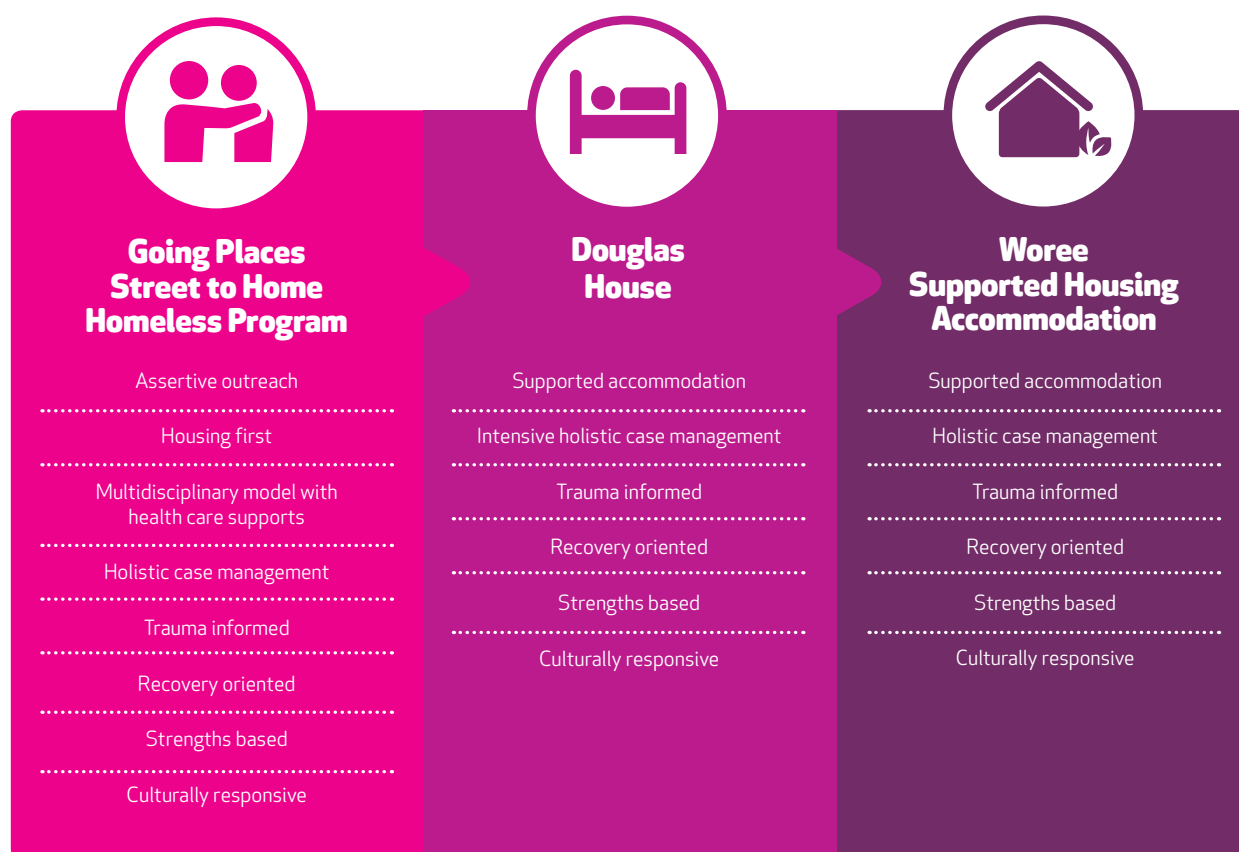


EVALUATION OF MISSION AUSTRALIA'S CAIRNS HOMELESSNESS SERVICES 2019



This evaluation incorporates a review of previous evaluation reports, analysis of clients' responses to a quantitative wellbeing survey conducted as part of Mission Australia's Impact Measurement program, and in-depth interviews with staff.

MISSION AUSTRALIA CAIRNS HOMELESSNESS SERVICES



The services work with the most vulnerable individuals who have histories of chronic homelessness and/or rough sleeping. Clients may transition through the three services depending on their support requirements and individual circumstances.

The majority of clients identify as Aboriginal and/or Torres Strait Islander.

Clients face complex and multi-faceted issues beyond a lack of housing including:

Mental health issues

Physical health issues

Domestic and family violence

Substance misuse

Child protection issues

Debt/gambling issues

Language barriers

Overall, the evaluation found strong improvements in the personal wellbeing of clients attending these services across 2017-2018 (n=113). Even greater improvements were evident in clients' overall personal wellbeing, as well as their satisfaction with standard of living, personal relationships, safety and future security if they were involved with more than one of Mission Australia's Cairns homelessness services across this period (n=29). These results highlight the benefits of shared values, collaboration and consistency of client care across services.

STRONG IMPROVEMENTS 2017-18



Personal Wellbeing Index

All service users: +14.0 (56.7 to 70.7)
Multi service users: +20.1 (53.1 to 73.2)



Satisfaction with standard of living

All service users: +24.6 (47.8 to 72.4)
Multi service users: +40.0 (37.7 to 77.7)



Sense of control over their life

All service users: 6.5 to 7.7
Multi service users: 5.8 to 7.5



% of clients reporting regular interaction with:

Family 58.3% to 69.5%
Friends 56.5% to 64.7%
Education/training 16.7% to 24.1%

The proportion of clients rated by caseworkers as maintaining their tenancy with 'a little' or 'no' assistance increased from $\frac{1}{2}$ TO $\frac{3}{4}$



"In my opinion, this program supports chronically homeless people into accommodation and then holistically supports that person so they can sustain that tenancy better than I've ever seen anyone do it."

Frontline worker, Mission Australia


Key factors contributing to successful client outcomes include:

- A holistic case management approach
- The strengths based, trauma informed model
- Cultural respect and responsiveness
- Consistency and shared values across the services
- A culture of flexibility, innovation and learning
- Collaboration with the broader Cairns homelessness sector
- A commitment to doing 'with' rather than 'for' the client
- A respectful, egalitarian workplace culture



In order to continue supporting clients to achieve and sustain a tenancy, there is a need to address the current housing shortage in Cairns.

For more information:  researchandpolicy@missionaustralia.com.au

To download the report:  missionaustralia.com.au/cairnshomelessnessreport