



Homeless Crisis Housing:

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

NET IMPACT ASSESSMENT

JUNE 2023



Wesley Edward Eager Centre study

Background

This research report was co-developed by Wesley Mission and Catalyst Consultancy & Research. The research used both first-hand interviews and a review of service records to examine residents' experiences, perceptions and interactions with staff. The study investigated the impact of improved social infrastructure on outcomes, the potential of Wesley Edward Eager Centre's (WEEC) dignity-focused care model to redefine crisis accommodation standards, and the effect of a positive environment on staff motivation and service enhancement.

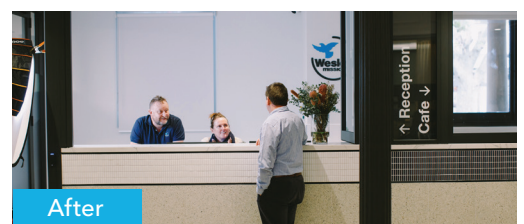
Key findings

- **Wesley Mission's social infrastructure and service supports deliver better outcomes.** This is reflected in the improved wellbeing outcomes observed by both present and past residents. Past residents have reported sustained growth, increased independence and greater opportunities for community engagement.
- Wesley Mission's approach to ensuring dignity and meeting need holistically, **is clearly a superior model for crisis accommodation.** The wrap-around nature and comprehensiveness of the support services offered to residents at WEEC 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 and family 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.
- **The new uplifting environment fosters more motivated staff and supports better interactions with residents.** WEEC's design significantly enhances outcomes and promotes a mindset shift. Its quality positively influences both staff and residents, providing numerous shared spaces to encourage engagement. This environment boosts self-respect and a shared ambition to work towards improvement for all.

Mezzanine level



Reception



- WEEC fosters a culture of respect and dignity, which is highly valued by residents.
- WEEC provides a supportive structure that helps people to develop essential life skills, including nurturing a sense of hope, cultivating optimism and setting meaningful aspirations. Many past and present residents attribute their personal growth to the empowering environment created by the WEEC team.
- WEEC stands out from other crisis accommodation services. Its upkeep is crucial to offering residents dignity and hope. The high-quality, safe environment inspires residents to aspire and strive. The clean, well-designed space helps them see their worth and promotes a positive mindset. The facility conveys a clear message of investment in residents' value.
- The WEEC facility excels above all, with past residents rating it the best. Its high scores are driven by safety and privacy. Other crisis accommodations fall short in comparison.
- WEEC's exceptional staff, are the major factor influencing residents' experience. This model emphasises the need for an overhaul in crisis accommodation to ensure high standards and lasting positive outcomes post-crises.
- The introduction of StarRez is improving the capture of data that can offer more meaningful information. This enhancement allows for efficient tracking of residents' activities, leading to service improvements and more accurate assessments.

Dining area



Before



After

Lounge area



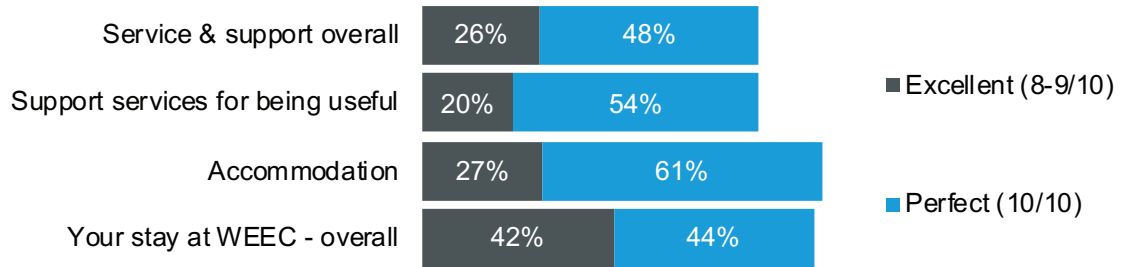
Before



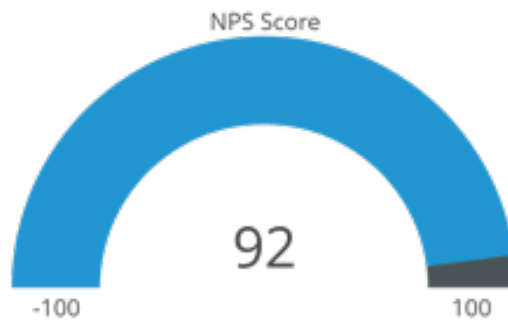
After

Overall performance

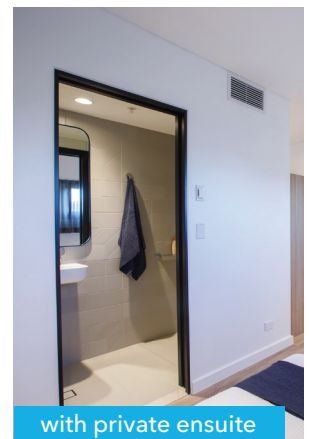
The centre and its staff received high ratings, with 86 per cent of residents giving it a score of eight or above. A majority of residents, 60 per cent, rated the accommodation as perfect, while nearly 90 per cent deemed the facilities excellent. More than half felt the services and support perfectly met their needs.



The centre achieved a 92 per cent Net Promoter Score (NPS) indicating that residents would highly recommend it to someone they knew who found themselves in a crisis.



Resident's bedroom



Key recommendations

- Residents suggest upgrading kitchen facilities at all levels. This also includes the addition of utensils and food storage options in the main and accommodation floor kitchenettes. Amid restrictions on individual room refrigerators, consider the installation of a shared refrigerator to address their storage requirements.
- Improve the variety of kitchen offerings, emphasising the inclusion of fresh meals to cater to the dietary preferences such as vegetarian residents.
- Tackling the problem of indoor temperature regulation as the room's heating and cooling systems seem to be malfunctioning or not working correctly.
- Installing shower curtains in the bathroom to avoid water splashes.
- Continue to explore various opportunities to expand funding in order to improve food provision, staff numbers and other service enhancements. Seek opportunities to ensure equal promises and openings for all WEEC residents (Specialist Homelessness Services (SHS) and Temporary Accommodation program (TA)), foster an environment of optimism and hope for everyone. Every staff member brought in contributes significantly to our model. Consider expanding the team to enhance the value we provide.
- Initiate comprehensive research to evaluate WEEC's broader sector impact: This should include stakeholder feedback analysis, from police, partner entities and government department personnel, and leveraging external resources for enhanced support.
- Conduct an in-depth analysis of the SHS and TA data captured in the upgraded StarRez system. This integrated approach to feedback and data analysis will yield crucial insights into WEEC's influence.

Citation: Wesley Mission and Catalyst Consultancy & Research. June 2023. Homeless Crisis Housing. A survey of how people perceive Wesley Edward Eagar Centre and its staff. Sydney.