been a sanctuary for people living with homelessness. Located in Surry Hills, Sydney, WEEC serves as a secure refuge for both men and women experiencing homelessness. The goal of the facility is to ensure that every resident has a safe place to stay, while assisting them in transitioning towards stable living situations. Moreover, WEEC fosters community connections and endeavours to facilitate reconnections with their families, fostering a holistic approach to support for those in need.

Since its establishment, WEEC had remained mostly unchanged. However, in the years 2020 and 2021, the centre underwent a major renovation that resulted in substantial improvements to its facilities. These renovations not only enhanced the overall appearance of the centre but also the practical use of its facilities. The centre houses 40 larger rooms, each equipped with a private ensuite. This upgrade replaces the previous configuration of 76 rooms with shared bathrooms. The renovated facility also includes dedicated spaces for pastoral care, counselling and training, as well as specific areas for program partners.

The centre is envisioned to accommodate around 350 residents yearly. The goal is to shorten the average stay while increasing the number of people who use the facilities. This is made possible through active, community-based case management. People who used to live at the centre can still use its services, even if they have moved away. To become a resident at WEEC, there are two ways to get in - either through the DCJ's Specialist Homelessness Services (SHS) or the Temporary Accommodation (TA) program.



## About this study

This research employed a mixed-method approach to explore the experiences and perceptions of residents at Wesley Edward Eagar Centre (WEEC), along with their interactions with staff. This methodological strategy facilitates a deeper, more nuanced analysis of the residents' experiences.

In its initial stage, the research project thoroughly examined the existing data and documents to understand expected outcomes and formulate research questions.

Wesley Mission commissioned Catalyst Consultancy & Research, an independent research agency to collect direct feedback from former and current residents on three key aspects: (1) physical infrastructure; (2) provided support services; and (3) personal wellbeing during their stay. Additional primary data aimed to understand if there were sustained positive effects from residents' experience, gathering feedback during and after their stay at WEEC. Both residents and WEEC staff members contributed to this study.

Considering WEEC's distinctive design and services, the study questionnaire looked to understand where possible, if WEEC's unique model distinguished it from other crisis accommodation providers, and whether it improved residents' safety, wellbeing, housing readiness, respect and dignity.

The study sought answers to three key questions:

1. How has the enhancement of social infrastructure and service supports helped deliver better outcomes?
2. Could WEEC's comprehensive care model, prioritising needs and dignity of care, set a new standard for crisis accommodation?
3. Does an uplifting environment foster more motivated staff who drive continuous service improvements?

### Mezzanine level



### Reception



## Key findings

**Wesley Mission's social infrastructure and service supports deliver better outcomes.** This is evident in the improved wellbeing outcomes from past and present residents, and the sustained tenacity for self-improvement reported by past residents.

**The WEEC holistic needs and dignity in care model, is clearly a superior model for crisis accommodation.** The wrap-around nature and comprehensiveness of the support services offered to residents allows for sustained positive change. Residents find the scaffolding offered by the team enables them to develop necessary skills to manage themselves. This facilitated learning is hugely beneficial in a world that is often confronting and difficult for people driven to homelessness because of a range of life circumstances including domestic violence, trauma, physical health issues, addiction, mental health issues and disability. The respect and dignity offered by WEEC staff is a key piece in realising sustained improvement for residents.

**Does an uplifting environment foster more motivated staff who drive continuous service improvements?** The facility itself works on multiple levels to improve outcomes and expedite a shift in mindset. Both the staff and the residents are impacted by the quality of the facilities and the purpose-built design. Staff and residents are offered multiple places to meet in shared spaces that foster positive engagement. The quality of the facility enhances self-respect and a desire to work towards something this is felt by staff and residents alike.

### Staff working area



### Residents lounge area



## Dignity and respect

WEEC has developed a culture that is felt and reported by residents. A culture of respect and dignity in service. Andy is well regarded and leads his team by example. He takes the time to know residents and stops to talk and asks after their wellbeing. This is mirrored by all staff on premise.

## Empowerment

WEEC gives people a support structure to develop life skills. Many residents, past and present, felt their personal growth flourished because of the supportive framework that the team at WEEC has created.

*"If you are looking for something to **help yourself, like I've been able to lately, 100%** these guys will help you no matter what you want."*

*(Male, past resident)*

*"I wish I could tell people to **just keep going, don't give up**. I think I feel low now because I am having to deal with stuff and get things sorted that I didn't think about before. It's hard, but **I am more positive about my future now**."*

*(Male, current resident)*

*"My whole experience here is good, having been here. It has helped me to have some peace and have the **opportunity to analyse things myself**. There are people to speak to you, staff and other residents... **I'm using my time constructively**."*

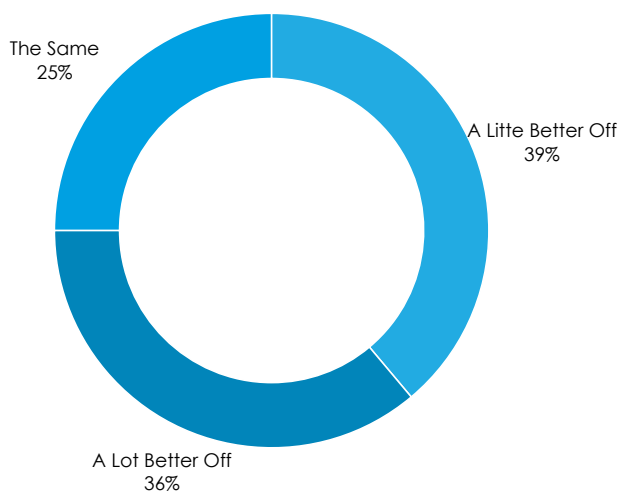
*(Female, current resident)*

The most profound result was the lasting change that WEEC has on residents.

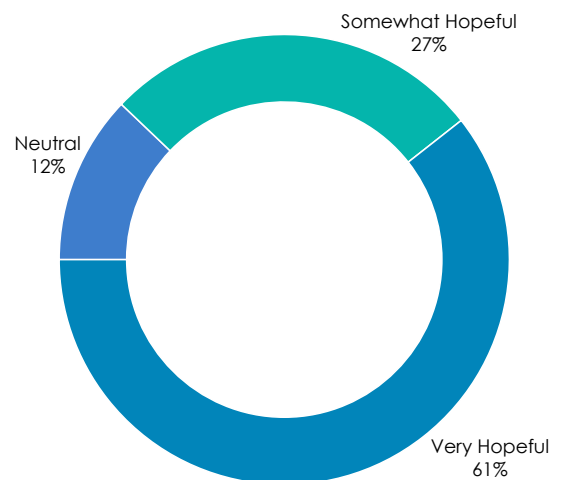
The initial improvements realised once residents secure a position at the centre is obvious in the scores given by current residents. What is more enthuising is the sustained improvement and even continued improvement that occurs once past residents have left the centre?

## Current vs past residents

Current residents perception of their future



Past residents hope on their future





## Facility improvements garner huge improvement in performance scores overall

### A superior facility

The current WEEC facility is a standout amongst crisis accommodation. Maintaining this high standard will be key to continuing to offer residents dignity and hope for their future.

The quality of the physical facility offers residents a safe environment that is aspirational in its position. The facility itself serves to motivate residents to strive. The cleanliness and superior layout enables residents to see themselves in new light that ultimately helps their mindset. As one resident put it: "I am suddenly human again". Residents genuinely believe they are worthwhile, as clearly the facility itself speaks of investing in them as people.

### Clearly the facility is the gold standard and should be replicated in the sector

Over a quarter of residents had experience of the pre-renovated WEEC facility.

More than half of the residents had experience of two or more crisis facilities, and were able to make comparisons for the purposes of the study. Other crisis accommodation services and facilities rated lower scores across the board. WEEC was rated best in their experience by residents.

The new WEEC facility was rated superior in every respect by past residents with experience of both sites.

Safety and privacy were the key drivers of satisfaction with WEEC in terms of bricks and mortar ratings.

Improvement suggestions for the facility focused on more utensils in the kitchen and the ability to store food.

### Empowering and resourcing staff

The staff at WEEC are the biggest differentiating factor impacting residents. Remaining diligent in recruitment of key staff and adequately resourcing, is what is clearly producing an exceptional team of highly experienced and well networked professionals. This model demonstrated the need for a fundamental shift in crisis accommodation to ensure it can be delivered to a higher standard producing superior results that are sustained after resident departure.

### Improvement opportunities

The kitchen was the only consistently reported improvement opportunity. Utensils in the kitchen appeared to be in short supply and there were also restrictions on sharps. Residents understood this was more than likely a safety decision, however it caused some annoyance. Perhaps offering utensils to prepare and cook food or having kitchen staff set aside a time to facilitate this for residents would be well received.

The ability to store fresh food was also mentioned in the context of the kitchens as bar fridges were not allowed in rooms. Again, perhaps a safe storage fridge facilitated by kitchen staff on the ground floor would enable those residents wanting the opportunity to eat fresher food. Vegetarian residents with a preference for fresh food were the most frequent reporters of this frustration.

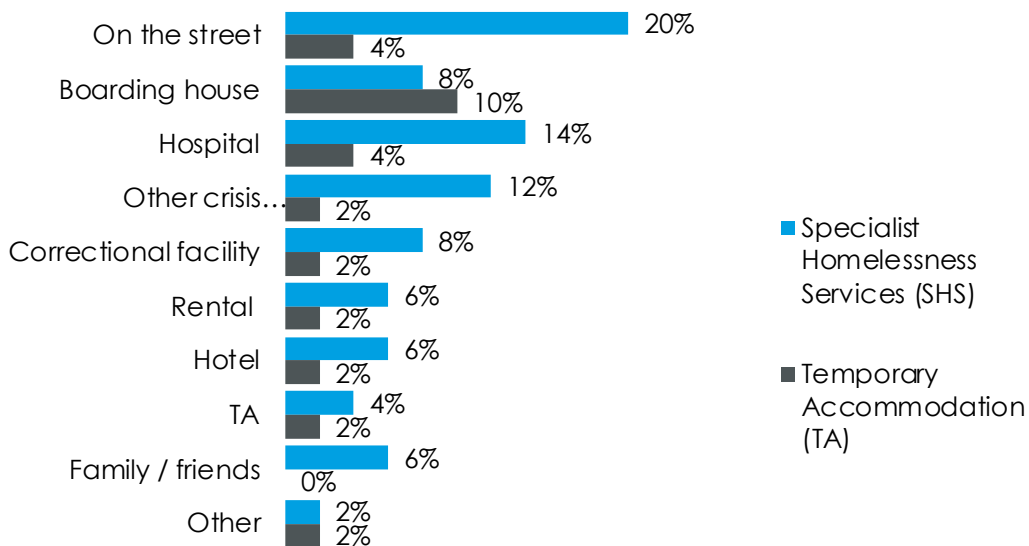
### TOP 3 Improvement Opportunities



## Process to entry

The route to Wesley Edward Eagar Centre for residents was varied. However, the largest group came directly from a homelessness situation on the streets.

### Where were you before you came to WEEC?

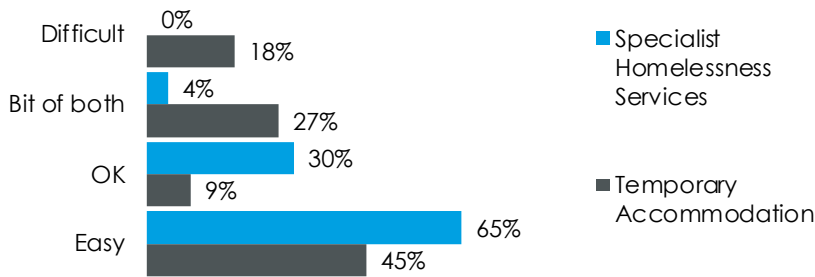


There were clearly two distinct groups:

(1) Residents who had someone advocating on their behalf felt their placement was quite straight forward. Generally, more positive experiences occurred when a healthcare worker helped to facilitate the process to entry and being offered a room at WEEC.

(2) The more negative experiences were largely had by residents who were placed as temporary accommodation residents through the Department of Housing NSW. However, almost half of these residents still found the process easy.

### How did you find the process of coming into WEEC?



### Comments made by residents on the process to entry

*“Not hard to get in. Met with staff to go through everything and the next morning, a few days of back and forth and got offered a full time stay, didn’t have the cash straight away so I paid back \$50 fortnight. At Andy’s discretion, so lucky no chance otherwise, I was at the end of my options.”*

(Wesley Mission, direct)

*“My social worker advised me there was a vacancy and she organised a room for me. I went straight to WEEC from the hospital.”*

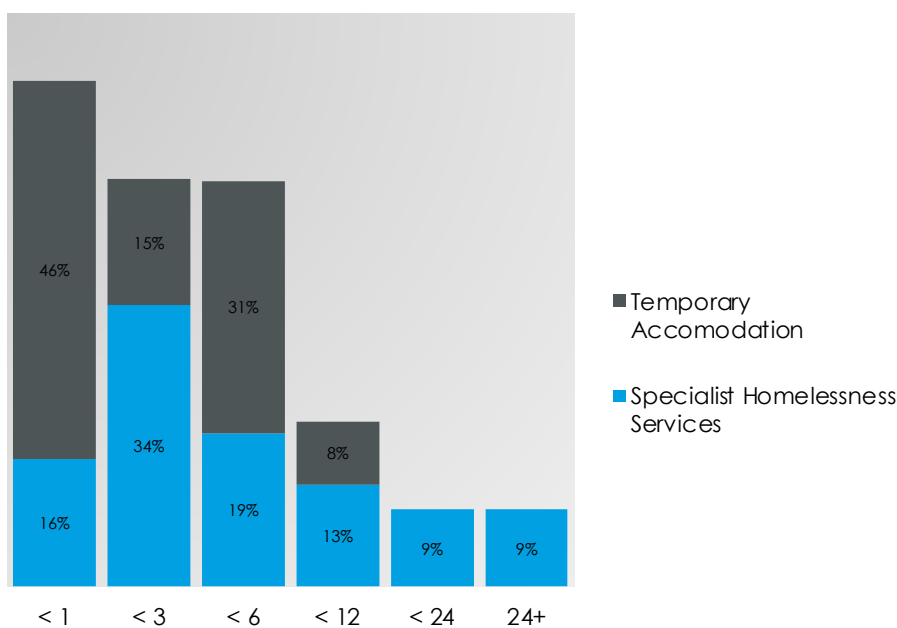
(Wesley Mission, direct)

*“It was ok, the hardest thing was getting the paperwork for the housing for the TA. Everyone telling me slightly different things.”*

(Temporary Accommodation program, indirect)

**Tenancy** - Residents both past and present had a range of tenancy periods.

Length of stay at WEEC (months)



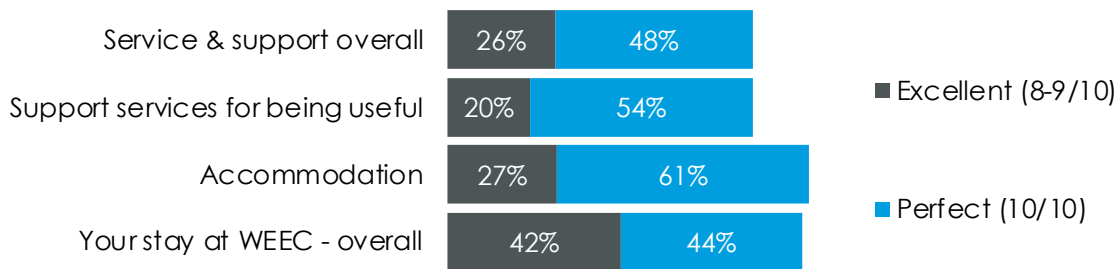
# Performance indicators

## Overall performance

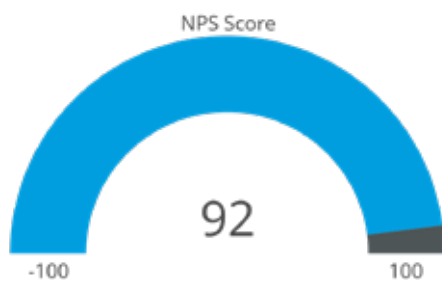
Overall scores for the performance of both the centre and its staff are overwhelmingly high. With 86 per cent of residents rating WEEC an overall of eight or above.

Six in 10 residents said the accommodation facilities themselves as perfect, and nearly nine in 10 said the facilities were excellent.

Over half of residents thought the services and support on offer were perfectly aligned to their needs.



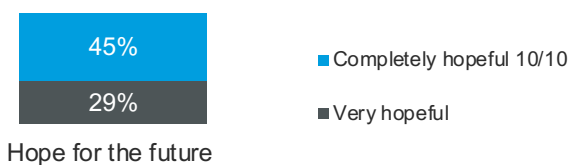
Residents were asked if they would recommend the centre to someone they knew who found themselves in a crisis.



All residents were asked to think on their own hopefulness for their future and their confidence at the time of the interview. Ninety two per cent of residents felt their hopefulness and/or confidence had markedly improved. These people were asked to a present moment score, followed by their comments of what lead to the improvement in their minds.

Eight per cent of residents did not feel any improvement in their hopefulness or confidence. Residents who were unchanged, were asked an open question to explore the how and why of the score.

Compared to before I became at resident at WEEC, I now feel...

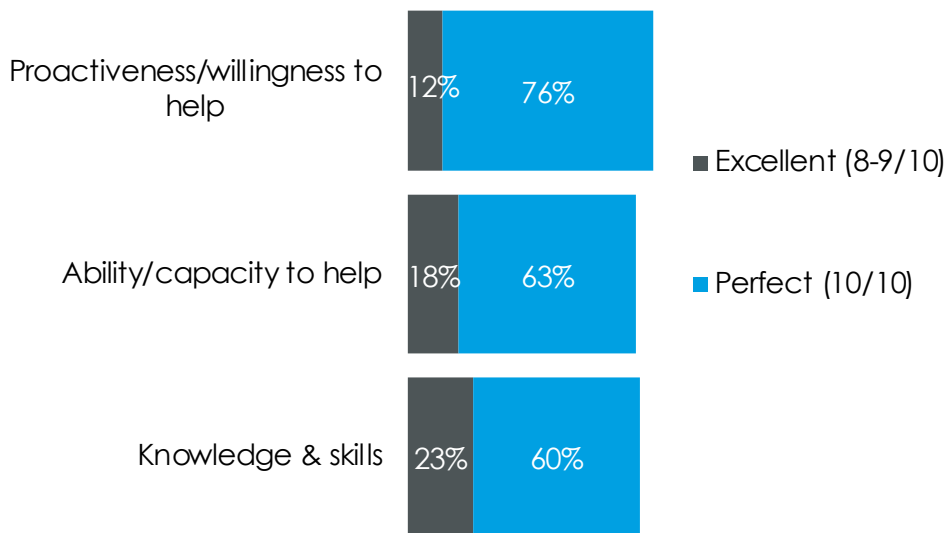


**92% of residents reported having an improved mindset**

# Staff performance indicators

## Overall - staff performance

WEEC staff were held in very high regard. The culture that is evident and felt by residents is one of non-judgemental support. The residents talked of feeling supported and safe with ready access to help when they need it.



### Comments from residents

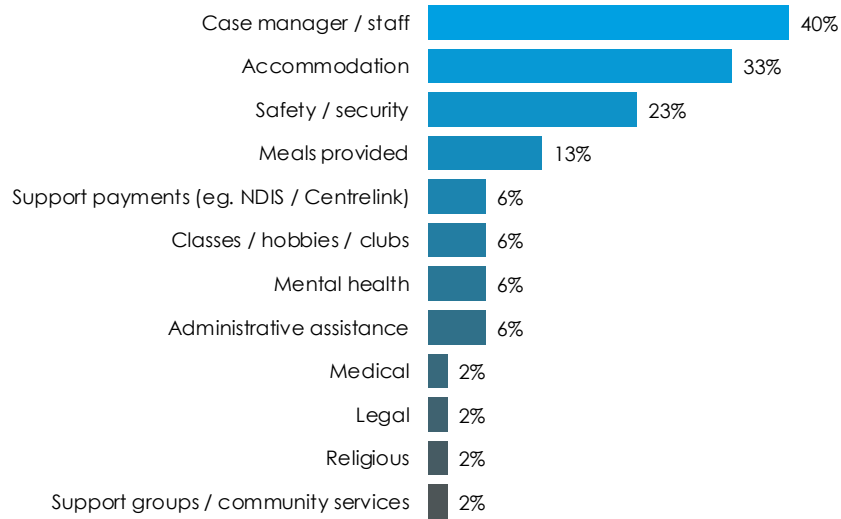
*"Moral support and the enthusiasm of the case workers.  
Their willingness to do stuff for you and introduce you to services.  
The ability to follow through.  
I just didn't feel like a number."*

*"The case workers, the staff. Margaret was the first person I met she welcomed me.  
All the staff here are like angels."*

*"My case manager supported me mentally, in every way, and emotionally. She advocated for me. Especially liaising with DCJ [Department of Communities and Justice]. She escalated the situation and got me in a house. She helped me get into a house with the DOH [Department of Housing NSW] and explained my situation. I had been registered with DCJ for social housing since 2017. They mismanaged me and neglected me."*

*"Support around D&A [drugs & alcohol] they are very patient, and they are very actively trying to help you. Empathetic and understanding."*

## Most valued services and support (self-reported)



Residents prioritise case manager and staff support, secure housing and meeting basic needs such as safety, security, nourishment and other services. The findings suggest that personalised, need-based assistance enhances the value of support services, beyond addressing basic needs.

### New consulting room

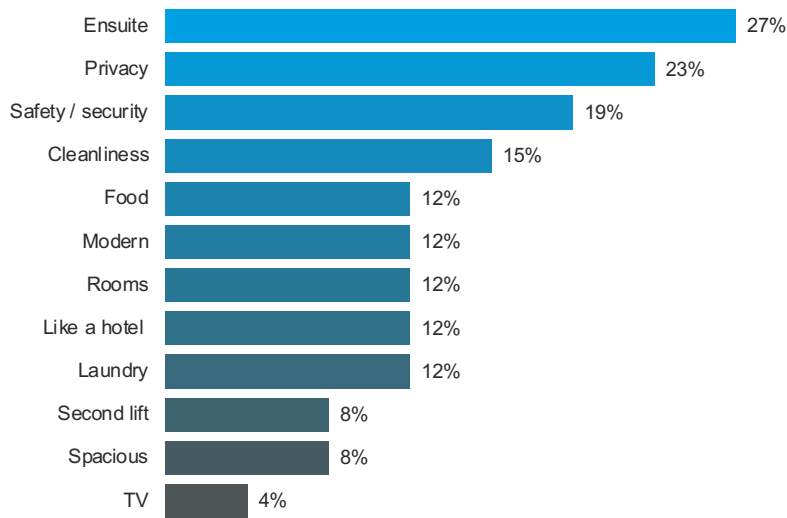


# Facilities

## Overall - facility performance

All residents were asked to score the facilities overall and the various elements of the facilities individually. Residents were then asked a follow up question where they were asked to articulate the main reason for their favourable or negative score.

### The drivers of favourable scores



### POSITIVE facility comments

*"My bedroom. My own space and the ensuite is nice, so I get a good night's sleep."*

*"The privacy, ensuite and being able to lock your door. Also, they have a TV on every floor. Also, the laundry is close by."*

*"The room and the privacy. The central location is great, and it is safe and orderly."*

*"The new facility is a lot cleaner and safer. You can lock your bedroom door and you have your own bathroom."*

### Resident's bedroom



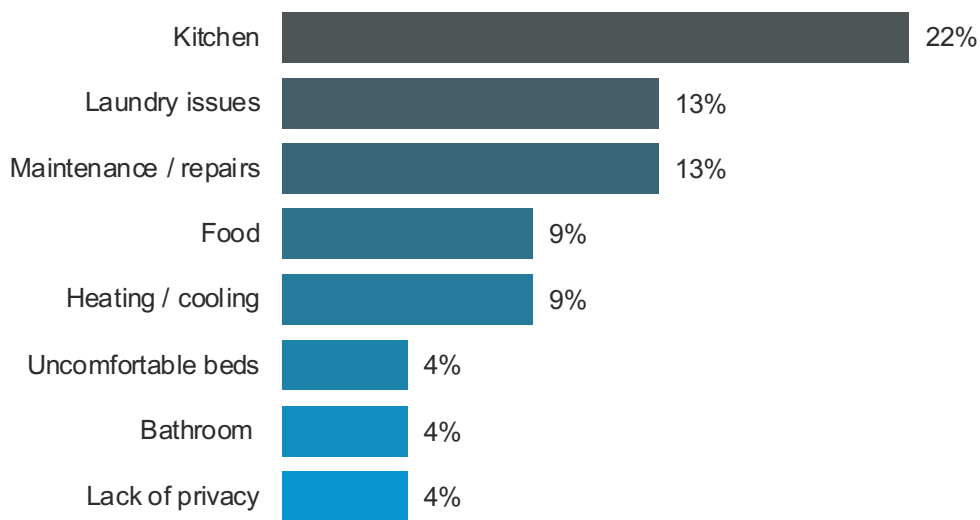
## Challenges - facilities

Where a negative score was reported the resident was asked the main reasons for the low score.

Predominately a low rating was attributed to the lack of kitchen amenities. Residents expressed a desire to cook for themselves on occasion but found it challenging due to inadequate kitchen facilities. Several of them expressed disappointment about the lack of proper utensils in the communal kitchen.

Many residents pointed out the absence of sharp cooking instruments, suspecting this might be a safety measure.

There was also a common request for personal refrigerators in their rooms. Many residents wanted to purchase and store their own food, especially fresh produce, but didn't feel comfortable with the idea of a shared refrigerator.



### NEGATIVE facility comments

*"I'd like to be able to use the kitchen, **there is no fridge**. Even a bar fridge could be put in the kitchen. There is eight of us up there."*

*"Laundry issue - no powder allowed, doesn't come out smelling great. Dryer setting not good."*

*"Bathroom issue - you can't turn the shower head, no curtain or anything so **water goes everywhere - need to use a towel to mop up**. No exhaust fan... no bathtub."*

*"**Heating and cooling in the room** seems to be broken or not functioning properly."*



## Pre-renovation vs post-renovation

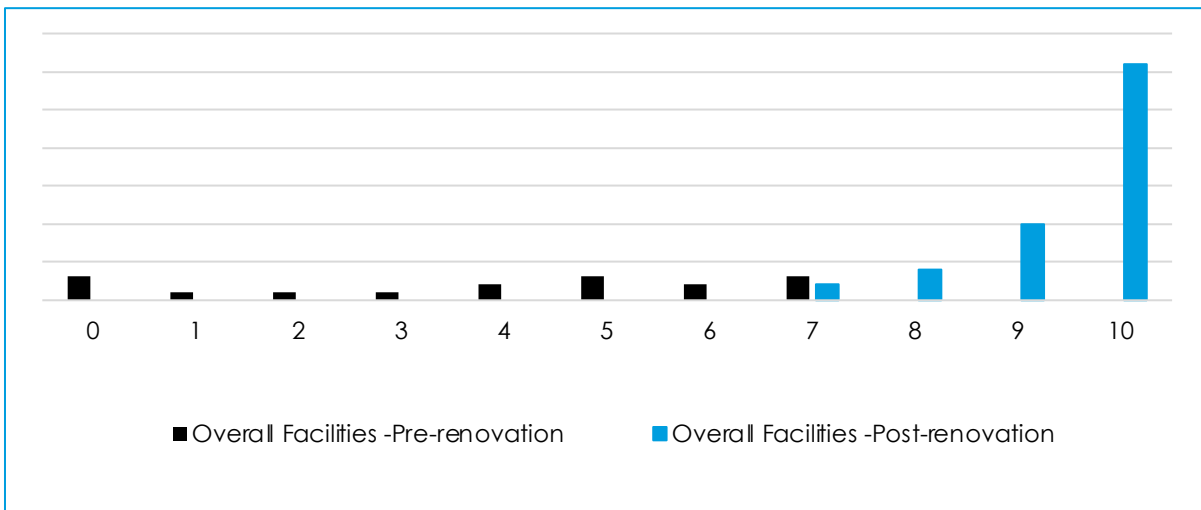
About twenty nine per cent of residents interviewed had utilised accommodations at the old WEEC.

We asked all former residents to compare their experiences at the old WEEC with the new one.

We posed additional questions to those who had visited WEEC both before and after the renovation. These questions aimed to evaluate the effect of the renovations on the residents' experiences.

QUESTION: Thinking about the facilities as they were before, how would you score the facilities before the renovation? Please rate them on a scale of 0 to 10, where 0 is very poor and 10 is excellent?

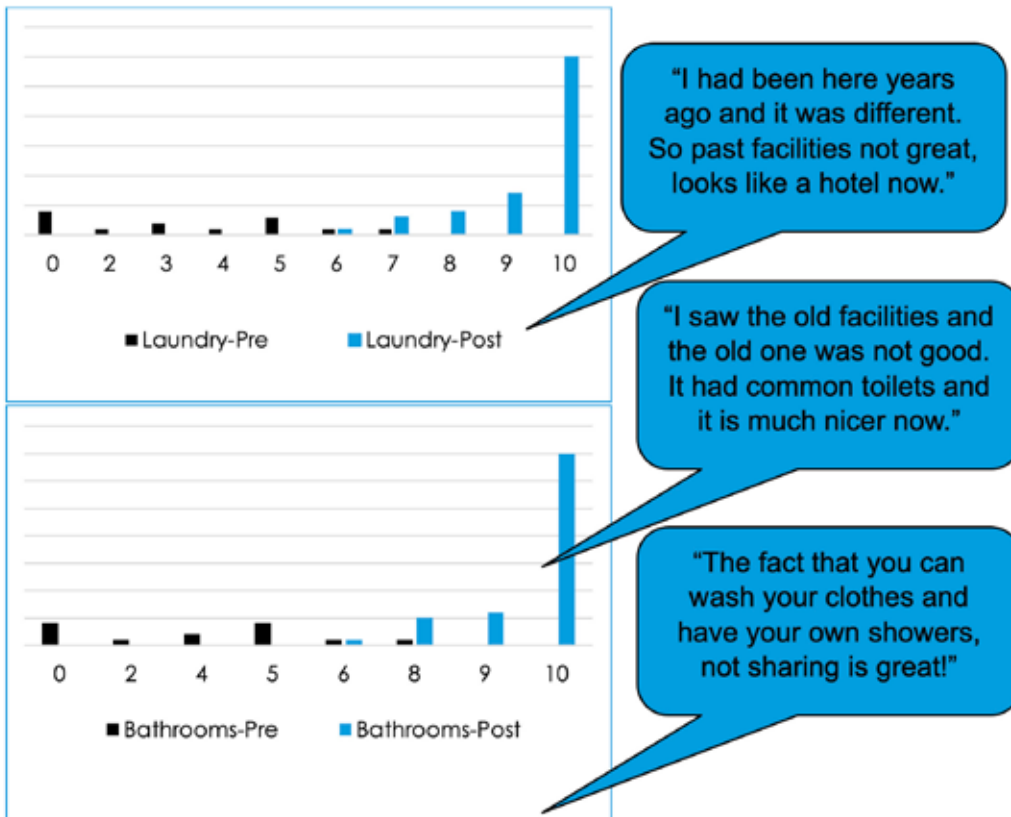
Now, using the same scale, how would you rate the new facilities?



Results shown above are for all residents who had experienced both facilities.

There was a huge improvement in all scores relating to the post-renovation facility.

## Pre-renovation and post-renovation: Bathroom and laundry facilities



There was a significant improvement in the bathroom facility ratings and the laundry facilities rating for all residents with experience of the old facility.

# Outcome Indicators

## Overall 'Wellbeing Index' for residents

The Catalyst Wellbeing Index was developed specifically for this study for Wesley Mission, and incorporates several measures that have been developed to assess the wellbeing of individuals and the communities they live in beyond purely economic indicators.

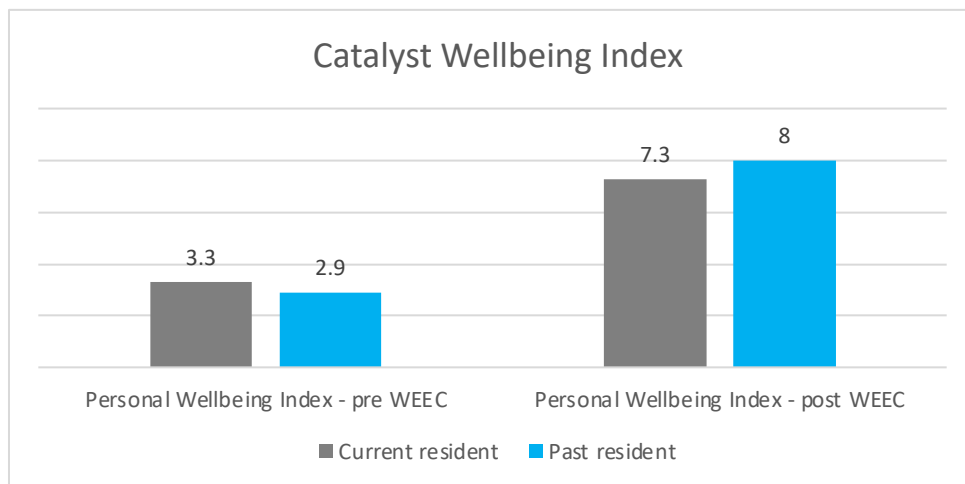
The Catalyst Wellbeing Index draws from one of the most widely known indices, the Gallup Global Wellbeing Index. This is a worldwide survey that categorises people as 'thriving', 'struggling' or 'suffering' based on how they rate their current and future lives on a ladder scale from 0 to 10.

Measures were also incorporated from the Organisation for Economic Co-operation and Development's (OECD) Better Life Index. This Index covers topics identified as essential in the areas of living conditions and quality of life.

It's important to note that the specific factors and methodologies used in these indices can vary significantly. However, all strive to present a more nuanced understanding of wellbeing than can be obtained from traditional economic measures alone.

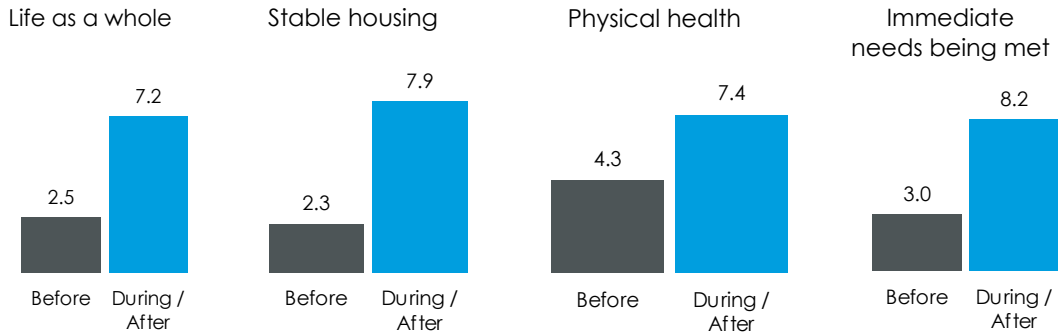
The Catalyst Wellbeing Index covered the below categories relevant for crisis housing:

- basic human needs
- housing
- emotional health
- social support
- physical health
- life evaluation
- community.

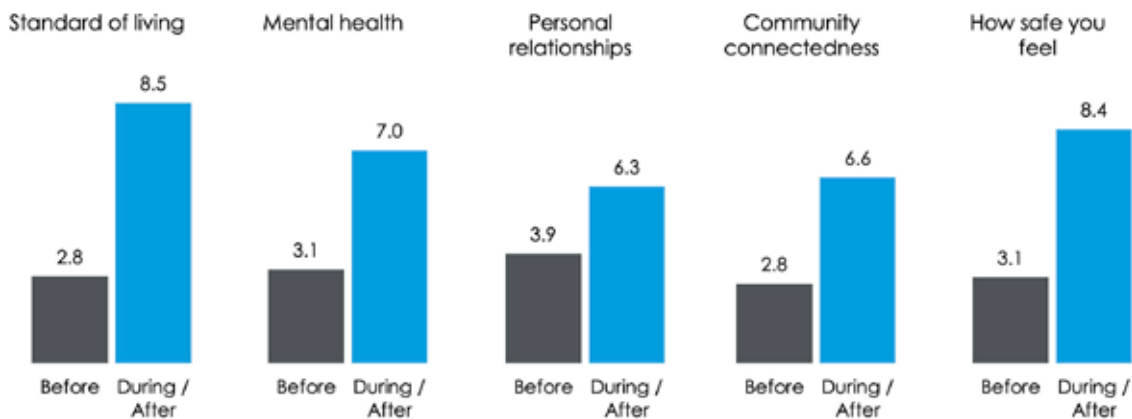


## Wellbeing before-WEEC vs Current and after-WEEC

Residents were asked to think about their life and personal circumstances, how they felt before WEEC, and then once they received help from WEEC. There were nine questions in total that measured the wellbeing of residents prior to residency and once established at WEEC.



Once an improvement was experienced in housing stability, residents also saw an improvement in physical health as well as an improved outlook.



The most pronounced change in residents was seen in self-reported improved satisfaction in their standard of living; with increased feelings of safety as the second biggest positive development for residents.

Improved mental health was reported as a result of residency.

## Personal wellbeing indicators - observations of note

Residents with longer tenure report feeling a greater sense of community connectedness.

Residents reported an improved sense of connectedness during their stay.

Sustained wellbeing improvement is evidenced in the reported increased scores for past residents.

### Personal Wellbeing Index: Life as a whole

Average	Current resident	Past resident
Before	2.7	2.2
During / After	6.9	7.9

### Personal Wellbeing Index: Personal relationships

Average	Current resident	Past resident
Before	3.9	4.0
During / After	6.1	6.6

### Personal Wellbeing Index: Physical health

Average	Current resident	Past resident
Before	4.0	4.7
During / After	7.1	7.9

## Enduring change for past residents

Personal Wellbeing Index	Current	Past
PWI - before WEEC	3.3	2.9
PWI - after WEEC	7.3	8.0

It is evident that the positive changes made in the lives of residents continued long after they left WEEC. According to comments from past residents, the support from case managers didn't stop when they left the centre. They felt at liberty to reach out to these case managers for advice even after leaving, and they frequently cited this ongoing support as a crucial factor in their sustained success.

## Many past residents continued to need support after leaving WEEC

The majority of past residents feel they can always seek advice from the staff at WEEC, even after leaving. This helps ensure that their recent developments and trends in wellbeing continue to show progressive and positive improvements even after they have moved on.

Accessing support	Current resident	Past resident
Yes	100%	88%
No	0%	12%
NET	100%	100%

## Services most commonly accessed

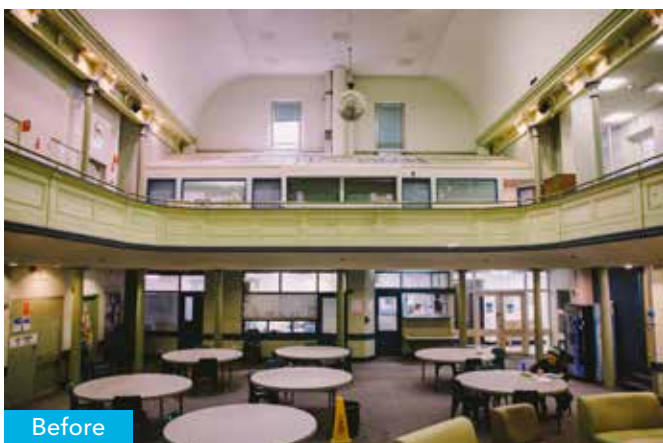
- NDIS assistance
- Mental health Team/psychologist
- Depart of Housing NSW
- Ongoing case management

"Currently case management. Accessing housing assistance. Looking at detox and rehab."

"Mental health nurses that look out for me and my peer worker. There is a doctor and a social worker."

"They will always help with things, if I need help I call them."

## Dining area



## POSITIVE comments

*"They helped with getting access to assistance from the government to help with medical stuff."*

*"I am in stable accommodation. I feel better emotionally and with a good group of people around me, and I feel capable of anything and before I felt downtrodden."*

*"No negative - positive they put me on the right track. I go to physio twice a week, swimming and I go to work twice a week."*

*"Got back on my feet."*

*"So much... feeling safer and more confident. Found a place back in the community."*

*"They were good and transparent. If you did good by them, they do good by you. You help them and keep your head down they will look after you."*

*"Everyone was really nice the staff and that helped me."*

*"NDIS I am feeling more positive."*

*"They are so genuine and caring. I feel like I will always have someone that will help."*

*"Felt like I had a place where I was safe."*

*"I go to church every Sunday. I don't need to ask for help from my case worker anymore, they helped me get my furniture and bedding."*

*"The security at WEEC is good."*

*"The people that work there, I take my hat off to them. Their job is not easy, and they do a great job."*

*"Nothing negative, although I will say there were people who probably needed it more than me. So, I do feel incredibly grateful."*

*"I think the positive is when I do feel overwhelmed, I know that can I reach out for help. There is help that is available and when I need help to ask for it. I always cared for my parents and my son and neglected myself and didn't want to be a burden to anyone. They taught me it is ok to ask for help and not to neglect myself."*

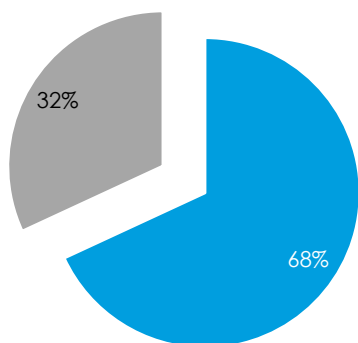
*"I am glad I come through they showed me a lot of valuable things but at the time I was ready to access all the services. I am getting there."*

*"Feel like I am a human again."*

## Industry comparison

Comparative analysis looks at results gathered from residents who had experience at other facilities.

- Stayed at other facilities
- No experience at other facilities

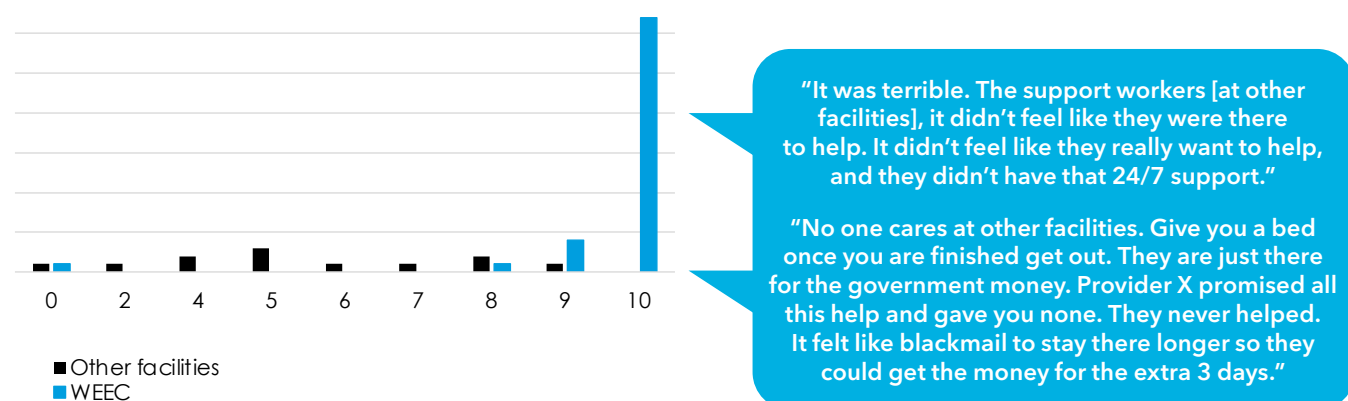


Residents who had spent time in other facilities provided stark comparisons. They described these other facilities as poorly maintained with substandard hygiene. Additionally, many of these residents expressed feelings of fear and insecurity at these alternative locations. They also felt disappointed by the staff at other crisis accommodation. There was a significant difference in their experiences at WEEC compared to these other places, especially when it comes to the people, culture and the presence of empathetic, experienced staff.

Residents, who have firsthand experience of other facilities, were also asked to rate their experience at WEEC on a scale from 0 to 10, with 0 being poor and 10 being exceptional. Using the same scale, they were asked to compare their experience at WEEC with those at other facilities. The goal was to better understand the quality and effectiveness of crisis accommodation services.

### Comparative performance scores WEEC vs Others

The exceptional degree of compassion and authenticity in the care provided by WEEC staff is mentioned by residents as being an obvious point of difference when comparing their experience at other facilities.



This level of unique care highlights WEEC's distinctiveness in crisis accommodation.



## Endnotes

- <sup>1</sup> Australian Bureau of Statistics. 2022. Estimating Homelessness: 2021 Census. Retrieved from <https://www.abs.gov.au/statistics/people/housing/estimating-homelessness-census/2021>
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- <sup>3</sup> Australian Institute of Health and Welfare, (2021): Homelessness and overcrowding, 2021
- <sup>4</sup> Homelessness NSW. NSW Census Data and HNSW Facts. Accessed <https://homelessnessnsw.org.au/resource/nsw-census-data-and-hnsw-factsheets/>
- <sup>5</sup> NSW Government. 2023. Pathways to homelessness for people sleeping rough in NSW. Family and Community Services Insights, Analysis and Research. [https://www.facs.nsw.gov.au/\\_\\_data/assets/pdf\\_file/0009/842472/](https://www.facs.nsw.gov.au/__data/assets/pdf_file/0009/842472/)
- <sup>6</sup> Moschion, J., & van Ours, J., 2017. Disadvantage, Family Breakdown and Homelessness. Pursuit. The University of Melbourne.; Hastings, C. (2023). Why do some disadvantaged Australian families become homeless? Resources, disadvantage, housing and welfare. *Housing Studies*, 1-25.
- <sup>7</sup> Batterham, D. (2021). Who is At-risk of Homelessness? Enumerating and Profiling the Population to Inform Prevention.; Pawson, H., Parsell, C., Saunders, P., Hill, T., & Liu, E. (2018). Australian homelessness monitor 2018.
- <sup>8</sup> Moschion, J., & van Ours, J. C. (2021). Do transitions in and out of homelessness relate to mental health episodes? A longitudinal analysis in an extremely disadvantaged population. *Social Science & Medicine*, 279, 113667.
- <sup>9</sup> Moledina, A, Magwood, O, Agbata, E, Hung, J, Saad, A, Thavorn, K & Pottie, K 2021, 'A comprehensive review of prioritised interventions to improve the health and wellbeing of persons with lived experience of homelessness', *Campbell Systematic Reviews*, vol. 17, no. 2; NSW Government 2018, NSW Homelessness Strategy 2018-2023, NSW Government, Sydney.

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