



## Addressing Homelessness: Towards New Models for the 21st Century

Friday 8 August 2014  
Adelaide Convention Centre

DONDUNSTANFOUNDATION  
REMEMBER THE FUTURE



# ADDRESSING HOMELESSNESS

*Towards New Models for the 21<sup>st</sup> Century*

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## CONFERENCE PROGRAM

8 August 2014

Adelaide Convention Centre  
North Terrace, ADELAIDE



Supported by  
**Government of South Australia**  
Department for Communities  
and Social Inclusion

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HOUSING, URBAN AND  
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## Registration Days and Times

Riverbank Foyer, Adelaide Convention Centre – North Terrace, ADELAIDE

8.30am – 9.00am

Friday 8 August

Single Day Registration

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## Conference Proceedings

The Conference proceedings will be published online on the Dunstan Foundation website [www.dunstan.org.au](http://www.dunstan.org.au) for access after **8 August 2014**.

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## Conference Program

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The Dunstan Foundation is dedicated to ending inequity and social disadvantage across our society. It is a non-profit and politically neutral organisation. The Foundation promotes academic research, public debate and progressive social reform with a view to influencing policy within government, and the private and not-for-profit sectors. It aims to bring these reforms to implementation through collaborative ventures. Its current strategic plan has a focus on homelessness, mental illness, unemployment, and land degradation.

The Foundation was established in 1999 to further Don Dunstan's social reform legacy. It partners with The University of Adelaide and Flinders University, and is supported by the South Australian State Government.

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## Sponsors

The conference organisers would like to thank the following organisations who generously provided sponsorship funds to support this conference:

**Government of South Australia**  
Housing SA

**Wyatt Trust**

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## Support Us

The Dunstan Foundation achieves a great deal for its size. It continues to have high aspirations to instigate substantial social reform to maximise benefit. We do however have to fund each of our projects through donations and project partner contributions, as well as fund our day to day operational costs.

We would be very grateful for any financial support that you can provide. You can dedicate this to projects of your choice if desired at [www.dunstan.org.au/involved/donate/](http://www.dunstan.org.au/involved/donate/)

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*#HPW2014*

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## Foreword

The Dunstan Foundation has partnered with the University of Adelaide's Centre for Housing, Urban and Regional Planning (CHURP) to present the 2014 *Addressing Homelessness: Towards new models for the 21st Century* conference. The Director of CHURP, Professor Andrew Beer, has played a crucial role in shaping the topic and content of this important conference.

Almost a decade ago the Dunstan Foundation played a pivotal role in advancing research and policy on affordable housing with Dunstan Fellow, Professor Julian Disney who, along with others, developed the key elements of the National Affordable Housing Agreement, now known as the National Partnership Agreement on Homelessness (NPAH). This agreement was adopted by the state and Commonwealth Governments at the Council of Australian Governments' (COAG) in 2008 and provides the framework for the states and the Commonwealth government to work together to improve housing affordability and homelessness outcomes for Australians.

In March 2014, the Commonwealth Government pledged \$115 million to extend the agreement with the states, which was due to expire at the end of June. The uncertainty created by the only temporary renewal of the agreement, however, puts at risk the prevention-based approach that has been developed and established over many years. Indeed at Ministerial meetings in 2012 and 2013, the COAG Select Council on Housing and Homelessness reaffirmed its commitment to a future long term national agreement but stressed the *"importance of developing a strong evidence base for future policy priorities to ensure homelessness strategies are effectively targeted to achieve the best outcomes"*.

The Dunstan Foundation again hopes to play a pivotal role in encouraging and finding a new plan of action in the areas of homelessness and affordable housing. The Dunstan Foundation, along with CHURP and conference sponsors, hope that the different models of homelessness discussed in this conference will assist in the implementation of effective strategies to achieve desired outcomes demonstrated by well documented evidence. It is hoped that this will assist the community sector in successfully gaining traditional government funding through contracts and also in gaining new funding through sources such as social impact grants.

In combination with this conference the Dunstan Foundation has convened a Round Table of leaders and decision makers in the homelessness and affordable housing sector, to start a conversation and to gain a shared understanding and view of the future, including further collaborative ventures to reduce homelessness. The Dunstan Foundation hopes to continue providing an independent, non-partisan environment for these discussions to occur so that they can influence future policy and practice.



Donna Harden  
Executive Director, Dunstan Foundation

## Notes

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## ADDRESSING HOMELESSNESS: *Towards New Models for the 21<sup>st</sup> Century* Conference Program at a Glance

	SPEAKER/S
8.30	<b>Registration</b>
9.00	<i>Welcome</i>
9.10	<i>Official Conference Opening</i>
9.20	<i>Thank you to Ms Hildyard and introduction to Professor Andrew Beer</i>
9.22	<i>Homelessness Update</i>
9.45	<i>Community Solutions Model – NY, USA</i>
10.00	<i>Commentary from Professor Beer</i>
10.10	<i>Homelessness Policies in the 21<sup>st</sup> Century</i>
10.40	<i>Q&amp;A – Discussion</i>
10.50	<b>Morning Tea</b>
11.20	<i>Journeys Home Longitudinal Study</i>
11.40	<i>Q&amp;A – Discussion</i>
11.50	<i>Street to Home</i>
12.30	<i>Q&amp;A – Discussion</i>
12.50	<b>Lunch</b>
1.50	<i>Service Delivery Models – A New Way Forward</i>
2.30	<i>Q&amp;A – Discussion</i>
2.50	<i>Journeys to Social Inclusion (J2SI)</i>
3.10	<i>Q&amp;A – Discussion</i>
3.20	<b>Afternoon Tea</b>
3.50	<i>Final Summary Panel – The Way Ahead</i>
5.10	<b>Conference Closing Remarks</b>
5.25	<b>Farewell from Dunstan Foundation</b>
5.30	<b>Post Conference Drinks</b>



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WYATT

# ADDRESSING HOMELESSNESS: *Towards New Models for the 21<sup>st</sup> Century*

## Conference Program

Friday 8 August 2014      9.00 – 9.10

RIVERBANK ROOMS 1&2  
Associate Professor John Spoehr

### Welcome

#### **Associate Professor John Spoehr**

Board Member –Dunstan Foundation

Director, Australian Workplace Innovation & Social Research Centre, The University of Adelaide

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*John Spoehr is the Executive Director of the Australian Workplace Innovation and Social Research Centre (WISeR). He is also leading the establishment of the Stretton Centre, a focal point for integrated economic, industry and urban research and practice. His research focuses on the interactions between economic, industry and social policies. John is a Board member of the Dunstan Foundation.*

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FRIDAY 8 AUGUST 2014      9.10 – 9.20

### Official Conference Opening

#### **Katrine Hildyard MP representing Minister Zoe Bettison MP**

Minister for Communities and Social Inclusion

Minister for Social Housing

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Katrine Hildyard lives with her family in Morphett Vale and is an active member of the southern community. Growing up in a single parent family, in the south western suburbs of Adelaide, Katrine understands the values of being part of a caring community and supporting and working with others to make a difference. She is passionate about achieving fairness and opportunity for everyone and believes that sustainable communities are strong, fair and inclusive.

Katrine has fought to better the lives of South Australians for most of her working life. During her time as Secretary of the Australian Services Union, for South Australia and the Northern Territory, Katrine engaged with employers and workers in a range of industries including community services, local government, energy, finance, airlines, information technology and the legal industry to strive for equity and a fair go in the workplace and for strong and sustainable industries for the future.

In particular, Katrine is proud to have collaboratively led ground-breaking work to strengthen the community sector and to achieve equal pay for 200,000 community workers around Australia and funding for it. Katrine is also proud of having been the Chief Executive Officer of *Together SA* – a community organisation that seeks to engage the community and all stakeholders to collectively achieve solutions to complex social issues the community wants to resolve.

In recognition of her dedication to achieving strong, connected and sustainable communities in South Australia, Katrine received the 2012 Australia Day Award Women Hold up Half the Sky.

## Homelessness Update

*A broad overview of homelessness trends and developments in SA and Australia*

### Professor Andrew Beer

Director, Centre for Housing, Urban and Regional Planning (CHURP)  
The University of Adelaide

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Andrew Beer is a Professor in the Discipline of Geography and Environmental Studies at the University of Adelaide and Director of the Centre for Housing, Urban and Regional Planning. Prior to completing his PhD, Professor Beer worked in a number of research positions and as a teaching academic at the University of Wollongong, and the Australian Defence Force Academy. In 1990 he joined the Australian Public Service. His public service work was concerned with the housing and land supply industries, planning policies, infrastructure provision and the appropriateness of institutional arrangements for the delivery of government programs.

Professor Beer has a long history of research in urban issues, including work in both metropolitan and non-metropolitan Australia. Professor Beer is an expert in urban economic development and has published numerous journal articles and two books on the topic. Much of this work has focused on the relationship between urban planning and the economic performance of cities. Professor Beer's work also includes research on the housing and care needs of the older population in Australia including social isolation, urban regeneration, locational disadvantage, the growth of outer metropolitan areas, the needs of employers in less developed regions, and the supply of land for urban development. Professor Beer has also written on the impact of infrastructure on urban development. Professor Beer's research partners have included: Urban Pacific, the City of Parramatta, the City of Onkaparinga, Planning SA; the Urban Development Institute of Australia (SA); and members of the urban development industry. In 2010 Professor Beer became the Director, Centre for Urban and Regional Planning at The University of Adelaide.

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## Keynote Address

*Reflections on Common Ground*

### Dr Rosanne Haggerty

Founder & Director, *Community Solutions*  
New York, USA

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Rosanne Haggerty is the President and Chief Executive Officer of Community Solutions. She is an internationally recognised leader in developing innovative strategies to end homelessness and strengthen communities. In 1990, Rosanne founded Common Ground Community, a pioneer in the development of supportive housing and research-based practices that end homelessness. To have greater impact, Rosanne and her senior team launched *Community Solutions* in 2011 to help communities solve the problems that create and sustain homelessness. Rosanne is a MacArthur Foundation Fellow, an Ashoka Senior Fellow and a Hunt Alternative Fund Prime Mover. In 2012, she was awarded a Jane Jacobs medal for new ideas and activism from the Rockefeller Foundation. She serves on the boards of the Alliance for Veterans, Citizens Housing and Planning Council and Iraq-Afghanistan Veterans of America.

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FRIDAY 8 AUGUST 2014 10.10 – 10.50

RIVERBANK ROOMS 1&2  
MC: Professor Andrew Beer

### Keynote Address

*Homelessness Policies in the 21<sup>st</sup> Century*

#### Dr Shelley Mallett

General Manager, Research & Policy Centre – Brotherhood of St Laurence, Melbourne  
Professorial Fellow in Social Policy, School of Social and Political Sciences  
The University of Melbourne

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Shelley Mallett is the General Manager of the Research & Policy Centre at the Brotherhood of St Laurence in Melbourne and a Professorial Fellow in Social Policy, School of Social and Political Sciences at the University of Melbourne. She has worked extensively in academia and within the Community sector. Shelley has led and collaborated on a wide range of research projects and evaluations including Project I, the first cross-national longitudinal study of homeless young people to be conducted in Australia. Shelley sits on a number of government and sector reference groups, serves as a board member on The Council to Homeless Persons and is a member of the Victorian Drug and Alcohol Prevention Council.

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FRIDAY 8 AUGUST 2014 11.20 – 11.50

RIVERBANK ROOMS 1&2  
MC: Professor Andrew Beer

### Featured Research

*Towards New Models: What can we learn from the Journeys Home Longitudinal Study?*

#### Dr Rosanna Scutella

Senior Research Fellow, Melbourne Institute of Applied Economic and Social Research  
The University of Melbourne

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Rosanna Scutella currently holds the position of Senior Research Fellow at the Melbourne Institute of Applied Economic and Social Research at the University of Melbourne. She is also the Deputy Project Director of *Journeys Home: A Longitudinal Study of Factors Affecting Housing Stability*. In 2010, Rosanna was on secondment to the Victorian Department of Premier and Cabinet as a Principal Policy Officer. Prior to that, she was the Ronald Henderson Research Fellow, a position jointly funded by the Melbourne Institute and the Brotherhood of St Laurence. In this role she worked on a number of research projects on addressing social disadvantage.

Rosanna has been employed as an economist focusing on social economic issues for a number of years. She has contributed to over 15 articles in highly respected peer reviewed economics journals including the *Journal of Population Economics*, *Social Science and Medicine* and the *Economic Record*. She has also been successful in obtaining funding from the Australian Research Council for two projects, one of which she is the lead chief investigator. Rosanna has also been involved in public policy analysis and development in Australia through her roles at the Brotherhood of St Laurence and the Victorian Government.

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## Featured Research

*Towards New Models: What can we learn from Street to Home?*

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**Panel Chair:** *Kathryn Di Nicola, Acting Director, Stakeholders and Homelessness Research  
Homelessness & Gambling Branch, Federal Department of Social Services*

*Kathryn Di Nicola is currently Acting Director of the Homelessness Research section for the Commonwealth Department of Social Services. She has worked in a range of research, policy and data analysis roles with the Department over the past few years. Prior to joining DSS, she worked in research and policy roles in the community sector, where her work focussed on homelessness and youth.*

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### **Professor Chris Chamberlain**

Emeritus Professor, Centre for Applied Social Research, RMIT

Chris Chamberlain was Director, Centre for Applied Social Research, RMIT University, 2005 -2013, where he is now Emeritus Professor. Chris is the joint author of Youth Homelessness: Early Intervention and Prevention; Counting the Homeless 2001 and Counting the Homeless 2006. His new book Homelessness in Australia: and Introduction will be published by New South Publishing in September.

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### **Dr Cameron Parsell**

Research Fellow, Institute of Social Science Research, The University of Queensland

Cameron Parsell is a Research Fellow at the Institute for Social Science Research at The University of Queensland. Cameron's primary area of research is homelessness and supportive housing. He is currently investigating the delivery and effectiveness of housing and service interventions and he is particularly interested in understanding the conditions that enable people to exit homelessness.

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## Panel Plenary Session

### Service Delivery Models – A New Way Forward

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**Panel Chair:** *Olive Bennell, Director – Homelessness Strategy, HousingSA*

*Olive Bennell has many years' experience as a strategic leader and has developed key partnerships, policies and programs with non-government, private and government stakeholders. With more than 30 years' experience working in both Commonwealth and State Government in education, child wellbeing, employment and training, family violence prevention and youth affairs.*

*Olive has an extensive and diverse background in social housing policy, management and operations with state housing in South Australia. Olive is currently the Director of Homelessness Strategy in Housing SA. Her passion is working to improve the health, safety and wellbeing of all South Australians, particularly Aboriginal people.*

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**Dennis Chamberlain – CEO, James Brown Memorial Trust**

Dennis Chamberlain is the CEO at James Brown Memorial Trust, a charitable Trust founded in 1892, 122 years ago. The Trust delivers support to the frail aged, disabled and disadvantaged through its residential aged care, retirement living, in-home community support services and affordable housing programs. He has been involved in the aged care, services and housing sector since 1985 with a career spanning residential aged care, community nursing and local government, always with a focus of support and advocacy on behalf of the elderly.

Appointed as CEO in 2006, Dennis has been able to work with a range of stakeholders to renew the Trust's Affordable Housing portfolio which focuses on those people who are homeless or at risk of homelessness.

Dennis has served as a Board Member of the Not-For-Profit peak body Aged and Community Services (SA&NT) for a number of years and is currently its Chairman, and is also a director of other not for profit service organisations.

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**Ian Cox – CEO, Hutt Street Centre**

Ian Cox is the CEO of Hutt Street Centre, a frontline service for homeless and vulnerable people in the inner city and eastern region of Adelaide. Ian has been with Hutt Street Centre for just over 21 years and took over the CEO's role in 2003.

In 2008/2009 Ian took 12 months leave to take on a contract position with the Department for Families and Communities in the Homelessness Strategy Division. Within this role, Ian was involved in helping develop South Australia's response to the Commonwealth's Homelessness Strategy and was further involved in the Housing Stimulus Plans for SA and assisted the Department's response in targeting housing to homelessness and mental health.

Ian has also previously served as the Chair of the Unity Housing Company Board of Directors which now has a housing portfolio in excess of 1500 properties, a previous Chair of the Inner City Homeless Administrators Group and Rec-Link SA and was involved in the development and establishment of the Homeless Persons Legal Clinic now operating out of a number of homeless organisations.

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**Wendy Malycha** – CEO, St John’s Youth Service

Wendy Malycha is the CEO of St John’s Youth Services, an Adelaide based organisation that provides crisis accommodation and support services to homeless young people, including: *Ladder St Vincent St*, the first service in SA to be based on the successful foyer model; *youth110*, the exciting new crisis service for homeless young people; and *Next Step*, an innovative award winning outreach program.

Wendy has worked in community services in senior management positions for the past 25 years in health, housing and crisis services. During that time, she has established and/or managed both rural and city based services for disadvantaged people, held policy and management positions and served on the Boards of several peak bodies, both State and National. Wendy was a founding member of Homelessness SA, is a Life member of SACOSS, and is a current member of the Board of the Foyer Foundation, and the Anglicare Australia Council.

Wendy has been appointed to several Advisory Committees, most recently the Homeless Services Advisory Group which provided advice throughout the reform of the NAHA service system. Wendy holds academic qualifications in Social Work and Housing Management and Policy.

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**Maria Palumbo** – CEO, Common Ground Adelaide

Maria Palumbo has been involved in homelessness strategy and policy in South Australia for a decade. She has been Chief Executive Officer of Common Ground Adelaide for the past three years.

Ms Palumbo previously held senior State public services positions including:

- Director, Homelessness and Community Programs overseeing Community Housing and Homelessness Strategy.
- She was responsible for developing capital project proposals for new homelessness and supportive housing projects under Federal Government’s A Place to Call Home initiative

She is also Chair of the Community Housing Council of South Australia and is on the Board for the Community Housing Federation of Australia and HomeStart Finance.

Through her work in Government and most recently in the not-for-profit sector, Ms Palumbo has helped drive the change in how South Australia addressed homelessness – a transformation focussed on not just getting people a bed for a night, but providing them with stable housing and support to end their homelessness experience forever.

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**Tom Steeples** – PhD Candidate and Dunstan/Rotary Scholar

Tom Steeples recently started his PhD at The University of Adelaide with a focus on young people who are homeless and who have parenting/carer responsibilities. After working in the youth health sector for many years managing *Streetlink Youth Health Service*, he secured a scholarship through Australian Rotary Health and the Dunstan Foundation. His research seeks to answer the following questions: What is the nature of the health issues, both physical and psychological, impacting upon young people and their children experiencing homelessness? And what evidence-based practice will ameliorate these issues? Tom hopes to complete his research in 2017.

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### Featured Research

*Towards New Models: What can we learn from the Journey to Social Inclusion (J2SI) model?*

#### Dr Sharon Parkinson

AHURI Postgraduate Research Fellow, Centre for Urban Research (CUR), RMIT University

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Sharon Parkinson is an AHURI Postdoctoral Research Fellow at the Centre for Urban Research (CUR) at RMIT University. Sharon's research experience spans nearly two decades working in social policy consultancies, Hanover Welfare Services, and more recently academia. Her research is informed by a combined background in public health and the social sciences and much of her work explores the theoretical, practical and policy implications of household insecurity and exclusion across the housing system. Sharon has particular expertise in longitudinal research that combines econometric modelling and qualitative biographical methods, as well as program evaluation and action research. Sharon is currently a chief investigator with Dr Guy Johnson on a four year longitudinal randomised controlled trial of the Sacred Heart Mission Journey to Social Inclusion program and is the project leader of the process evaluation component of the research.

Sharon has recently led and completed AHURI funded research with Assoc. Prof Rachel Ong, Drs Elizabeth Taylor and Melek Cigdem involving a multi-level modelling analysis of area effects and wellbeing of lower-income renters. Sharon has also recently completed AHURI funded research with Dr Iain Campbell and Professor Gavin Wood on the housing security consequences of underemployment building on her PhD entitled *The Rise of the Working Insecure Household*.

### Panel Plenary Session

*Final Summary Panel – The Way Ahead*

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**Panel Chair:** *Mary Patetsos – Chair, SA Housing Trust Board*

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*Mary Patetsos has a rare blend of academic qualifications and employment experiences covering economic, infrastructure and social policy areas. Mary's current positions enable her to have extensive knowledge of the economic, infrastructure and social needs of South Australia. Her background ranges from academic studies in Sociology, Social Work, Psychology and Economics to extensive practical experience with government, community and private sectors. As Chair of the South Australian Local Government Grants Commission, her focus is on addressing fundamental infrastructure needs of Local Government across the state including those areas covered by the Outback Areas Community Development Trust and the five Aboriginal Councils. Mary is Chair of the Board of the South Australian Housing Trust and the South Australian Affordable Housing Trust Board.*

**Dr Shelley Mallett**

General Manager, Research & Policy Centre – Brotherhood of St Laurence, Melbourne  
Professorial Fellow in Social Policy, School of Social and Political Sciences  
The University of Melbourne

Shelley Mallett is the General Manager of the Research & Policy Centre at the Brotherhood of St Laurence in Melbourne and a Professorial Fellow in Social Policy, School of Social and Political Sciences at the University of Melbourne. She has worked extensively in academia and within the Community sector. Shelley has led and collaborated on a wide range of research projects and evaluations including Project I, the first cross-national longitudinal study of homeless young people to be conducted in Australia. Shelley sits on a number of government and sector reference groups, serves as a board member on The Council to Homeless Persons and is a member of the Victorian Drug and Alcohol Prevention Council.

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## Conference Closing Remarks

### **Professor Andrew Beer**

Director, Centre for Housing, Urban and Regional Planning  
The University of Adelaide

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## Vote of thanks – Dunstan Foundation

### **The Hon Reverend Dr Lynn Arnold AO**

Chair of Trustees, Dunstan Foundation

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Lynn Arnold AO is a former South Australian Premier, Cabinet Minister and has a long professional association with World Vision, including his time as CEO of World Vision Australia from 1997-2003. In 2001 he received the Centenary Medal for his services to the Australian community and in 2004, he was awarded the Order of Australia (AO) for his services to Australia through the South Australian Parliament as Premier, and internationally through development and humanitarian aid assistance.

Dr Arnold was CEO of Anglicare SA from 2008 to mid-2012. In this role, he was responsible for overseeing South Australia's largest non-government agency promoting 'justice, respect and fullness of life for all'. Dr Arnold holds a PhD, as well as a Bachelor of Arts and Bachelor of Education from the University of Adelaide. He also holds a diploma in Senior Company Administration from the Escuela Superior de la Alta Dirección de Empresas (ESADE) in Barcelona, Spain

On November 30th 2013, Lynn was ordained a Deacon in the Anglican Diocese of Adelaide. He is continuing his studies, embarking on a Master of Theology and is in the formation process for ordination as a minister.

## Notes

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