



Haven House South Dowling Case for Support

**PROPERTY
INDUSTRY
FOUNDATION**

We are for Homeless Youth



Contents

1. Message from the Chairman and CEO	4	9. Property Industry Foundation proposition	42
2. Executive summary	6	9.1 The Foundation is uniquely placed to deliver this project	42
3. About the Property Industry Foundation	17	9.2 Property Industry Foundation is Low Risk	42
4. The evidence of need	22	9.3 Property Industry Foundation – Corporate Partnership Case Study	43
5. A new facility and a proven model of support	23	9.4 Supporting a client centred evidence based approach to youth homelessness	44
5.1 Overview	23	10. Appendices	45
5.2 Features of Haven House South Dowling	30	Appendix 1	45
5.3 Design principles	31	Facilities: Youth Homelessness Services Zone – Ground Floor	
5.4 Surry Hills location	33	Appendix 2	48
6. Benefits of a new facility	34	Investing in homelessness	
7. Generating returns	36	Appendix 3	49
8. Supporting NSW Government policy and priorities	37	Relevant NSW Government Plans and Priorities	
8.1 Alignment with Youth Homelessness Policy	37	Appendix 4	50
8.2 Health and Mental Health	40	Journey to Independence Model of Care	
8.3 Justice	40	Appendix 5	52
		Beneficiaries Case Studies	
		Appendix 6	54
		Images/Plans of Haven House South Dowling	



1. Message from the Chairman & CEO

Each year the Property Industry Foundation works with the industry to increase the supply of accommodation for homeless youth. Because we know that homelessness is one of the most severe forms of disadvantage and social exclusion that any young person can experience.

Major triggers for young people becoming homeless include family violence, relationship breakdown, alcohol and drug use and poor mental health. At the same time as young people are experiencing homelessness in Sydney, and asking for help from local health services and non-profit partners, the Property Industry Foundation is partnering with The Salvation Army to increase the supply of accommodation by establishing Haven House South Dowling, in Surry Hills.

Rising demand for help is not surprising. Evidence suggests as many as 44,000 young Australians are homeless and 1 in 3 turned away from accommodation. Too many young people experiencing homelessness or in crisis are struggling to get the services they need when they need them. In a city as prosperous as Sydney, those young people in our community most in need should be able to access accommodation as well as programs and services to support them in breaking the cycle of homelessness.

The young people supported by the work of the Property Industry Foundation, and those who will be supported in future years, often have significant issues, including poor health and mental health. They need targeted and intensive counselling intervention, support programs and a focus on providing life skills and resilience training to restore their dignity and hope in breaking the cycle of homelessness. Essential to addressing these issues is safe and stable accommodation.

Service delivery partners such as health providers, employment services and specialist mental health professionals provide support to improve the chance for those experiencing homelessness to break the cycle of crisis and disadvantage. However, without the work of the Property Industry Foundation and its supporters, there would be less accommodation for young people in Sydney. The cost of intervening to break the cycle of homelessness is substantial but does deliver

economic savings and returns across areas such as employment, health, criminal behaviour and quality of life.

For 25 years the Property Industry Foundation has been a trusted and vital part of the industry's collective effort to improve the lives of hundreds of Sydney's most vulnerable young people experiencing homelessness. Despite improvements in access to social services and the way these services are delivered those experiencing homelessness continue to face significant challenges in accessing accommodation.

The Property Industry Foundation has partnered with the industry during this time to provide help to those in need – by building more accommodation for young people in Sydney. The Property Industry Foundation is now seeking to make an even greater impact on youth homelessness in Sydney. Haven House South Dowling in Surry Hills needs to be established to provide an environment that supports our program partner, The Salvation Army, deliver contemporary, targeted services that address the changing needs of those experiencing homelessness – targeted services that cannot be provided without partnership between our organisations.

There is an urgent need to raise \$7.5 million to establish Haven House South Dowling and provide vital accommodation while delivering services directly to our city's most vulnerable.

The Board of the Property Industry Foundation have developed The Haven Project – a mission to build opportunity for homeless youth. Haven House South Dowling, will not only increase the amount of accommodation but enable the best model of care to be delivered The Salvation Army. It will be a place where we can restore hope and dignity to young people experiencing homelessness.

This is a unique opportunity for our corporate partners, industry supporters, philanthropists and government to join the Property Industry Foundation and make a tangible difference to youth homelessness. It is our hope that you will join us in helping bring this project to fruition.



Penny Ransom
Chairman



Kate Mills
Chief Executive Officer

21

more bedrooms in 2021.
Built 234 bedrooms to date.

38

bedrooms in our pipeline
for development.

293

young people have spent at
least 6 days in a Haven House.

6,784+

occasions of services experienced
by young people in the programs
and homes we support.

2. Executive summary

About the Property Industry Foundation

The Property Industry Foundation is a national charity, established 25 years ago to help young people experiencing homelessness through supply of accommodation. Over two decades later and we remain committed to providing even more accommodation in Sydney, across the State and throughout the country.

The Property Industry Foundation enjoys strong and lasting links within the communities its projects are based. Despite many improvements to services for those young people experiencing homelessness, the number of people in need is rising and requires more investment in accommodation projects like Haven House South Dowling and more partnerships with specialist service providers like The Salvation Army.

At the heart of the Property Industry Foundation's work is a commitment to building accommodation for young people while partnering with other not for profit organisations to deliver specialist support programs and services to those we help. These are vulnerable young people often with complex health and wellbeing needs, who have experienced trauma, addiction and family breakdown.

Increasing the amount of accommodation available for young people experiencing homelessness is challenging. It results in vulnerable men and women desperate for help left unable to access long-term housing, often for years. The Property Industry Foundation deploys its limited resources in a highly targeted way to address immediate need for accommodation while quickly involving specialist youth services organisations such as The Salvation Army to deliver bespoke programs and services.

By intervening in a targeted way, the Property Industry Foundation along with its partners, restore dignity and hope to the young people we help. This approach allows vulnerable young men and women the best chance to break the cycle of homelessness and improve quality of life while not placing a further burden on the already stretched resources of various state government service and non-profit providers.

“

Every week hundreds of young people experiencing homelessness or in crisis seek help from The Salvation Army. Once built, Haven House South Dowling will increase the accommodation options we can offer and be a safe, stable home where our team can deliver the support services that are a critical part of breaking the cycle of homelessness.”

Natalee O'Briend,
National General Manager Youth,
The Salvation Army

PURPOSE
We are for Homeless Youth

VISION

A safe and secure home
for every young Australian

MISSION

To increase the number of bedrooms available for homeless youth
and support initiatives that have a tangible impact on youth homelessness

IMPACT

Deliver a tangible and
measurable impact on
homeless youth

Establish Haven Project

Build 71 bedrooms
by end 2025

Fund systemic change

INFLUENCE

Lead the industry's contribution
to ending youth homelessness

Improve relationships
with all peak bodies

Demonstrate leadership on
developing the industry's
response to homelessness

Deepen engagement with industry

SUSTAINABILITY

Strengthen finances,
culture, succession planning
and capacity

Grow sustainable
revenue streams

Develop culture, succession and
capacity of organisation

PEOPLE, CULTURE, VALUES

STRATEGIC PILLAR 1

IMPACT

Deliver a tangible and measurable impact on youth homelessness

Goal 1

Establish the Haven Project as a recognised program.

Initiatives:

- New branding to position the Haven Project resulting in 20 media mentions including social media in year 1.
- Establish social impact measuring by end 2022.
- Ensure that 80% of funding is available for the Haven Project.

Goal 2

Build an additional 71 bedrooms by end 2025 to hit 300 bedrooms since 1996. (NOTE: the Foundation has built a total of 234 bedrooms including 100 in the last 4 years).

Initiatives:

- Develop pipeline so all states have 2 years' worth of projects by end 2022.
- Build 35 bedrooms in Sydney, 25 in Melbourne and 11 in QLD by end 2025.
- Develop expertise in project management and packaging projects for funding.
- Pursue co-funding on all projects from charity partners, grants, or major donors to source up to 50% of funding coming from sources outside of everyday fundraising (i.e. events, campaigns, corporate donors, and individual giving).

Goal 3

Amplify impact with 20% of funding given to projects with systems change approach.

Initiatives:

- Wrap up and reduce legacy funding to Property Industry Foundation and Lighthouse for counsellors over next 3 years.
- Seek out projects with systemic impact, i.e. big ideas that could move the dial on homelessness such as End Street Sleeping of the Housing Capital Aggregator. Transfer the 20% of funding to these projects.
- Leverage from these investments to increase the Foundation's profile with its stakeholders and in the homelessness sector with Kate to speak at two homeless conferences in year 1.

Goal 4

Deliver a flagship project (South Dowling).

Initiatives:

- In 2022 – sign lease with City of Sydney for 50 years and commence capital campaign.
- Use investment in capital campaign to increase major donor capacity in the Foundation.
- Leverage project to improve Foundation's profile with media stories and other coverage.

STRATEGIC PILLAR 2

INFLUENCE

Lead the industry's
contribution to ending
youth homelessness

Goal 1

Improve relationships with all peak bodies as well as the Property Council including the UDIA, API, and the MBA.

Initiatives:

- CEO to speak at a major event of all four peak bodies above in 2022.
- Align closely with the Property Council of Australia in its position regarding social and affordable housing.

Goal 2

Demonstrate leadership in bringing the industry together on youth homelessness.

Initiatives:

- Develop an advocacy position that aligns with Property Council. CEO to use this as the basis for a presentation that can be used across the sector at town halls, conferences etc.
- Demonstrate impact with improved social impact reporting by end 2022.

Goal 3

Deepen engagement of the Foundation with industry.

Initiatives:

- Increase number of organisations that engage with the Foundation. Currently 278 organisations have financially interacted with the Foundation. Increase this by end 2025 to 350.
- Increase number of individuals that engage with the Foundation. Currently 2,183 have made a financial contribution. Increase this by end 2025 to 4,000 with an investment in individual giving.
- Boost engagement opportunities with 40 donors to participate in meaningful engagement opportunities every year and 30 donors to visit a project every year.

STRATEGIC PILLAR 3

SUSTAINABILITY

Strengthen the
Foundation's finances,
culture, succession
and capacity

Goal 1

Develop and grow sustainable revenue streams.

Initiatives:

- Launch capital campaign in 2022 for South Dowling to raise \$5.5m net over 3 years.
- Grow 100 active donors (i.e., donors that give annual donation + fundraising activity) to 140 active donors over 3 years (end 2025). Reach 110 active donors in year 1, 125 in year 2 and 140 in year 3.
- Grow donors that fundraise on their own platform (community fundraising) from 25 donors to 50 donors over 3 years (end 2025)
- Develop product partnerships. Increase from 2 (Milliken and Furniture Fund) to 5 over 3 years (end 2025).
- Invest in individual giving fundraising capacity with a view to individual giving being able to make a positive contribution in 2026.

Goal 2

Develop culture, succession planning and capacity of organisation to underpin increased impact.

Initiatives:

- Invest in CRM capacity in 2022.
- Invest in fundraising capacity with investment in individual giving in 2022 and major donors via the capital campaign for South Dowling.
- Invest in project management capacity in 2023. This is to develop the Foundation's USP as an originator of projects where we package them up to take to market. This way the Foundation puts projects together for charities with pro bono help, has them ready for development and also gives some funding, but then either the charity partner or the Foundation finds the additional funding.
- Restructure organisation away from 'flat' structure to head of fundraising and head of events by end of 2024.
- Staff KPIs tied to new strategy and continued investment in culture with sessions run by an external consultant.



Meeting a growing need

Demand for youth homeless services is high and rising. The evidence shows that Australians aged 19 to 24 experience the highest rate of homelessness, making up about 21% of the total homeless population. This requires immediate investment in more housing stock for young people. The Property Industry Foundation is seeking both government and philanthropic investment to support the capital works. These investments are needed to address the rising level of demand and to add to housing stock that currently sees 1 in 3 people turned away from accommodation.



Haven House South Dowling

A new facility will support The Salvation Army, our service delivery partner, with the further implementation of their youth focused model of care to support more people experiencing homelessness. Salvos Youth Services will work in partnership a range of internal services and external services to provide holistic support to young people in need.

Haven House South Dowling will provide a therapeutic environment that will support best practice youth services. The purpose built facilities will allow collaboration with social services professionals, specialist health workers, including

mental health teams, and clients using a 'no wrong door' approach to assessing the needs of young people. It will house new counselling and support spaces and utilise common areas to better meet the needs of young people accessing accommodation and services.

It will enable the growth of peer support programs to clients, collaboration between members of The Salvation Army's youth services team as well as professional development and training of staff. It will attract city and interstate visits and exchanges between experts in homelessness, helping grow the intellectual capital addressing the challenges of youth homelessness.

Through the establishment of Haven House South Dowling, the Property Industry Foundation, with The Salvation Army will be in a position to:

- Support hundreds of young people with hope and dignity to break the cycle of homelessness and reduce the need for lifelong support
- Prevent those who have only recently experienced homelessness from becoming entrenched homeless, including addressing complex issues of addiction, employment, mental health problems reducing the burden on public healthcare
- Ensure young people who have recovered their lives are supported and have the best chance to be able to cope with their issues, gain independent living and employment where possible and improve their quality of life
- Enhance the capacity of those in need to care for each other, in a safe setting and not surrender their care to already stretched youth services
- Enable The Salvation Army to deliver initiatives which directly address client need.



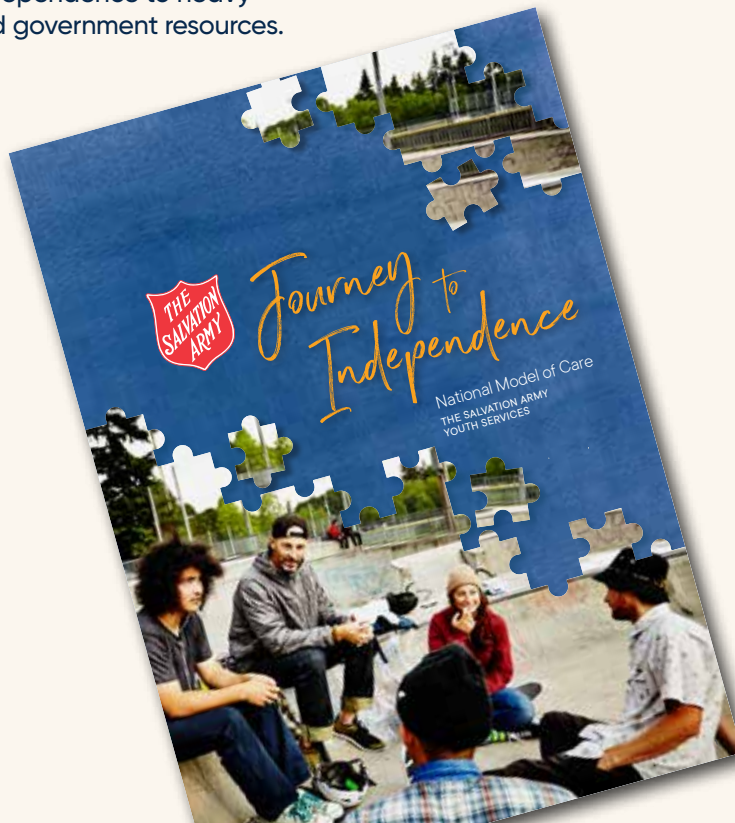
Investing in Youth Homelessness

Haven House South Dowling represents a significant and much needed investment in youth homelessness in inner-city Sydney. Research clearly shows that trauma, violence, mental health issues experienced in early childhood often led to young people experiencing homelessness. There's also research to suggest those experiencing homelessness are at greater risk of suicide.

The Salvation Army know that targeting interventions over an extended period of time can break the cycle of youth homelessness, and improve the likelihood of independent living and employment. For these vulnerable young people, targeted intervention programs and access to support services can mean the difference between restoring hope and independence to heavy reliance on charity and government resources.

Investment in support for young people experiencing homelessness offers benefits in both avoided costs (healthcare, criminal justice) and increased human capital (improved mental health, employment opportunities, tax revenue). The cost of homelessness to the community is enormous.

The University of Melbourne estimates the annual cost of rough sleeping exceeds \$25,000 per person with their research also suggesting the cost of youth homelessness at \$626 million per year. Well-designed programs and services, such as those offered by The Salvation Army have been found effective as dollar spent. The returns on investment are likely to be even greater for young people, for whom the potential benefits of intervention at a younger age are realised over a longer life.



Alignment with Government Policy

The Property Industry Foundation's Haven House South Dowling, delivered in partnership with The Salvation Army aligns and supports many local, state and federal government policies and priorities for young people experiencing homelessness, particularly in health, mental health, families and communities, disability, aboriginal affairs and youth justice. Through the establishment of Haven House South Dowling and its model of service delivery, the Property Industry Foundation will:

- Improve the availability of specialist services for young people in crisis and homelessness
- Provide a more bespoke model of accommodation that is community based
- Deepen the level of support per client
- Support City of Sydney exceed its End Street Sleeping Collaboration target of 25%
- Develop and strengthen the youth services workforce through partnerships, peer support, professional development and training opportunities and collaboration between NGOs
- Provide a practical example of the integration of accommodation for young people experiencing homelessness across the domains of human services, health, justice and mental health
- Increase the capacity of both the Property Industry Foundation and The Salvation Army to deliver more facilities and better services.

Leading the Way

The establishment of Haven House South Dowling is an opportunity to lead the city in addressing the rising number of young people experiencing homelessness and promote an innovative model of care which seeks to break the cycle of homelessness for some of the community's most vulnerable young people. The accommodation will reflect a whole-of-non-profit sector commitment to providing the right resources at the right time to the right people in need to break the cycle of homelessness. It is a commitment that aligns with government policies and priorities and warrants support. Sydney will gain from a purpose built facility that will be highly visible and networked with other leading specialist services, not just The Salvation Army. Haven House South Dowling will attract Sydney and interstate experts from the health, mental health, homelessness communities to engage and exchange onsite.

“

Demand for youth services, particularly safe and stable accommodation, continues to grow. Haven House South Dowling will provide urgently needed additional accommodation and enable us to deliver further support for young people who are seeking to rebuild their lives.”

Thomas Austin, State Manager Youth - (NSW/ACT),
The Salvation Army

The Case for Investment

There is no other organisation in Sydney that provides the comprehensive, integrated services for young people experiencing homelessness like The Salvation Army. As a stand-alone institution, it is without peer and the Property Industry Foundation believes it deserves continued support. Housing stock is needed urgently. It's why the establishment of Haven House South Dowling is vital to addressing youth homelessness in Sydney's inner city. The opportunity to build a purpose built facility, supported by a partner to deploy an evidence based model of care for clients is of great significance to addressing the issue of youth homelessness.



Investment Request

The cost to build Haven House South Dowling is \$5.5 million. The Property Industry Foundation is requesting cornerstone investment from both the New South Wales government and City of Sydney towards the project. Haven House South Dowling offers a near shovel ready opportunity to address youth homelessness.

The Property Industry Foundation's unique build/partner proposition through its collaboration with The Salvation Army will benefit government.

Investment



3. About the Property Industry Foundation

The Property Industry Foundation was founded in 1996 in New South Wales, when major industry leaders came together to aid grass-roots charities which were providing specialist services meant for Australia's at risk youth. In late 2008, the Melbourne office was initiated; and in May 2013 a Brisbane office opened.

Since its establishment, the Property Industry Foundation has proven itself to be extremely successful as a focal point for people in the construction and property sector to utilise their resources and skills towards helping address youth homelessness in the community. The organisations vision and mission, executed through the current strategic plan (2022-2025) seeks to unite the construction and property industries in initiatives that support community programs which target at risk young people.

A unique funding model enables the charity to bring the property and construction industries together to build homes for homeless youth.

The Foundation appreciates this support that makes a positive difference to the lives of so many at risk and homeless young people. Now the Property Industry Foundation has grown to being the construction and property industry's charity, helping to fund projects around the country every year.

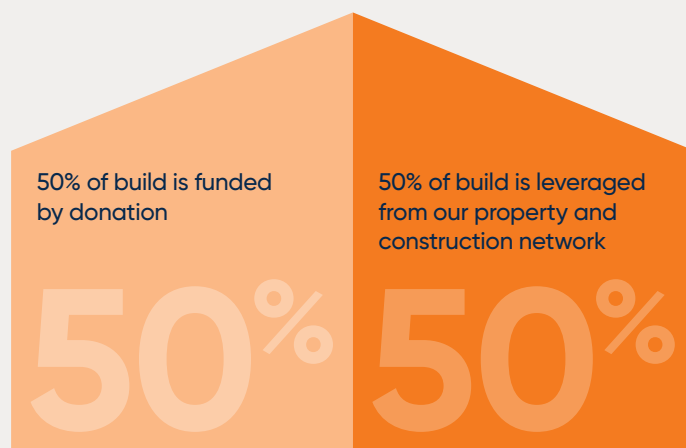
However, over the past 25 years, the nature of youth homelessness has changed and the service providers and organisations like the Foundation must also change to better meet the needs of those in crisis and experiencing homelessness. The Haven Project is the Foundation's latest response to build homes for well-established youth homelessness charities which then operate them.

Haven House South Dowling is a project which is focusing on providing accommodation with targeted services which support young people experiencing homelessness and its underlying causes. Because we know the causes for homelessness for any individual are complex. Although there is no single pathway into homelessness, too often mental health issues, childhood trauma, poor physical health and drug and alcohol addiction are leading problems.

Young people experiencing homelessness are likely to have poorer life outcomes than the general population, and are more likely to be at higher risk of psychiatric illness, chronic disease, musculoskeletal disorders, skin and foot problems, poor oral health, infectious diseases such as tuberculosis, and hepatitis C. They are also at greater risk of suicide. Generally, mortality and illness levels seem to increase with length of homelessness.

The Property Industry Foundation is committed to working with leading charities to support them in the challenges of addressing homelessness. Research clearly shows that when housing is secured and coupled with supportive wrap-around services, there is a reduction in presentations to health services, engagement with juvenile justice and other services.

A unique funding model



We bring the property and construction industry together to build homes for homeless youth.

The Haven Project builds homes for well-established youth homelessness charities which then operate them.

Now significant changes to government funding expectations and the greater understanding of homelessness service provision by our organisation, and those we partner with like The Salvation has meant that these partnerships are vital to continue to make a positive impact.

The Haven House initiative is a recent and significant change to the way we deliver on our vision and mission. It will see our organisation provide dignity and independence to youth experiencing homelessness while enabling our organisation to be sustainable and well positioned to 'do all the good we can'.

The Salvation Army is one of 15 charity partners the Property Industry Foundation works with to address youth homelessness. While each partnership is unique, support for young people often involves a model of care which sees inter-service cooperation leveraged across a range of external community agencies. Through this, benefits of our partnerships have included:

- Job skills and employment readiness
- Financial counselling
- Addictions support
- Mental Health support
- Family and domestic violence support

In addition, various services offered locally for client access include:

- Local Area Health services
- Centrelink outreach
- Recreation and leisure opportunities
- First Nations services
- Employment services
- Education and training services.

Haven House South Dowling is a unique step in the journey of the Foundation in that it will support State Government and City of Sydney initiatives to provide quality accommodation while actively supporting the street-to-home initiative. The Property Industry Foundation and The Salvation Army are committed to working together to provide more accommodation opportunities to young people experiencing homelessness.

Haven House South Dowling will directly provide an additional 19 beds ending youth homelessness.

That's 6,935 safe nights of accommodation in just one year. The Property Industry Foundation anticipates the occupancy rate of Haven House South Dowling will exceed 95% per annum. It is expected that:

- 10 units see an average length of stay of up to 36 months (although residential periods can vary depending on a young person's circumstances)
- With 19 beds, and the current model of care, we will have better visibility and planning around client exits. This will enable us to better communicate unit availability to The Salvation Army's specialist youth homelessness services network and plan the periods of transition between residents.

Haven House South Dowling will provide The Salvation Army a possible option when triaging of people through their 'No Wrong Door' approach. It will be an environment that will allow people to access suitable accommodation in a more stable environment and reduce the youth homelessness crisis. Along with a new building and the increased accommodation opportunities, The Salvation Army has a model of care that streamlines support to people and delivers a detailed individual care plan.

This structure and bespoke individualised care and support provides every opportunity for a young person to remain in their own accommodation. The onsite support being planned include:

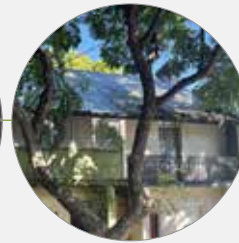
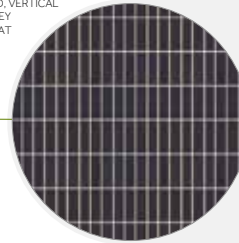
- AOD support through Oasis DAYS program or William Booth House
- Health and medical referrals
- Homeless Legal Service
- Oasis Youth for counselling and life skills, employment training
- Oasis College for access to education/training
- Centrelink outreach
- Money Care financial counselling

A key benefit of the proposed Haven House South Dowling is increased flexibility to support a young person, potentially a young person, with a child who is at risk or experiencing homelessness. In the design of the new facility we'll have more flexibility to adjust the client mix to respond to changes in demand along gender lines should that occur. What will be sought in the new building is a mixed community with gender ratios considered. The Salvation Army will adjust the ratio for the new facility based on client engagement, feedback and demand – noting that the actual design does not negatively impact the ratio, just how we allocate each dual accommodation unit.



"TOP"
THE PITCHED ROOF FORM

MATERIAL: BRICK TYPOLOGY
PATTERN: STACK BOND, VERTICAL
COLOUR: GREY
TEXTURE: FLAT



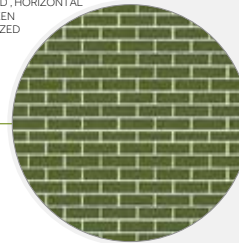
"THE MIDDLE"
MAIN BODY

MATERIAL: BRICK TYPOLOGY
PATTERN: STRETCHER BOND, HORIZONTAL
COLOUR: BLONDE
TEXTURE: NATURAL



"THE GREEN WALL"
BOTTOM

MATERIAL: BRICK TYPOLOGY
PATTERN: STRETCHER BOND, HORIZONTAL
COLOUR: GREEN
TEXTURE: GLAZED





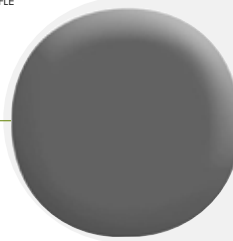
"ROOF TOP" SETBACK EXTENSION

MATERIAL: METAL
PATTERN: LOW PROFILE
COLOUR: GREY
TEXTURE: SATIN

MATERIAL

LOCAL CHARACTER & REFERENCE

REFERENCE

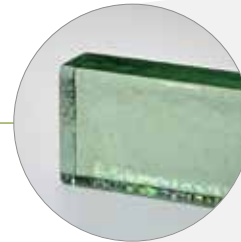


DETAIL



"AMENITY & PRIVACY" SOLAR ACCESS

MATERIAL: GLASS BRICK
PATTERN: STRETCHER BOND, HORIZONTAL
COLOUR: GREEN PERIODOT
TEXTURE: MOTTLED & SATIN



FILTERED LIGHT



"THE SANDSTONE BASE" LOCAL CHARACTER

MATERIAL: SANDSTONE
PATTERN: STRETCHER BOND, HORIZONTAL
LARGE FORMAT, TEXTURED
COLOUR: NATURAL





4. The evidence of need

Research from the Australian Housing and Urban Research Institute (April 2020 Report – Redesign of a homelessness service system for young people), suggests a significant proportion (44%) of all individuals who need and seek help from homelessness services are young people and children. About 42,000 (16%) are adolescents and young adults presenting to services on their own, and this cohort remains at a higher level than in the decade prior to the federal government White Paper, *The Road Home* (FaHCSIA 2008).

Concerningly, the report also notes that the factors impacting homelessness such as family conflict and domestic violence have not abated with more young people now referred to care and protection services than were a decade ago. Overarching all this is the fact that housing affordability has not improved over this period of time either.

Both the Property Industry Foundation and The Salvation Army know young people leaving out-of-home care into independent living arrangements are particularly vulnerable to experiencing homelessness.

Estimates suggest up to 50% of young people exiting homelessness services move into a situation of further homelessness. Haven House South Dowling will provide space for The Salvation Army to offer engagement in education and training, including with Oasis Sydney. We also know that housing options for homeless young people are a subset of a broader housing affordability issue affecting the community and young people generally. Access to social housing remains highly problematic.

Evidence also points to a clear policy imperative to invest in youth-specific housing for young people. Homeless young people on their own are over half (54%) of all single people who seek help from homelessness services, but they are only 2.9 per cent of principal tenants in social and public housing in Australia (AIHW 2018a).

The current business model of mainstream social housing means that providers are often reluctant to accept young residents because of their low and insecure incomes, and because they are regarded as high-risk tenants. Haven House has been specifically designed to address this need and will increase the proportion of young people as residents in mainstream social housing.



SAMI Returning to a Safe Haven

With the support of Wesley Mission's KickStart program at Haven House Dundas, Sami* completed school, enrolled in university and was working part time. She was supported to move into a private rental with a friend and for a year she was gaining independence and doing very well. However, the combined pressure of study, working and coping with the COVID-19 pandemic led to a series of mental health episodes, which resulted in hospitalisation.

Sami was able to return to the safe haven of Haven House and gain access to the support she needed to recuperate and get back on her feet. "Many young people will leave home and return if things get too hard," says Property Industry Foundation. "It's wonderful that this young person had the relationship with her workers and was able to return "home" while she recovers."

*Not her real name

5. A new facility and a proven model of support

5.1 Overview

The Haven Project build homes, like Haven House South Dowling, for well-established youth homelessness charities such as The Salvation Army who in this instance will be the sub-leasee to the property and operator. A new youth accommodation facility is an opportunity for the Property Industry Foundation to support young people experiencing homelessness by better addressing their needs and to make a positive impact on the number of people needing long term support.

This is a unique opportunity to increase the amount of youth accommodation while at the same time support the implementation of a proven model of support for those experiencing homelessness. Haven House South Dowling along with this new model of support will see young people more efficiently and effectively supported to break the cycle of instability with their accommodation.

This project is a collaboration between the Property Industry Foundation and The Salvation Army, specifically its Inner City Youth Homelessness team.

The City of Sydney's Sustainable Sydney 2030 has set affordable housing targets to increase the amount of affordable housing in the city. The plan estimates that 4,000 to 8,000 affordable housing dwellings need to be provided in greater Sydney per annum to meet the needs of very low- and low-income groups. Demand for affordable housing far exceeds supply and young people are increasingly unable to access housing that is affordable.

The Salvation Army Youth Services proposes a mix of 10 affordable 1 and 2 bedroom transitional units. Longer term, we will deliver safe, appropriate and affordable accommodation alongside case management that is responsive to the changing needs of young people and that maximises opportunities for young people to sustain their tenancies.

- Provide safe medium-term transitional accommodation (12 to 36 months) a young person's homelessness is resolved
- Provide affordable housing to young people looking to undertake employment, education or training that provides a stable base from which young people can participate in society, achieve their education and employment goals and sustain positive health outcomes

- Provide tenancy management services, including establishing tenancy and related support arrangements, proactively manage arrears, debt and breaches of tenancy, manage repairs and maintenance of properties, negotiate the renewal of fixed term leases, and manage vacancies
- Work collaboratively with partners to maximise young people's opportunities to sustain independent tenancies and to plan appropriate transitions for young people into suitable long-term housing
- Deliver integrated services to support each young person achieve positive housing, education, employment and well-being goals
- Provide case management and support to mitigate the impact of the immediate crisis and plan for future stability
- Connect young people to other services, including employment, education and training
- Develop and maintain skills to improve young people's ability to increase their social and community support networks
- Work alongside young people towards transitioning into independence and affordable long-term housing.

Expected Outcomes

- Young people obtain and sustain safe, suitable, stable and affordable accommodation
- Improved opportunities to engage in education, training and employment resulting in increased self reliance
- Increase access to income
- Young people have improved wellbeing which includes improved coping skills, emotional intelligence, resilience, self-awareness, self-reliance and self-efficacy
- Young people have improved safety
- Increase engagement in meaningful activities
- Increased problem solving, decision making and self-discipline
- Young people have improved physical and mental health with healthy habits: exercise, nutrition, sleep hygiene
- Decrease substance abuse
- Improved financial management skills
- Improved economic situation
- Improved interpersonal skills
- Engagement in healthy relationships
- Improved participation and connection with community
- Improved daily living skills
- External services more accessible for young people.

Expected Impact

- Young people have stability and safety and avoid reoccurrence of crisis situations
- Reduced levels of homelessness with people exiting homelessness and fewer people becoming homeless
- Young people have improved skills, health and well-being which reduces emergency hospital admissions
- Young people have increased resilience and self-determination
- Increased education and employment participation
- Social cohesion increases with young people having a sense of social inclusion through being a valued member of society who contributes socially or economically.

Target Group – Transitional Accommodation

- Aged 16-24 years
- Located within the City of Sydney LGA
- Homeless or at risk of homelessness
- Targeted support for Aboriginal and Torres Strait Islander young people
- Does not require more urgent assistance i.e. hospital, police and/or crisis mental health
- Prevention and early intervention and rapid rehousing are inappropriate.

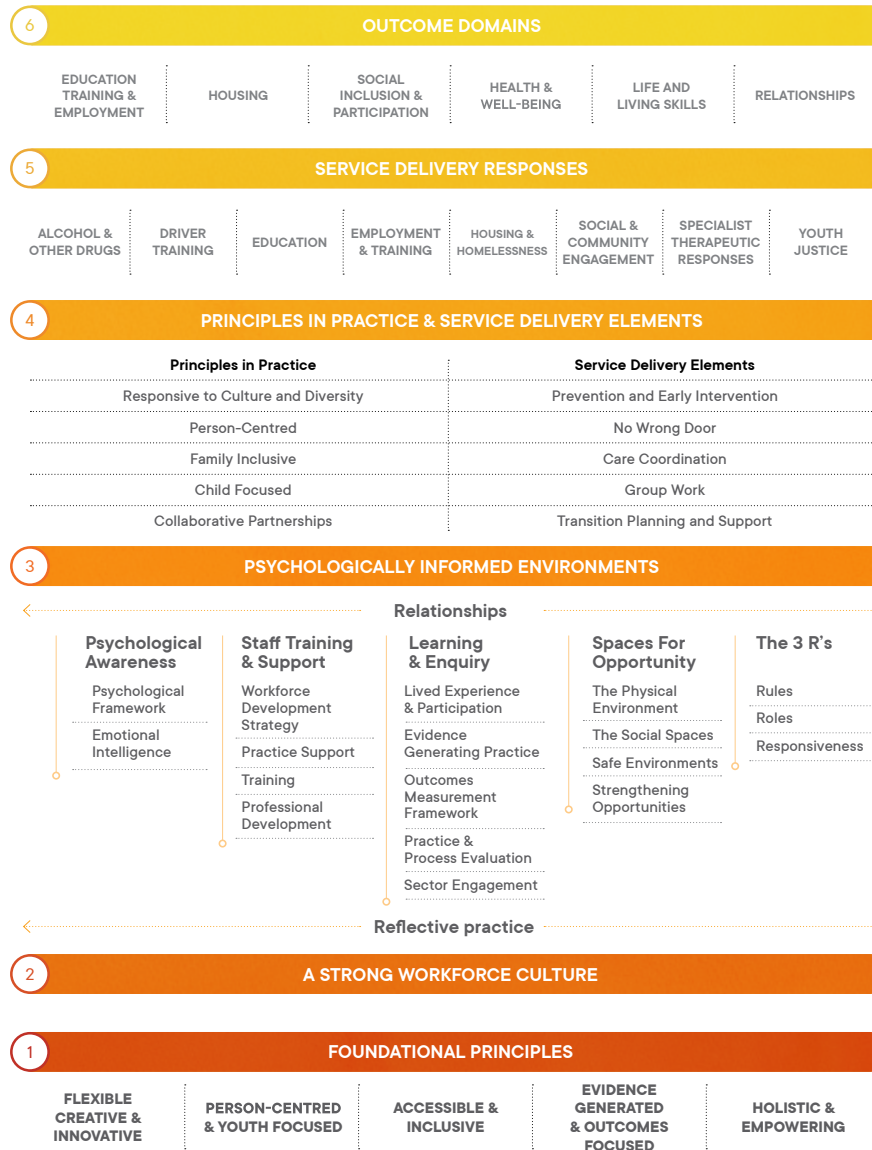
Affordable Housing

- Located within the City of Sydney LGA
- Incomes are defined as low to moderate. Income range from \$28,000 pa to \$50,000 pa.
- Aged 16 – 24 years
- Are engaged in sustainable employment, education or training
- Targeted support to young people who are at risk of homelessness (up to 36 months)
- Targeted support to young people with experiences of out of home care (OOHC)
- Targeted support to Aboriginal and Torres Strait Islander young people.

Haven House South Dowling will deliver the above counselling and support services both on and offsite. The space will enable the implementation of peer support programs amongst residents while increasing access to local health providers, indigenous services, allied health professions to name a few.



Journey to Independence

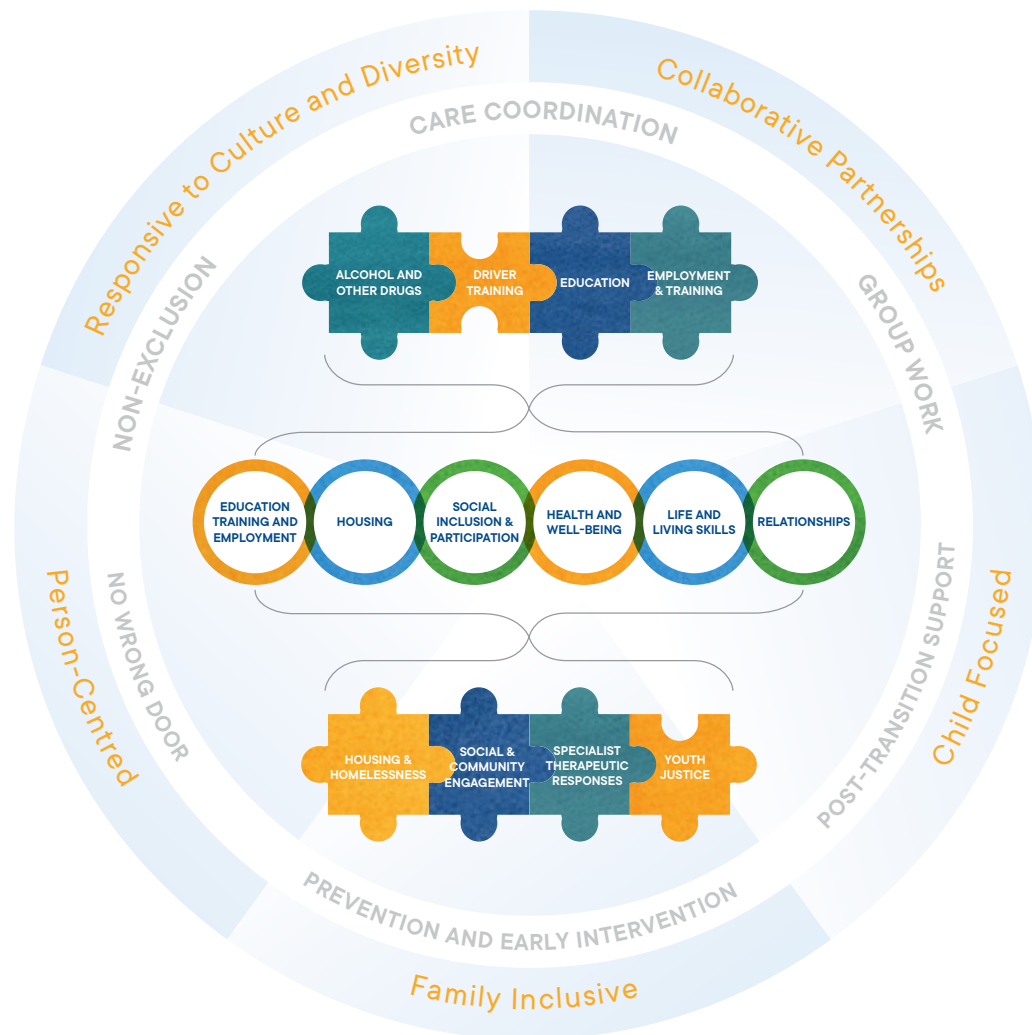


Improved Client Care

The Salvation Army has a unique opportunity to partner with the Property Industry Foundation and extend its support services to more young people through its model of client care. This will result in benefits to the broader inner city youth homelessness system, and current street to house initiatives which are seeing more people than ever before housed directly from street-to-home and thus bypassing emergency accommodation altogether.

The Property Industry Foundation supports increasing the stock of youth accommodation and would prefer everyone to be housed street to home but understand there will always be a need for quality emergency accommodation as young people move towards independent living; like a Haven House South Dowling offers. The new facility will further support the Foundation's collaboration with the NGO sector to provide real solutions to this complex issue.

When built, Haven House South Dowling will not only provide accommodation, but areas will also be provided to support various youth focused programs and services that are provided by The Salvation Army. The common areas per floor will support community and safety making it easier for some client who may struggle with previous trauma and poor mental health.



The Journey to Independence model of care is driven six factors:

1. Foundational Principles which focus on flexible, creative and innovative delivery of programs and services
2. A strong workforce culture
3. Psychologically informed environments which promote emotional intelligence, safe spaces and building relationships
4. Principles in practice which sees The Salvation Army live its values
5. Service Delivery responses that work across homelessness, youth homelessness, addictions and family and domestic violence
6. Outcomes which focused on changing lives one at a time which aligns well with the Property Industry Foundation mission.

Providing a platform for success and balance in all life domains, our integrated pathways support young people's physical, emotional, social, spiritual and psychological development.



Partnerships are critical to enhancing outcomes for young people. The Salvation Army and Property Industry Foundation have signed an (MOU) because each organisation accepts that a meaningful partnership is fundamental to delivering services to young people; this is a partnership that fosters local (Surry Hills) decision making and promotes collaboration between the Salvos Mission Expressions co-located in the inner-city, including Oasis Youth. Examples relevant to Haven House will include, but not be limited to:

- Sustainable local relationships with Aboriginal and Torres Strait Islander communities to support clients who identify as First Nations
- Actively engage the expertise of local cultural organisations and individuals to enhance our understanding of the unique issues facing communities.
- Formal and informal partnerships with a variety of community and multicultural organisations to facilitate pathways for young people to engage with multicultural services and multicultural professionals, relevant to the young person's needs. We draw on the skills and experiences of our LGBTIQ+ partners to ensure we provide holistic support to LGBTIQ+ young people. Targeted partnerships with disability services, promoting ease of access for young people to get the support they need.

Haven House South Dowling will provide physical and social spaces, as well as referral pathways between Salvo services and others, to offer respect, empowerment and connection to young people. Both organisations recognise that the psychosocial and emotional needs of autonomy, belonging, connection and self-expression can be met through physical spaces at Haven House South Dowling and ownership of these. This reflection is an important component of the design of the building to increase the overall emotional health and well-being of those within, both Salvos' staff and young people. These spaces lay an important foundation for meaningful engagement between staff, service, facilities and clients.

The physical environment at Haven house is critical to promoting psychological safety, empowerment and connection. The physical building and its internal appearance have the capacity to either positively or negatively impact onto the environment and the people within it. When physical environments are stressful, chaotic, dirty or uncared for, it can influence mood, impact behaviour and motivation and discourage interactions.

To be truly psychologically informed, Haven House South Dowling will be designed to achieve the goal of creating spaces that promote safety, choice, well-being and healing. In developing the physical environment that supports improved client care, the Property Industry Foundation focused on:

- ✓ designing the physical and social spaces incorporating colour, light and quality furnishings that are designed to promote comfort and ownership.
- ✓ design the physical environment to contain accommodation that are available for both shared experiences and private conversations.
- ✓ design our physical environments to be accessible for young people living with a disability.
- ✓ regularly maintain our environments by keeping them clean of clutter and repairing broken or damaged fittings or furnishings as soon as possible.
- ✓ design youth friendly spaces that incorporate young people's artwork and items of interest.
- ✓ design spaces that promote recovery including natural light and elements of nature.
- ✓ in common spaces, provide gender neutral and accessible bathrooms.

Haven House South Dowling will use social spaces to promote the forming and development of relationships, sense of belonging and connection to community. When working with young people, their families and community, Salvos staff consider how the use of the environment positively promotes connection and engagement and focuses on social spaces that:

- ✓ enable a sense of belonging, a space for young people to learn, to discover who they are and their place in the world
- ✓ promote pro-social engagement with peers, staff and community
- ✓ enable shared activities and informal connection with staff
- ✓ promote young people's interests and build upon their strengths
- ✓ foster self-esteem and enhance skill development
- ✓ facilitate cultural connections that promote relationships, social interactions and learning.

There is a desperate need to increase housing stock for young people experiencing homelessness in Sydney. The new accommodation includes apartments which will restore hope and dignity of a client by moving from uncertainty to independent living with a sense of ownership by the client.

Haven House South Dowling will be a welcome addition to young people of inner Sydney experiencing homelessness and the NGO's working with them. It will increase the amount of space dedicated to not only accommodation of young people but client care that will help them maintain independent living forever breaking the cycle of homelessness.

“
The property and construction industries are uniquely placed to help make a practical impact on youth homelessness.”

Alison Mirams
Chief Executive Officer, Roberts Co

5.2 Features of Haven House South Dowling

A new building will be built over four-storeys and integrate accommodation, counselling and support services on site. Planning for the new facility has been undertaken with the local community with the intention of making an architecturally significant contribution to the area.

Some of Sydney's leading designers in urban design and accommodation, including Essence and Fitzpatrick Partners has been engaged to project manage and design the building respectively. It will be an eco-friendly building within the guiding design principals of low energy, maximising solar, bypassing gas usage and sustainable building materials which are sensitive to both occupants and immediate surroundings in Surry Hills.

The guiding principles for design of Haven House South Dowling are:

- To restore hope and dignity to clients by providing 19 beds across 10 apartments
- Warm and welcoming
- Spaces which allow The Salvation Army's model of client care to be implemented
- Engagement with the local Surry Hills community
- Design excellence.

A new accommodation facility will provide a range of purpose built facilities for Salvos' clients, including single and double bedroom accommodation spaces as a 'home', ability for counselling spaces, recreational facilities, and dedicated space for program and service partners as well as The Salvation Army staff. The current design allows scope for the addition of other specialist services as required.

Redevelopment of the building will provide:

- 9 (two bedroom apartments) accommodation
- 1 (one bedroom apartment) accommodation
- Community space for clients who live at Haven House South Dowling
- Two counselling areas
- One central common area on ground level
- Kitchenette space level one
- Professional Development and Training space for The Salvation Army
- Outdoor area for counselling, peer support activities and recreational opportunities
- Dedicated space for other NGO support service providers.

Haven House South Dowling is designed to facilitate access for all client residents, support staff including those clients with disabilities and mobility restrictions and potentially children.

Access and egress will comply with relevant Australian Standards and codes including but not limited to: Standards Australia Standard AS/NZS1428: Design for access and mobility, and the Disability Discrimination Act 1992.



5.3 Design principles

The accommodation facilities have been designed in line with best practice to support young people experiencing homelessness. As well as those health and social services teams which support them. The underpinning design principles include:

- Promotion of a new model of care provided by The Salvation Army and other local non-governmental, and governmental partners
- Achieving more sustained and effective client engagement and support
- Accommodation which builds community with amenities which are easy to use
- Maximise room utilisation, functionality and flexibility.



Common Spaces

Are designed to be flexible in function to adapt to changing needs over time and common spaces used to promote a sense of community. In one common space a recessed operatable slide window will maintain privacy but permit natural ventilation to the common entry hall. They are also designed to be welcoming and invite building residents and The Salvation Army team which support them to enter the space. Location of common facilities are designed for logical and efficient use.



Double Accommodation Spaces

Are designed to mirror 'home-like' or shared environments, with dedicated bedrooms apartment space for occupants which re-enforce client dignity providing a sense of independent and owned space. These spaces are largely designed for a double occupant same sex use. The communal kitchen is a dedicated space designed to HACCP standards.



Safety and Security

The building will have stainless steel mesh to balcony fronts to maintain a sense of security for the occupants. Balcony front edge incorporates a seat/planter for low angle visual privacy. Steel clad bedroom bay windows oriented to maximise outlook and privacy with also see controlled access to the building will reinforce privacy for residents.



Environmentally Sustainable Design

The redeveloped facility is designed to limit its impact on the environment and to meet the requirements of the modified Development Approval conditions. Natural lighting, solar and ventilation is maximised throughout the building to contribute to a sense of welcome and wellbeing.





5.2 The Surry Hills location

The Salvation Army has been operating in Sydney's inner-city for over 100 years. There are currently four Mission Expressions in close proximity to Haven House South Dowling. These facilities are focused on supporting people with addictions, homelessness, including youth homelessness, and family and domestic violence.

Within each facility are programs and services that address the needs of clients. Through the Salvos, residents of Haven House South Dowling will have access to numerous support programs and services, in particular Oasis Youth and Oasis College – both of which focus on supporting young people experiencing homelessness or crisis. Other NGOs in the suburb include Wesley Mission, St Vincent De Paul and Mission Australia.

Surry Hills is urban and eclectic, cultivating a lively community. It is characterised by a blend of old and new architecture, access to public spaces and community support organisations making this neighbourhood a prime location for Haven House South Dowling. The inner city location is critical to The Salvation Army. The value of the land on which Haven House South Dowling stands goes beyond the monetary value or capital value of the new building. It's the opportunity to provide a place to the most vulnerable young people in our city to gain independence and reconnect to our community.

6. Benefits of a new facility

The establishment of Haven House South Dowling represents an opportunity to help young people experiencing homelessness. With over 44,000 young people without accommodation on any given night, Haven House South Dowling is a project that will increase beds for young people, address an immediate social ill, and do so in an area in which The Salvation Army has been operating for over a century.



Benefits to young people in crisis or experiencing homelessness

The newly established building will house those in need and enable them to be supported by The Salvation Army's proven model of care (Journey to Independence). From Haven House South Dowling, The Salvation Army will be in a position to:

- Support an additional 19 young people experiencing homelessness every year; restoring hope and dignity, building community connection and enhancing independence
- Address the needs of young people experiencing homelessness, including mental ill health, trauma and physical health problems
- Enhance the capacity of residents to "care for others" who have similar lived experiences with homelessness in a supportive and safe environment
- Support the homelessness services workforce to remain in the sector by offering facilities which are purpose built to help them with the challenges they face when confronted with those in crisis or experiencing homelessness.



Benefits to the local community (Surry Hills)

Haven House South Dowling will open up opportunities in Surry Hills for employment and volunteering and new business development. This will occur as a result of the Property Industry Foundation investment in constructing the new facility and committing long-term, to the local area. There will be several local benefits to the business and broader community both during construction of the new facility and post completion.

These benefits will include:

- Up to 190 people employed at the height of construction
- Discretionary spending on local businesses during construction
- Opportunities for volunteers from the local community
- Increased local spending by visitors, staff and volunteers visiting residents.



Benefits to Sydney

There are only a handful of organisations which specialise in supporting young people experiencing homelessness in the inner city. As a standalone facility, Haven House South Dowling will be unique. It will be a place for those young people who are, in most instances, well advanced on their Journey to Independence.

The opportunity to establish this building in Surry Hills, accompanied by the ability to implement a proven model of client care is of great significance to addressing youth homelessness within the city of Sydney.

The city will gain from a purpose built and dedicated facility that addresses youth homelessness and supports the social services sector to help people experiencing homelessness. The Salvation Army's model of care at Haven House South Dowling will attract interest from other social service providers, hospitals and mental health providers and encourage sector interaction. This will advance the intellectual capital of the Salvos team and allow for the further development of potential new initiatives targeted at young people in need. More broadly, investment in homelessness support services will deliver savings in avoided costs to NSW Government in health, justice and employment.

The building will be an asset for Sydney. Strong links with community organisations are already in place at the Property Industry Foundation. Haven House South Dowling will build these community partnerships further and enable greater collaboration between Salvos Mission Expressions in the local community.

By increasing housing stock supported by a youth specific model of care, Sydney will benefit from increased bed count and improved client care. The Salvation Army is an expert in understanding youth homelessness and has, over 100 years, demonstrated expertise and commitment to supporting young people in need.

7. Generating returns

Reflecting on the benefits outlined in Section 6, investment in the Property Industry Foundation's Haven House South Dowling this \$7.5 million project offers economic, financial and social returns to government and the community over time. We know that early intervention can change a young persons life trajectory; breaking the cycle of homelessness and reducing costs on the health care, social service and criminal justice systems.

For young people experiencing homelessness, intervention and support can mean the difference between living an independent, productive life and making a positive contribution to community, and being trapped and dependent on care and support with a heavy reliance on government resources.

In addition to avoided costs in health (e.g., reduced presentations at hospitals, less ambulance and call outs to clients in crisis, reduced mental health admissions) social services and criminal justice (e.g. reduced domestic violence crime), interventions in youth homelessness offer significant cost savings to government.

Well-designed intervention programs such as those offered to young people could save Commonwealth and State systems \$8,505 per year and women escaping domestic violence could achieve \$9,295 in savings per client (footnote 11 and 12 foundations for Change Homelessness Paper NSW Gov't). More broadly, getting people off the streets was calculated to have the following economic benefits per person:

Type of cost savings per year, per bed

Health cost	\$8,429
Reduced crime	\$6,182
Individual costs	\$6,500
Improved human capital	\$4,236
Other	\$268
Total	\$25,615

Source: SGS Economics and Planning

Returns from a new youth homelessness facility

A new facility will enable The Salvation Army to offer additional accommodation, support and opportunities for young people in crisis and experiencing homelessness through:

1. **Increased Housing Stock:** An increase in capacity with 19 new beds within a new building will support The Salvation Army's mission to reduce the number of people experiencing homelessness. This will enable better communication of bed availability within the Salvos Youth Services network in the inner-city and minimise, if not eliminate, time apartments or single beds are vacant, and likely ensure a 95% occupancy rate.
2. **Improved Client Evaluation and Care:** Providing an environment that is suitable to implement the Journey to Independence will result in greater integration of care.

8. Supporting NSW Government policy and priorities

The Property Industry Foundation's Haven House South Dowling, delivered in partnership with The Salvation Army aligns with and supports many policies and priorities of both the NSW government and City of Sydney. Once complete the project will particularly support:

- Youth Homelessness
- Health and Mental Health (including Disabilities)
- Aboriginal Affairs, and
- Justice.



8.1 Alignment with Youth Homelessness Policy

The Salvos Journey to Independence strongly supports youth homelessness priorities in the areas of effective supports and responses, Housing First approach, person-centred approach. A new Haven House South Dowling will support:

1. Increased focus on addressing early intervention (to keep those vulnerable to crisis and experiencing youth homelessness out of crisis)
2. Improving access to youth homelessness services through investment in and application of an evidence-based model of care
3. Working in partnership to collaboratively address client needs and delivery of an integrated care service
4. Supporting the youth homelessness workforce.



“

We recognise that the system – government, and the private and community sectors – must collaborate more effectively to ensure people in need receive personalised, holistic and responsive services.”

NSW Homelessness Strategy: 2018–2023



1 Increased focus on addressing crisis and early intervention

The Salvation Army has extensive experience working with young people experiencing homelessness. Homelessness is a complex problem and so the Salvation Army delivers a range of programs and services including but not limited to drug and alcohol addiction, trauma, domestic violence, financial counselling, health and mental health support, and counselling – with outcomes directed at immediate relief of crisis through to independent living. The Salvos also deliver programs in areas such as life skills, job readiness, employment services to pastoral care. These services are person-centred to address individual need and may involve keeping clients able to manage condition such as poor mental health, which ultimately prevents greater independent living leaving them at risk of homelessness.

Dealing with anxiety or trauma absolutely reduces the risk of homelessness as well as possible presentations to hospital or mental health facility. Haven House South Dowling will enable The Salvation Army to implement its Journey to Independence model of care which will more comprehensively address client needs (such as job skills training or financial counselling) leading to better outcomes which are sustainable over the long term.

2 Improving access to youth homelessness services through investment in and application of a successful, evidence based model of care

The Salvos' model of care improves access to a comprehensive suite of programs and services for young people in crisis and experiencing homelessness. It is well documented that young people experiencing or at risk of homelessness experience poorer life outcomes than the general population and the Salvos are committed to breaking the cycle of youth homelessness. The addition of housing stock when combined with this model of care is a significant moment in addressing homelessness of those in inner-city Sydney.

The new Haven House South Dowling facility will provide an environment that will allow people to access sustained support in a safe and stable environment, reduce competition for crisis services (i.e. time/attention/notice/follow-through of staff), in a building that promotes independent living. This sustained concentration of effort is needed to permanently reduce their risk of future homelessness.

The Salvos' have developed a staffing structure that will streamline care and support in a largely independent living facility while delivering on a detailed care plan per resident. The structure provides staffing capabilities that will deliver targeted flexible support both on and off site that complements care plans.

3 Working in partnership to collaboratively address client needs and delivery of an integrated care service

Like NSW Government, both the Property Industry Foundation and The Salvation Army agree no one agency is responsible for delivering responses to young people escaping homelessness and there is a need to promote integrated responses in policy and service delivery context (Footnote 84: NSW Homelessness Strategy). Our service delivery partners are committed to working in partnership to fill the gaps and meet the needs of young people in crisis and experiencing homelessness. Current street to home initiatives is seeing more people than ever before housed directly from street-to-home and thus bypassing emergency accommodation altogether.

The Property Industry Foundation supports this approach and would prefer every young person to be housed street to home but understands that there will always be an ongoing need for quality emergency accommodation. The Salvos work with local health providers, including mental health organisations, the private sector, and others to contribute to both the City of Sydney and NSW Government service planning and delivery regarding youth homelessness.

The Salvation Army is committed to working with the homelessness sector in a collaborative manner to find real solutions to this complex issue, which is why they are a signatory to the 'Act to End Street Sleeping' and have always been an active participant in Inner City homelessness coalitions and collaborations.

4 Supporting Youth Homelessness Service Providers and their workforces

The Property Industry Foundation has a broad network of existing relationships with local non-profit organisations, like The Salvation Army. In conjunction with specific providers, the Foundation establishes links with these local community based organisations to provide facilities which not only expand their services but support their staff in service delivery.

Many professionals working in the sector may feel facilities are not ideal when dealing with a difficult client base with complex needs. The Property Industry Foundation builds purpose built homes which we believe provide a non-institutional setting that enables this workforce to achieve more. Haven House South Dowling will have a range of Salvos Mission Expressions and other external organisations and workforce onsite to provide resident's support. These include but are not limited to:

- Oasis Sydney (education, training, job skills)
- AOD support from William Booth House
- Legal Aid Service
- LHD Clinic Surry Hills (flu shots, health, mental health)
- Samaritan House (Family & Domestic Violence programs/services)
- Centrelink connection
- Financial Counselling and Employment Services.

8.2 Health and Mental Health

We know a range of health issues impact on everyone, including young people. For example, access to housing directly impacts health and health outcomes. These factors, known as, the social determinates of health, are influential throughout a person's life. We also know there is a strong relationship between homelessness and mental illness.

Research suggests, more than 20% of all specialists' homeless service clients in Australia are experiencing a current mental health issue. This problem is particularly felt by young people, with up to 75% of homeless youth in Australia having some experience of mental illness. Haven House South Dowling will enable a model of care to be implemented allowing our program partner to provide solutions to these issues within the model's framework – helping residents experiencing mental illness to live independently and sustainably in the building.

8.3 Justice

Young people experiencing homelessness often have a range of legal issues that, left unaddressed, can prolong homelessness or increase the risk of repeated homelessness. The types of legal issues faced vary within the homeless population, as well as for individuals as they move through homelessness (legal issues facing homeless people, Chapter 4, NSW Homelessness Paper).

As young people become homeless common legal issues are family law and domestic violence, together with debt and housing stability related legal issues. Housing issues include eviction and debt arising from rent arrears and damage to property. Discrimination in housing and employment are also problems for young people, particularly First Nations and transgender people.

On a day to day basis, young people who are homeless have many immediate needs: finding accommodation, getting food or money, caring for family. These needs tend to take precedence over their legal issues. In addition, legal issues can remain unaddressed because young people have limited resources, feelings of despair or hopelessness, mental health or addiction issues, poor literacy or minimal education and a fear of disclosing this, a lack of knowledge of legal options, and a feeling that the law would never work in their interests.

Service providers such as The Salvation Army and others in the sector often report that when a young person does finally contact a legal service (if at all), the issue has usually already reached crisis point: the eviction is imminent; their benefits have been cut off; the court case is tomorrow. In some cases, it may be too late to resolve the issue

(e.g. the limitation period may have expired) or the issue has become more complex and difficult to address.

Legal assistance includes the provision of plain language legal information, legal advice, initial legal assistance by a lawyer, and legal representation. The primary legal assistance services for disadvantaged people in NSW, including homeless young people, are the Legal Aid Commission of NSW (Legal Aid NSW), community legal centres and Aboriginal and Torres Strait Islander Legal Services. In addition to these general legal services are several specialist legal services and clinics for homeless young people, all of which are pro-bono or volunteer services. For our program partner, this includes the Salvos Shopfront Youth Legal Centre. To adequately support homeless clients with legal problems, non-legal service providers and caseworkers need access to timely legal information, legal advice and relevant legal 'education'.

The aim is not to equip caseworkers to 'advise' clients, but to support clients into and through legal processes. Workers also stressed the significant benefits of interagency collaboration for legal service providers, non-legal service providers and, most importantly, their homeless clients. Homelessness is often indicative of complex legal and other needs. Things have gone astray; safety nets have failed. People have lost their accommodation or are caught in marginal accommodation; they commonly have debts, are dealing with family law issues, been victims of crime, accumulated fines and/or are facing criminal charges. When young people experiencing homelessness are preoccupied coping with immediate issues, such as getting accommodation, little time is left for legal concerns.



9. Property Industry Foundation proposition

9.1 The Foundation is uniquely placed to deliver this project

The Property Industry Foundation is uniquely placed to manage a long-term lease (50 years), build and partner to deliver the services and full scope of benefits afforded by the establishment of Haven House South Dowling.

With a unique construction funding model and community partners, such as The Salvation Army for this project, the Property Industry Foundation is able to enlist a broad suit of programs and services to address a range of complex health and welfare needs.

This will harness the breadth of experience amongst the Salvos team, including youth homelessness services team, to make continuous improvements to the model of care, and develop even more tailored responses involving other community partners as needed.

By enlisting The Salvation Army as a partner, the Foundation is able to access expertise across youth accommodation, health, including mental health services, crisis support and allied health and welfare services all by one organisation. Haven House South Dowling will provide services which are truly integrated with the Salvation Army's larger suite of programs and services.

The Salvation Army has well developed relationships with a range of other health and welfare services that will allow seamless support for young people residing in Haven House.

Referrals to Haven House will be made by a range of internal and external services as well as government and non government agencies. This referral pathway and expansive network enables the Salvos to offer long term care for those suitable to living at Haven House South Dowling.

9.2 Property Industry Foundation is Low Risk

The Foundation is a charity which has demonstrated solid corporate governance, established a strong and sustainable presence with the property and construction industry, with over 140 partnerships and strong financial stewardship over a quarter century. To achieve the organisation's goals in the years ahead, the Foundation is investing in the expansion of its Haven House Project including the establishment of a facility at South Dowling.

These investments support the Foundation's principal activities while maintaining a strong liquid fiscal position entering into a large capital works program. The Board has taken this and other prudent financial and governance measures to mitigate risk to the organisation's capital base, thus ensuring the Foundation remains in a strong financial position over the years ahead.



9.3 Property Industry Foundation – Corporate Partnership Case Study

National Projects (NPM) have come on board as a Property Industry Foundation's national partner. CEO Daniel Afonso says the Foundation's work to house and support homeless youth struck a chord with his organisation. "NPM creates places for people, and we believe all people have the right to feel safe, secure and a sense of belonging, whether that's at work or where they live. This is particularly important for those that need a place from which to build a positive future."

A majority-owned indigenous company, NPM Indigenous are committed to providing meaningful employment and economic opportunities to local Indigenous communities, to build skills and economic opportunities for future generations of Indigenous people.

Explains Daniel: "NPM Indigenous was born from a desire to help build communities and to give a bright future to young First Nations peoples through becoming skilled in the construction industry."

Meeting local Indigenous communities in Northern Australia further instilled the importance of a safe, secure home. "I first began to understand the importance of having a safe place to call 'home' after visiting Aboriginal communities during fishing trips up North," says Daniel. "Helping others is something I've always felt strongly about, and I feel very fortunate to be able to help make that happen with the amazing teams I work with at NPM, NPM Indigenous and Creo." NPM is ready to get to work in building homes for homeless youth.

"The NPM community is passionate about helping to provide safe and secure places for those who are homeless and rebuilding their lives, and we have the knowledge, skill, enthusiasm, and energy to make a real difference through the respected and experienced Property Industry Foundation. We are open and keen to explore all opportunities where our people can make a real difference."



“
Work to leave this world
in a better place than
how you found it.”

Daniel Afonso, CEO, NPM

9.4 Supporting a client centred evidence based approach to youth homelessness

The Property Industry Foundation is committed to working with community partners who focus on a client centred, evidence-based approach. Haven House South Dowling is delivered in partnership with The Salvation Army who are delivering best practice youth programs and services, including accommodation. Salvos staff capture client information about what they're delivering, who they are delivering it to, and the impact of their service. It allows the Salvos to produce baseline data and analysis of how they're making a difference in young people's lives.

The role of program evaluation is critical in the years ahead and Haven House South Dowling will bring together Salvos' youth services professionals, partner providers and others to assist with evidence to improve service delivery as well as influence youth homelessness policy development. The Salvation Army has embedded research and evaluation in its practices and will continue to build this function to ensure evidence-based delivery of its model of service, including reporting back to the Property Industry Foundation.



10. Appendices

Appendix 1

Facilities: Youth Homelessness Services Zone – Ground Floor

A new facility will have purpose built spaces to meet the varying needs of the residents while supporting the work of the Salvos youth services team and other allied health and social services professionals. For example, two ground floor multi-disciplinary counselling rooms will be used to deliver various wrap around service to residents including those clients who present in crisis. This could result in several members of the Salvos team being in the room as well as the client. The chart below outlines the room type, capacity and possible service/program activities:



Haven House Room/Area	Room/Area Capacity	Possible Activities
Large Multi-discipline Room	Multiple service delivery possible: all residents (19), plus 6 Salvos team members	Group counselling, Peer to Peer Support, Crisis intervention or management
Small Multi-discipline Room	Multiple service delivery possible: 2 residents or 1:1/1:2 Salvos team members	Single counselling, Peer to Peer Support, Crisis intervention or management
Communal Kitchen/Dining Space	All residents (19) + Salvos team members, NGO or Community Partners: Maximum people 45	Group based-residential activity, e.g. life skills, peer and community connection programs
Engagement Space	6 residents + Salvos team member, NGO, or Community Partners	Skill specific residential activity, e.g. job readiness skills training
Common Outdoor Area	8–10 residents + Salvos team member or NGO Partner or volunteer	Mental/Physical Health activities recreation Programs – involves on/off-site activities
Haven House Grounds (Surrounding Green Spaces)	All residents (19)	Community building (e.g. residents contribute to maintaining shared landscaped surrounds)

Possible counselling spaces will be concentrated on the ground floor to maximise the flexible use of space and accommodation above. This zone will be located close to the common areas for kitchen/dinning so that residents, Salvos staff and other NGO service partners can move seamlessly between the two ground floor areas. Limited space exists for landscaping and structured outdoor areas; however, it is possible for residents to share maintenance of green spaces as an aspect of building community. In addition to the individual counselling spaces, the kitchen and skills zone this area will include:

- A "lobby" to act as a central point of meeting for residents and community contact
- A common area on level 2
- Space for client handover between Salvos team and subject to use, areas to write up about clients which is separate to the counselling rooms
- Potential for individual or shared storage.

Accommodation Zone – Levels 1, 2 & 3

The current design of Haven House South Dowling provides for the maximum number of beds (19) that are able to be located on the site and in line with independent living. It provides separate bedrooms per resident, but the bed is part of a double occupancy apartment, with the exception of one single bedroom apartment within the facility. In the model of independent living all apartments feature individual kitchen, living and bathrooms. The design maximises bed count without compromising the model of care's desired long term outcomes.

The redevelopment of the facility will see residential spaces designed to maximise positive outcomes for clients, this will include but not be limited to:

1. There will be an ability to provide safe space for gender transitioning clients
2. Ability to adjust the gender mix of residents
3. Reduce likelihood of challenging interactions between residents
4. Provision of onsite staff to implement the model of care to each resident in purpose built facilities – better supporting the achievement of a client's independent living goals.

Configuring the accommodation in the facility to provide greater independence and safer privacy living spaces will also enable the model of service delivery to be fully implemented in purpose built facilities. This promotes long term outcomes by enabling the Salvos to:

1. Provide residents with housing stability
2. Create a care plan that addresses both long-term goals and any potential crisis issues
3. Provide the greatest opportunity for residents to reach fully independent living
4. Provide safe accommodation for a person (and possibly child) in crisis of homelessness due to domestic violence.

Additional Resident Support Services

Haven House South Dowling supports greater inter-service cooperation (within the Salvos) and between the Salvos and other external community agencies. Through this, residents will have access to partnerships which will assist them in achieving individual goals, identified as:

- Education, Life Skills
- Employment Training/ Job Readiness
- Financial Counselling
- Mental Health and Wellbeing Programs
- The Salvation Army Pastoral care program.

Similarly, various external local services can visit, have an on-site presence, such as:

- Local Area Health Services
- First Nations Support Services
- Housing support
- Oasis Outreach Services
- Centrelink outreach
- The Salvation Army Employment services.

Case Management Support

The Salvation Army's Journey to Independence model of care, including its approach to individual case management is informed by best practice research, client design, culturally intelligent design and other factors.

The construction of a new purpose built facility addressing youth homelessness will remove physical considerations of space which often prevent the Salvos staff at other facilities from fully delivering their model of care. The client centred approach to care planning means that the whole organisation potentially supports and brings their specialities such as: psychology, occupational therapy, Aboriginal expertise, NDIS specialist, Alcohol and other Drugs, mental health, employment, housing as well as domestic violence and of course youth services, to design, implement and manage a client's individual care.



Appendix 2

Investing in homelessness

The causes of youth homelessness are complex. There is no single pathway to homelessness, however, research clearly shows that trauma, violence, mental health issues experienced in childhood often lead to young people experiencing homelessness. There's also research to suggest those experiencing homelessness are at greater risk of suicide.



Credit: The Salvation Army

Stable Housing

The Property Industry Foundation know that a safe and secure house in which to live is a critical first step to addressing the complex issues faced by young people in crisis or experiencing homelessness. Study after study both internationally and in Australia demonstrate improved health and economic outcomes for those when stable housing is combined with wrap-around programs and services which then support a young person in crisis or experiencing homeless.

Young people housed in medium term accommodation (up to 36 months) initially and then offered tailored support to help them maintain their ability to live independently, address their issues, is a good way to prevent them from returning to homelessness. The evidence for this approach continues to grow. In Australia, 50 Lives 50 Homes in Perth and 500 Lives and 500 Homes in Brisbane are centred around the notion of housing first approach to addressing homelessness.

Targeted Intervention and Support

Targeted intervention over an intensive period of time can break the cycle of youth homelessness, improve the likelihood of sustaining an independent living situation and maintaining meaningful employment. For these vulnerable young people, targeted intervention programs and access to additional support services can mean the difference between restoring hope and dignity to being dependent on care and support from charities such as the Salvos plus a reliance on government resources.

Investment in support for those experiencing homelessness offers benefits in both avoided costs (healthcare, criminal justice) and increased human capital (improved mental health, employment opportunities, tax revenue). Well-designed programs and services, such as those offered by the Salvos have been found to generate a return to society (NOTE 3: cite PWC report 4600 on impact of homelessness). The return on investment is likely to be even greater for young people, for whom the potential benefits of early intervention – and the ongoing costs of not doing so – are even more significant and have the added benefit of narrowing inequalities in access and outcomes.

Addressing major causes of youth homelessness

Domestic and family violence continues to be a major cause of homelessness, including youth homelessness. Escaping violence is one of the most common reasons (32% AIHS & ABS, 2018) provided by people who seek help from specialist homelessness services like the Salvos. Investment in reducing all violence in our community, would likely yield a reduction in those young people escaping violence and at risk of experiencing homelessness.

Whilst there are many forms of violent behaviour perpetrated against women, domestic violence and sexual assault are the most pervasive forms of violence experienced by women in Australia and require an immediate and focused response. A past study commissioned by the Commonwealth shows the enormous economic cost of violence. Domestic violence and sexual assault perpetrated against women was estimated to cost the nation \$15.6 billion in 2021 alone.

The emotional and personal costs of violence against women cannot be measured: the effects reach all levels of society including those experiencing homelessness. The link between youth homelessness and mental illness is well established. The experience of homelessness can have a devastating impact on young people: emotionally, mentally and physically. Homelessness services provide support to large numbers of people on a daily basis who present to them in crisis, often experiencing high levels of psychological distress and often exhibiting symptoms of conditions that would meet the criteria for a psychiatric illness.

The Property Industry Foundation knows this because our program partners report dealing with large numbers of clients who are experiencing high levels of psychological distress and/or who are exhibiting symptoms of mental illness but who for various reasons cannot secure access to mental health services. We also know this because academic research consistently finds that high numbers of young people who experience homelessness also experience symptoms of mental illness.

Appendix 3

Relevant NSW Government Plans and Priorities

FACS Strategic Plan – 2017–2021

- NSW Homelessness Strategy 2018–2023
 - + Focus Goal 1
 - Prevention and early intervention
 - + Focus Goal 2
 - Effective supports and responses
 - + Focus Goal 3
 - An Integrated, person-centred service system

Foundations for change – Homelessness in NSW

NSW Domestic and Family Violence Blueprint for Reform 2016–2021

NSW 2021 Plan

- Goal Number 11
 - Keep people healthy and out of hospital
- Goal Number 13
 - Better protect the most vulnerable members of our community and break the cycle of disadvantage
- Goal Number 16
 - Prevent and reduce the level of crime
- Goal Number 24
 - Make it easier for people to be involved in their communities



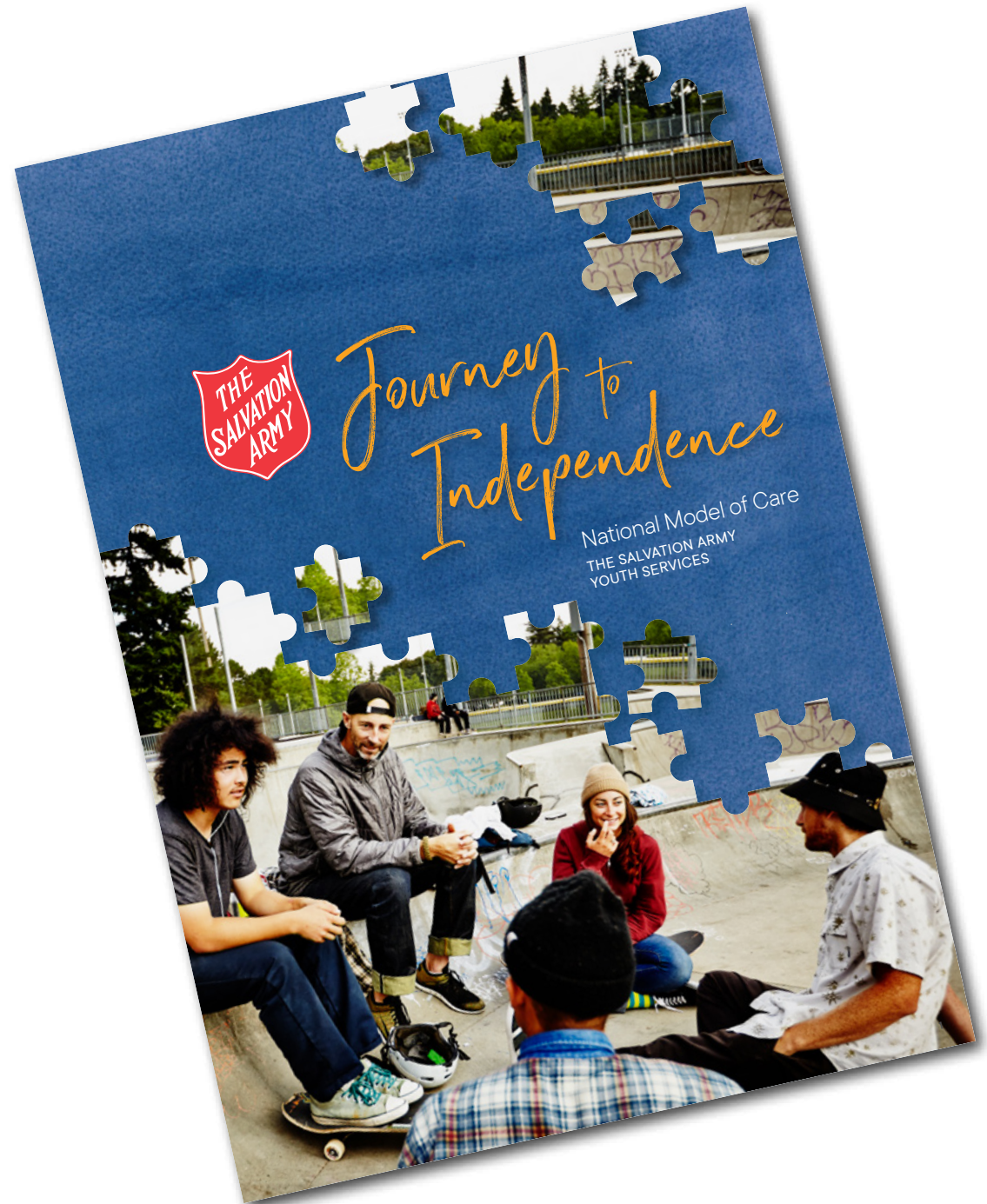
Appendix 4

Journey to Independence Model of Care

Improved Client Care

The Salvation Army has a unique opportunity to partner with the Property Industry Foundation and extend its support services to more young people through its model of client care. This will result in benefits to the broader inner city youth homelessness system, and current street to house initiatives which are seeing more people than ever before housed directly from street-to-home and thus bypassing emergency accommodation altogether.

The Property Industry Foundation supports increasing the stock of youth accommodation and would prefer everyone to be housed street to home but understand there will always be a need for quality emergency accommodation as young people move towards independent living; like a Haven House South Dowling offers. The new facility will further support the Foundation's collaboration with the NGO sector to provide real solutions to this complex issue.







Appendix 5

Beneficiaries

Case Studies

Lighthouse Foundation – Haven House Coburg North

The household has been buzzing with excitement since driving lessons have been back on when the easing of the COVID restrictions made that possible once more. Two of the young mums in the home have been desperate to get their license and it has been a problem with lockdowns delaying the opportunities to get their hours up behind the wheel.

Without parents involved, it is a costly exercise to pay for enough driving lessons, so the involvement of trusted (and brave) volunteers and the community committee has been helpful.

In the home currently, there are three mothers and four babies, however one young mum is struggling, and she has been able to have some respite care within our foster care program, so her baby is temporarily out of the home, giving her some breathing space to recover her equilibrium.

The baby is returning for day visits, as we work to try to keep the bonds of attachment in place. Keeping the baby and mum together is the outcome we work for, but this is not always 100% possible. One young mum, (R) did have an attempt at transitioning to independent living, but after 6 months (and under extra strain due to the pandemic lockdowns), she asked if she and her two small children could return to Lighthouse. This was agreed, and she resumed her place in the home successfully.

Her elder child, (S) now three-years-old, was excited to return to familiar spaces and play equipment. (S) is being toilet trained and seems to spend quite a lot of time riding her little push along bike in the yard. (R) is maturing in her parenting and is now more of a leader amongst the household. She has stepped up in doing more of the shopping and cooking and has been supportive of the other girls and their babies.

The general feeling of the carers is that she will soon be ready to transition again to independent living, and that she is likely to succeed this time in making it permanent. It will be a help for her to find a place nearby the Property Industry Foundation Coburg North home as the support that is available as part of the Lighthouse community is clearly very helpful to her.

Marist180 – Haven House Blacktown

Yes, one young man entered transitioned to Marist180 TSIL accommodation in 2020 with the goal to increase his independence. During his time in this house, this young person continued to demonstrate growth and determination and continued to excel with his goal of completing year 12.

This young person maintained outstanding marks whilst enrolled at a prominent selective high school. This client not only completed extensive study at school but applied himself daily taking on further subjects outside of the 'norm'.

This client has recently been successful in receiving an offer from the University of Technology Sydney where he will be pursuing a Bachelor of Business. He has also just transitioned into a semi-independent apartment of his own.

St. Laurence House – Haven House Kingsford

Brendan was 16 when he was referred to St. Laurence House, due to a history of family instability and neglect. Brendan presented with a range of trauma-related behaviours, which were making school and social life difficult for him. The team at St. Laurence House supported Brendan to engage in regular counselling and provided him with a safe and stable environment at home, allowing him to reduce his learnt trauma behaviours, and replace them with healthy new responses.

Over the past year, we have seen Brendan increasingly flourish in a variety of domains such as emotional regulation, communication, confidence and practical living skills like cooking and cleaning. Brendan has recently begun his final year of high school and is on track to achieve his goal of getting into university to study Psychology. He attributes his improvements to the strengths based and trauma informed approach of staff at St. Laurence House, stating that he now feels confident in his ability to achieve his potential.

Stepping Stone House – Haven House Dulwich Hill (1)

Valentina (I) moved to Australia in 2014 With my mom and stepdad. I was 10 years old. We moved to Sydney, and I was living with my family until 2019. Things were not ok at home and my Mum and stepdad were not being very nice toward me. I was experiencing physical and emotional hardship from my parents – they were threatening and been abusive towards me and I was scared. I left home in 2019 and I stayed at friends, mostly couch surfing. I was trying to hold down my job as I could not get Centrelink due to my visa status. I was also trying to maintain school attendance. This was not working long term, so I began applying for other places.

I got into crisis accommodation this was ok for a while, but this was also not a long term fix, I knew I couldn't go home so I applied for Stepping Stone House. I have lived at SSH for over 19 months. This has provided me with endless opportunities. I am about to start my HSC and complete school.

I have an excellent attendance rate of 95.8% and I have been on the honour roll 20/24 times. I am more confident, and I speak up and offer my views

and opinions. I complete my chores and I have 329 living skills completed. I have held a part time job and work as a florist at the weekends. I engage in the activities and workshops and sometimes host my own cultural workshops.

I am working to get my own visa. When I leave school, I want to go to Enmore TAFE and study interior design – while working in the florist the last 2 years I have developed my creative side. I want to create and transform a space as it brings me joy. When I finish my course, I want to become an interior designer, stylist, work in real state or work in events. My goal is to own my own business one day and become very successful.



Appendix 6 Images/Plans of Haven House South Dowling

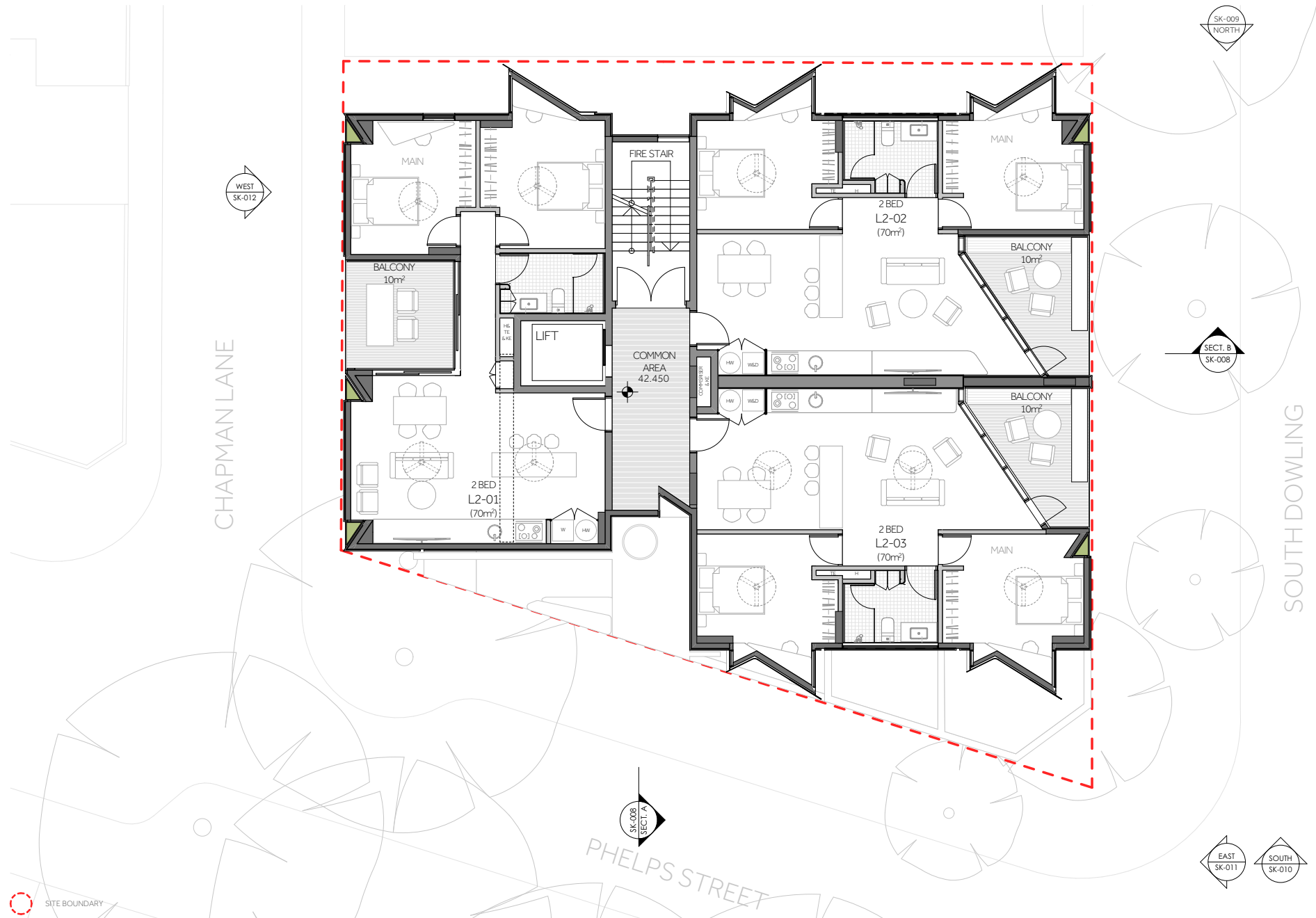


SITE LOCATION PLAN

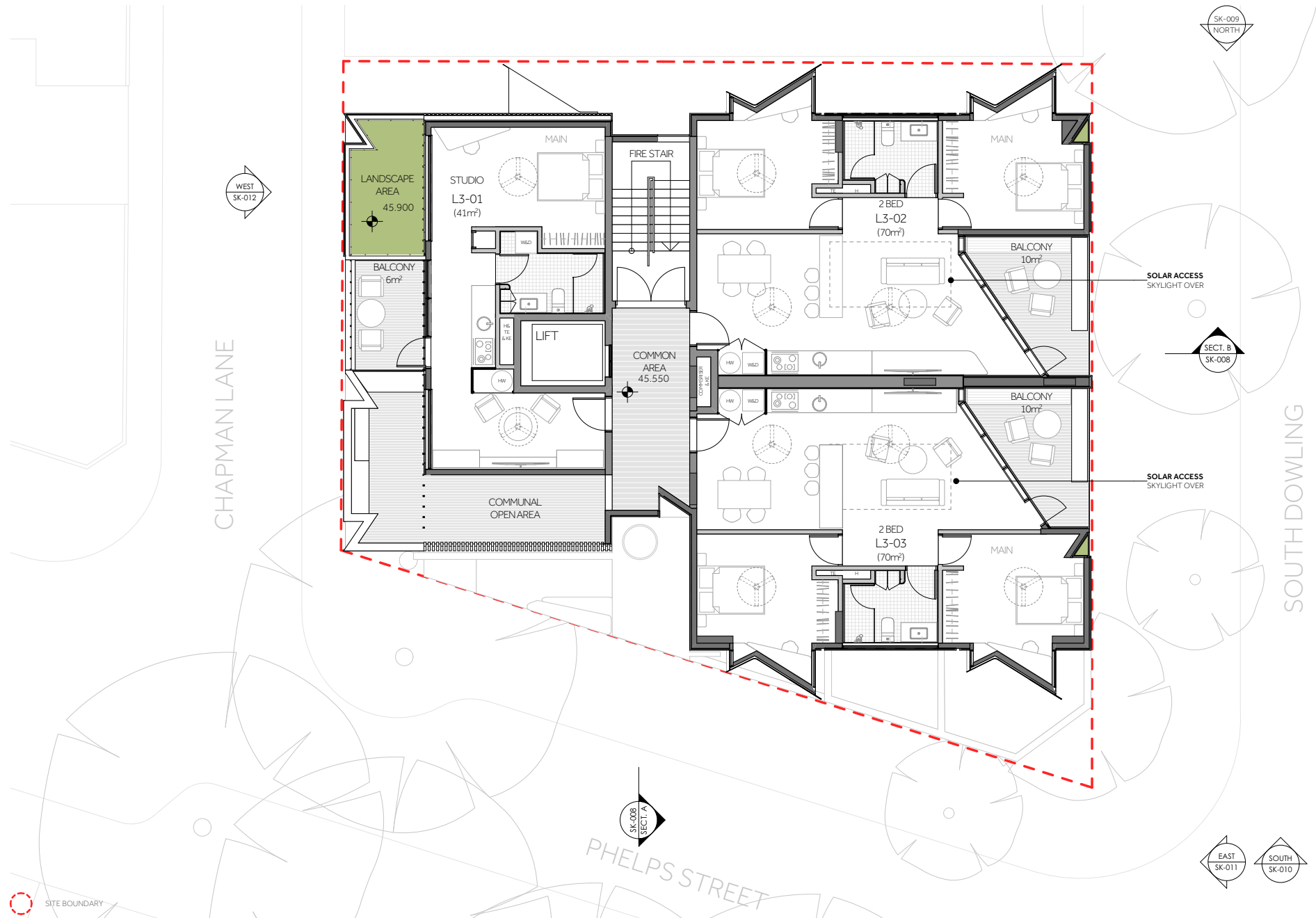




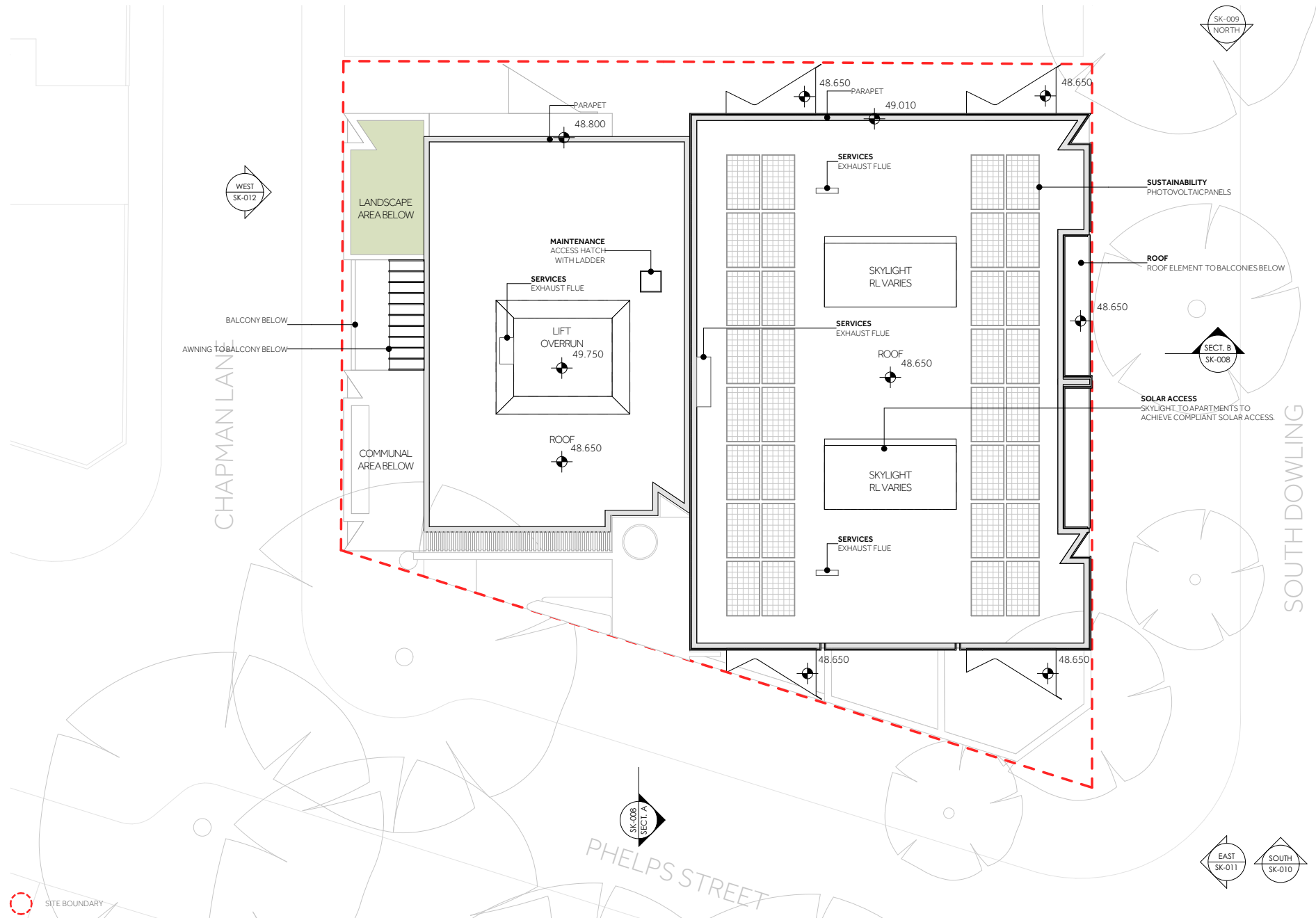
LEVEL 01 PLAN PROPOSED



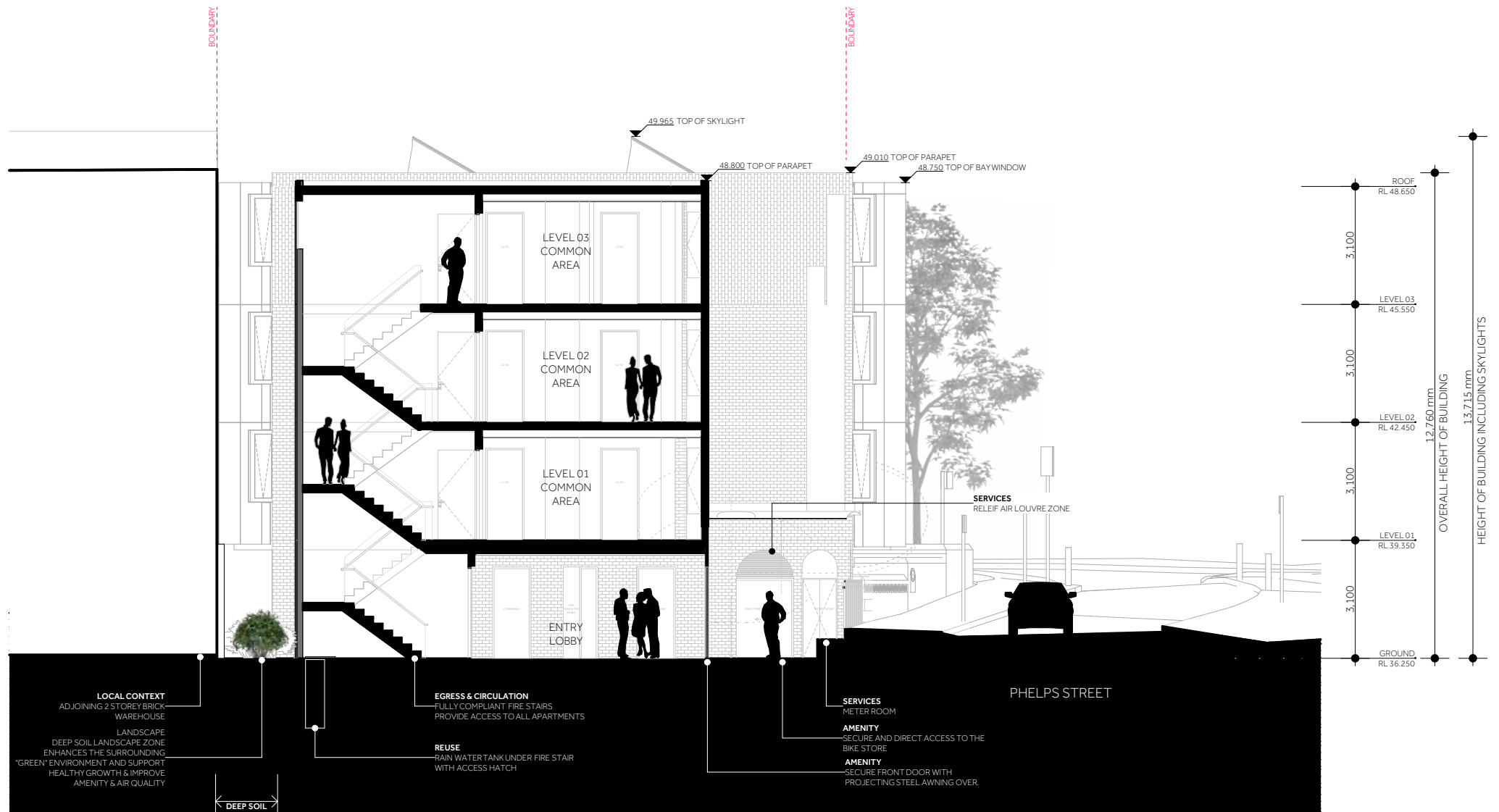
LEVEL 02 PLAN PROPOSED



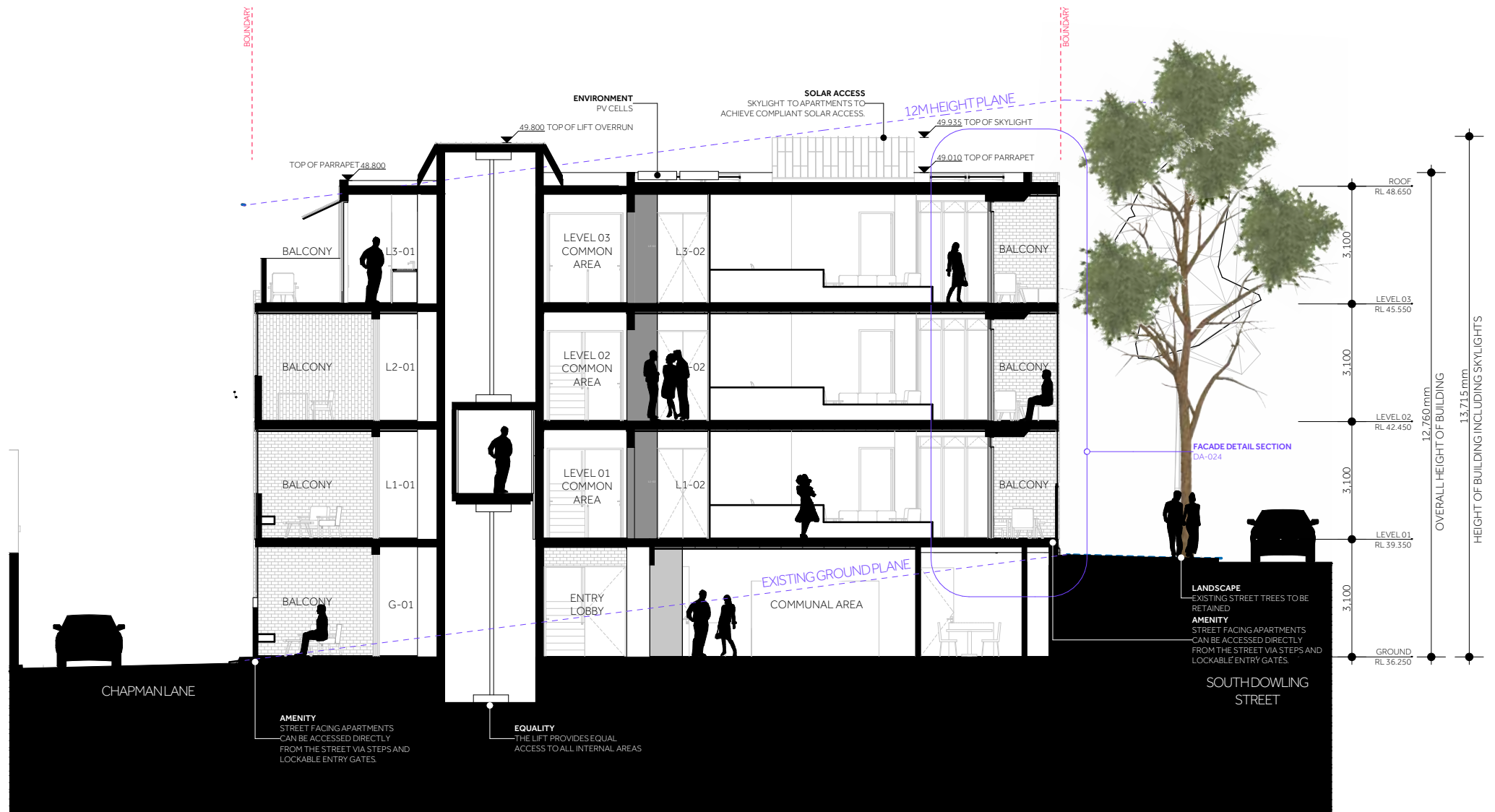
LEVEL 03 PLAN PROPOSED



ROOF PLAN PROPOSED



SECTION A







For Homeless Youth

To discuss how you can help support the establishment of the Haven House South Dowling Project, please contact:

Kate Mills
CEO

m 0405 766 434

e kmills@pif.com.au

Suite 5, Level 2, Grafton Bond Building
201 Kent Street, Sydney NSW 2000

www.pif.com.au



Acknowledgement of Country

We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land on which our Houses are built. We pay our respects to Elders past, present and emerging.

© 2022 – Property Industry Foundation

