



Inner City Youth At Risk Project

Outcomes of the Inner City Youth at Risk Project July 2010-June 2012

Prepared for South Eastern Sydney Local Health District

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Acronyms

ADHD	Attention deficit hyperactivity disorder
AOD	Alcohol and other drugs
ICYAR	Inner City Youth At Risk program
NGO	Non-government organisation
OCC	Outreach Coordination Committee
RPA	Royal Prince Alfred Hospital
RSA	responsible service of alcohol
RSG	responsible service of gambling
SESLHD	South Eastern Sydney Local Health District
SMART	Self-management and recovery training
SPRC	Social Policy Research Centre
UNSW	University of New South Wales

EXECUTIVE SUMMARY

The Inner City Youth at Risk (ICYAR) Project is a partnership project which draws together 21 government and non-government organisations (NGOs) to target and respond to young people who are experiencing homelessness and/or at risk of homelessness in Kings Cross and surrounding areas. Partners include mainstream health services, other government agencies, local government, and a range of youth and homelessness support agencies and Non Government Organisations. This report describes the activities and achievements of the project and the costs of providing services, based on the ICYAR database between 1st July 2010 and the 30th June 2012.

Key findings are:

- Over the data collection period, 1145 instances of brokerage were provided to 487 clients, including 190 food vouchers, 157 housing set-up costs, 142 instances of emergency accommodation and 116 contributions towards education and vocation.
- A quarter of all clients identified as being of Aboriginal and/or Torres Strait Islander origin. The average age at which clients first had contact with ICYAR was 22, and young men and women were equally represented.
- The project is reaching its target client group of highly disadvantaged young people. The majority of clients experienced unstable accommodation (82.9 per cent). Around a third had mental health issues, and almost a third of clients had alcohol and other drug (AOD) issues. The majority of clients had multiple presenting issues.
- Access to brokerage is a highly valued component of the ICYAR service model, but average expenditure is quite low. Supported housing applications had the highest overall mean amount (\$1242 per application) which reflects high costs such as payments for staff time. Case managed brokerage had an average of \$437 and emergency brokerage an average of \$93 per application.
- Ten properties were made available to ICYAR for clients with complex needs, and an additional 3 properties have been sourced through partnerships with housing providers. The majority of clients that are assisted to enter housing in this program successfully maintained their tenancy. The overall retention rate for supported housing clients is 80 per cent.
- The service model is regarded by partner agencies as effective and efficient, and their sustained participation over the life of the project reflects this.

INTRODUCTION

South Eastern Sydney Local Health District (SESLHD) Child, Youth, Women and Families Health provides strategic leadership for local services in children's health, early parenting, youth health, women's health, homelessness health, domestic violence, and the health needs of families. The management of the Inner City Youth at Risk (ICYAR) Project is established within this portfolio.

The ICYAR Project is part of the *National Partnership on Homelessness NSW Implementation Plan* and the *NSW Homelessness Action Plan 2009-2014* and builds upon the successful Kings Cross Youth at Risk Project.

Kings Cross and surrounding areas attract significant numbers of young people (up to 25 years of age) who are at risk of becoming entrenched in a high risk lifestyle involving long term homelessness, substance abuse issues, mental health, violence, problematic sex work, criminal activity, and self harm.

The ICYAR Project is a partnership project which draws together 21 government and NGOs to target and respond to young people who are experiencing homelessness and/or at risk of homelessness in the inner city. Partners include mainstream health services, other government agencies, local government, and a range of youth and homelessness support agencies and Non Government Organisations.

The ICYAR Project is overseen by a Steering Committee which provides a central point for the development, implementation and monitoring of the project. This Committee was established in 2005 and meets monthly. It comprises representatives from the following agencies: South Eastern Sydney Local Health District, St George Community Housing, Salvation Army, Oasis Youth Support Network, Community Services, Juvenile Justice, Yfoundations, NSW Police, Kings Cross Local Area Command, and City Of Sydney.

The Outreach Coordination Committee (OCC) meets monthly and provides a forum for partner agencies to share knowledge and resources and negotiate appropriate service responses to address emerging issues for young people and the community. It comprises representatives from the following agencies: Salvation Army, Oasis Youth Support Network, SESLHD, Kirketon Road Centre, Mission Australia, The Crossing, Salvation Army Street Outreach Service, The Wayside Chapel, The Come In Centre, Juanita Neilson Centre Youth Program, Medically Supervised Injecting Centre, Juvenile Justice, Community Services, Kings Cross Adolescent Unit, St Vincent's Hospital Program for Early Intervention and Prevention of Disability, Sex Workers

Outreach Project, Neami, Centacare ALIVE program, and Shopfront Youth Legal Service.

There are four key strategies implemented by the project including:

- Coordination by a project coordinator based in Kings Cross to work across 21 partner agencies to implement the provision of brokerage, supported community housing; coordinated case management; joint service planning; data collection and administration of the project.
- Brokerage funding to enable the ICYAR Project to support initiatives that respond to the unmet needs of the target group. This is achieved through a process of assessing individual need, identifying service gaps at the local level, and developing a tailored response to these issues. Initiatives can include a range of interventions such as provision of social housing, assistance with other accommodation, food, medical and vocational needs to support young people at risk in Kings Cross and surrounding areas. Brokerage can also be used to support programs which build capacity in the service system and lead to improved inter-sectoral responses.
- Long term supported housing for high needs young people in partnership with St George Community Housing. Ten properties were made available to house young people with complex needs. These properties have been tenanted by the most vulnerable young people in the area who have experienced homelessness along with a number of other health and social issues. St George Community Housing provides the tenancy management, which includes provision of support and advocacy for clients, and ICYAR partners provide case management to the clients. This partnership is crucial in assisting young people to maintain long term tenancies. Three additional properties have been sourced through Metro Community Housing.
- Joint Outreach Sweeps are conducted quarterly to gather standardised data. Surveys are completed with young people during the sweeps to gain information on the number of young people in the area; their age; where they have come from; and the range of risk factors faced by them. This assists with evidence based planning and implementation of Inner City Youth At Risk strategies.

SESLHD commissioned the Social Policy Research Centre (SPRC), University of New South Wales (UNSW) to report on outcomes and costs associated with the project. The report uses similar methodologies as an earlier report, with updated data (Petersen, 2009).

This report provides a picture of the activities and achievements of the project, and the costs of providing services. The primary source of data for the report is the ICYAR database, supplemented with qualitative data collected from the partner agencies to provide context. The report is not a

comprehensive evaluation of the project, and does not describe the input and efforts of each of the agencies involved.

METHOD AND DATA

This section provides details about the methodology used to analyse the various data sources that contributed to this report: administrative data related to brokerage applications; information collected as part of the quarterly sweeps of the local area; focus groups and interviews with key stakeholders and a literature review of academic literature.

BROKERAGE APPLICATION DATA

About the data

This report covers the instances of successful brokerage applications (called applications throughout) provided between the 1st July 2010 and the 30th June 2012. All applications were provided to the SPRC for analysis, including brokerage provided to clients during a previous service period, that is, prior to this current round of funding.

Overall the data included 1153 applications made by 490 clients. Of these clients, 124 had contact with the service prior to this research period and funding round, and 366 received brokerage for the first time. This becomes important when performing some analyses, such as analysis of first time clients and the length of time that clients were in contact with the service. In the cases that this is important, it has been accounted for in the analysis as appropriate, and is noted.

Data quality

Gender, date of birth and Aboriginality was asked of all clients and this was of very high quality with very few missing entries. Where a client had made an application for emergency brokerage, language, country of birth and nationality were recorded.

Country of birth and nationality were reasonably high quality – where there were obvious conflicts such as missing country of birth but completed nationality, the country of birth was imputed.

Language was also recorded, but no clients had only another language recorded, all were recorded as English plus a second language.

Some data was manually checked by ICYAR staff, or created by manually looking at the reasons for brokerage. ICYAR staff provided a list of clients who are parents and a list of presenting issues for each client where known. Also provided was a list of supported housing clients and their dates of entry and exit. For case managed clients, SPRC staff manually checked for housing entry and brokerage related to maintaining housing. Due to the manual checks, the reporting for this may be slightly different to ICYAR quarterly reporting,

however ICYAR has only reported housing for the past year whereas this report covers a two year period.

SWEEPS

Staff from partner agencies and ICYAR undertook sweeps of the Kings Cross and surrounding areas seven times during the research period – once per quarter except for Q3 2010 and Q2 2011.

During these sweeps, young people at risk in the area are identified and asked to fill out a short survey. The information collected includes demographic information, current accommodation and the amount of time spent in the area.

FOCUS GROUPS AND INTERVIEWS

Staff from partner agencies and community housing providers participated in a focus group or telephone interview. We asked about their experience of the ICYAR partnership model, relationships with other services, and the benefits that the project brings to clients. We also asked if there were any improvements that could be made to the project, and what advice they would give to agencies setting up a similar project in a different area.

A total of eleven people took part. Participants included representatives from Oasis, Wayside Chapel, Community Services, Reconnect/The Crossing, Shopfront Youth Legal Service, the Medically Supervised Injecting Centre, and St George Community Housing and Metro Housing.

CASE STUDIES

Case studies were provided by partner agencies. They have been anonymised by changing the names of the individuals and not including the names of specific agencies.

LITERATURE REVIEW

We reviewed the academic literature (primarily systematic reviews and research reviews from the Australian Housing and Urban Research Institute) as well as previous ICYAR reports to provide a context for the research findings.

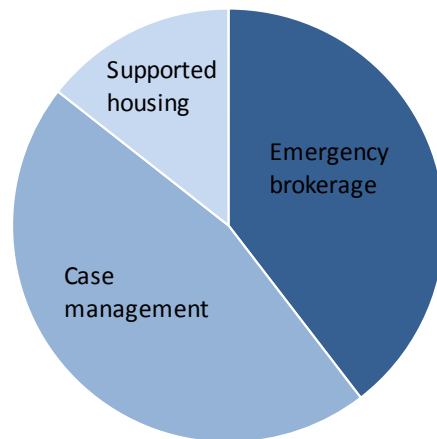
BROKERAGE PROGRAM

BROKERAGE APPLICATIONS

This report includes an analysis of successful brokerage applications between 1st July 2010 and 30th June 2012.

During this time, 1145 applications were made. Just under half were for case managed brokerage (46 per cent), 39 per cent were for emergency brokerage and 14 per cent were for supported housing.

Applications by type



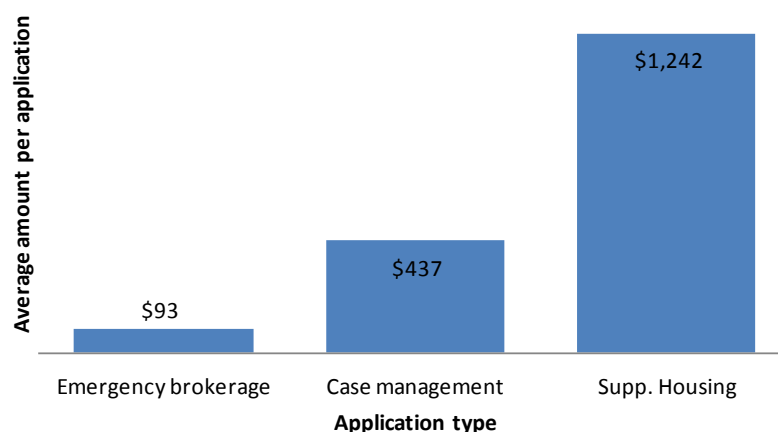
Number, percent and average amount per application by brokerage type

Brokerage type	Number of applications	% applications	Average \$ per application
Emergency brokerage	453	39.6	93
Case managed brokerage	527	46.0	437
Supported Housing	165	14.4	1242
Total	1145	100.0	417

Source ICYAR brokerage application data June 2010 – July 2012

Supported housing applications had the highest overall mean amount (\$1242 per application) which reflects high costs such as payments for staff time. Case managed brokerage had an average of \$437 and emergency brokerage had the lowest average amount per application (\$93), reflecting the many small amounts of brokerage, such as transport costs and food vouchers provided in this category.

Average amount per application by application type



At least one reason for brokerage was recorded with each application. Nineteen categories were listed and the breakdown is shown below.

Reasons for brokerage

	Number of applications	Percent of applications	Average \$ brokerage per application	Total \$ brokerage over research period
Food vouchers	190	16.6	132	24,994
Transport, general	169	14.8	103	17,335
Housing setup, material	157	13.7	1138	178,606
Emergency accommodation	142	12.4	251	35,694
Education, vocational needs	116	10.1	257	29,792
Other	93	8.1	1384	128,749
Housing setup, bond	86	7.5	946	81,336
Transport, out of area	82	7.2	190	15,607
Clothing	80	7.0	226	18,051
Medical health needs	76	6.6	183	13,924
Phone cards	63	5.5	96	6,027
Acquiring Identification	49	4.3	130	6,379
Rent arrears paid	39	3.4	570	22,227
Removalist expenses	35	3.1	626	21,895
Amenities arrears	25	2.2	330	8,240
Baby needs	10	0.9	682	6,816
Fine payment	2	0.2	302	603
Legal support	2	0.2	241	481

Notes: Source ICYAR brokerage application data June 2010 – July 2012

'Other' includes staff costs for supported housing clients

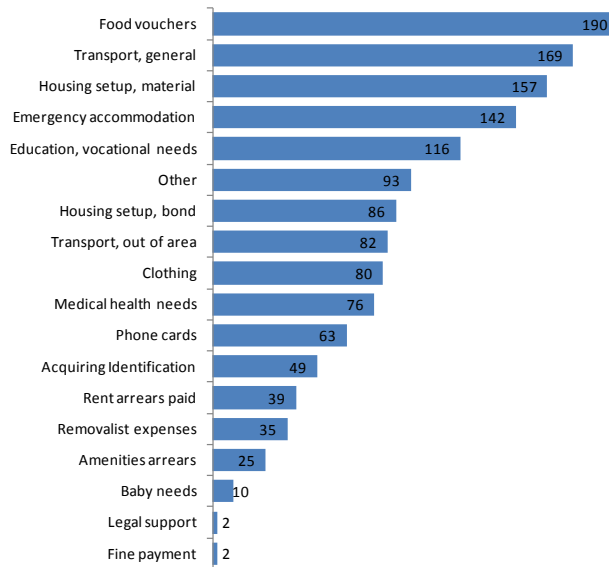
Percent total does not add to 100 because application can have multiple reasons

The most common reason for brokerage was for food vouchers, they represented 17 per cent of all applications. Housing setup material (\$1138) and 'other' reasons (\$1384) were the categories with the highest average amount of brokerage. Note that the 'other' category included staff costs for supported housing clients.

In addition to the two legal support brokerage applications shown above, ICYAR also provided an additional 33 instances of legal support through project brokerage with Shopfront Legal Service.

The reasons are further broken down by type below in the section on Type of brokerage provided (page 21).

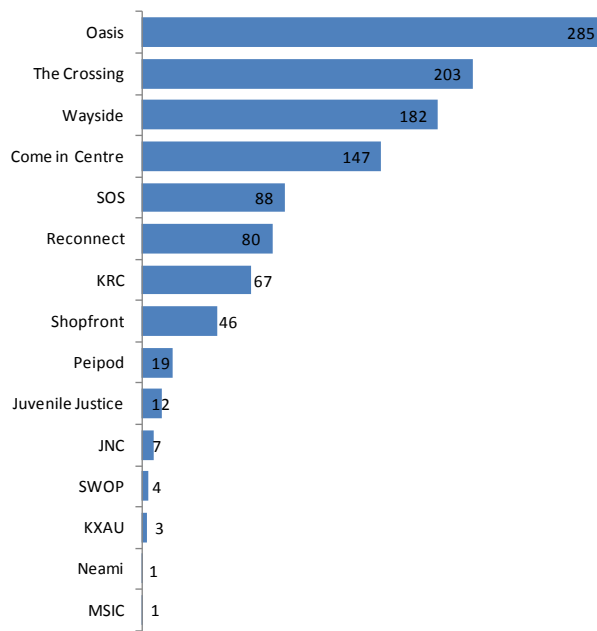
Numbers of applications by reason



Organisations providing brokerage

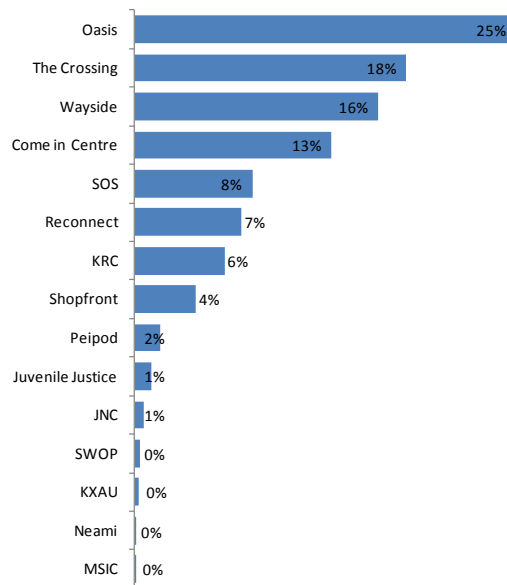
The following chart illustrates the number of applications made by each of the participating organisations. Oasis, The Crossing, Wayside and the Come in Centre made the highest number of applications.

Number applications by agency



Oasis made one in four applications for brokerage during this time, with 18 per cent or almost one in five applications made by The Crossing and 16 per cent of applications made by the Wayside.

Percent of applications by agency



BROKERAGE OVER TIME

The average amount of brokerage is increasing by time, however this is likely attributed to more supported housing clients coming on board gradually. Quarter 1, 2012 had a very high total amount of brokerage; this is again due

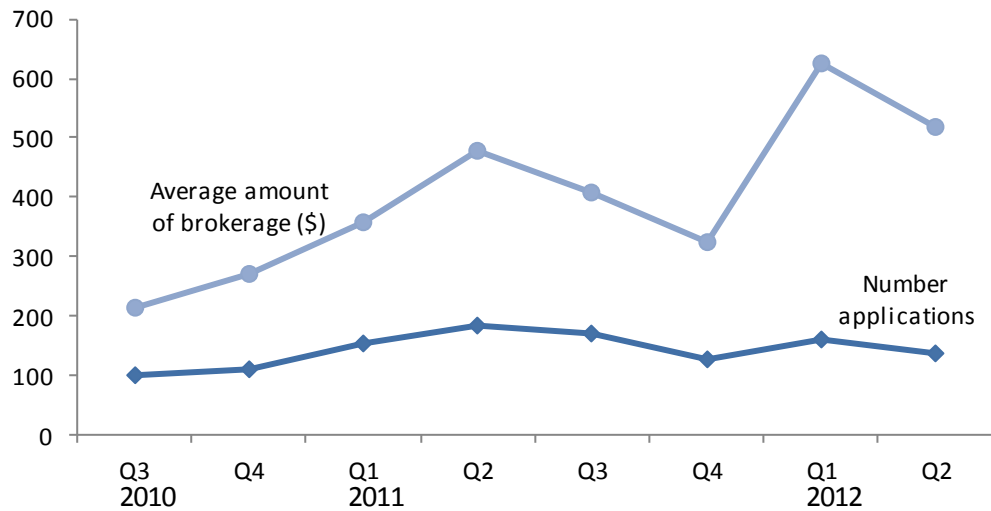
to the high costs of staff time being recorded in this quarter instead of the previous quarter.

Applications over time

	Number of applications	% applications	Average amount of brokerage \$	Total brokerage \$
2010 Q3	100	8.7	215	21456
Q4	111	9.7	271	30028
2011 Q1	154	13.4	358	55183
Q2	184	16.1	479	88187
Q3	171	14.9	406	69492
Q4	127	11.1	324	41187
2012 Q1	161	14.1	626	100809
Q2	137	12.0	518	70900

Source ICYAR brokerage application data June 2010 – July 2012

Number and average amount of all brokerage applications over time

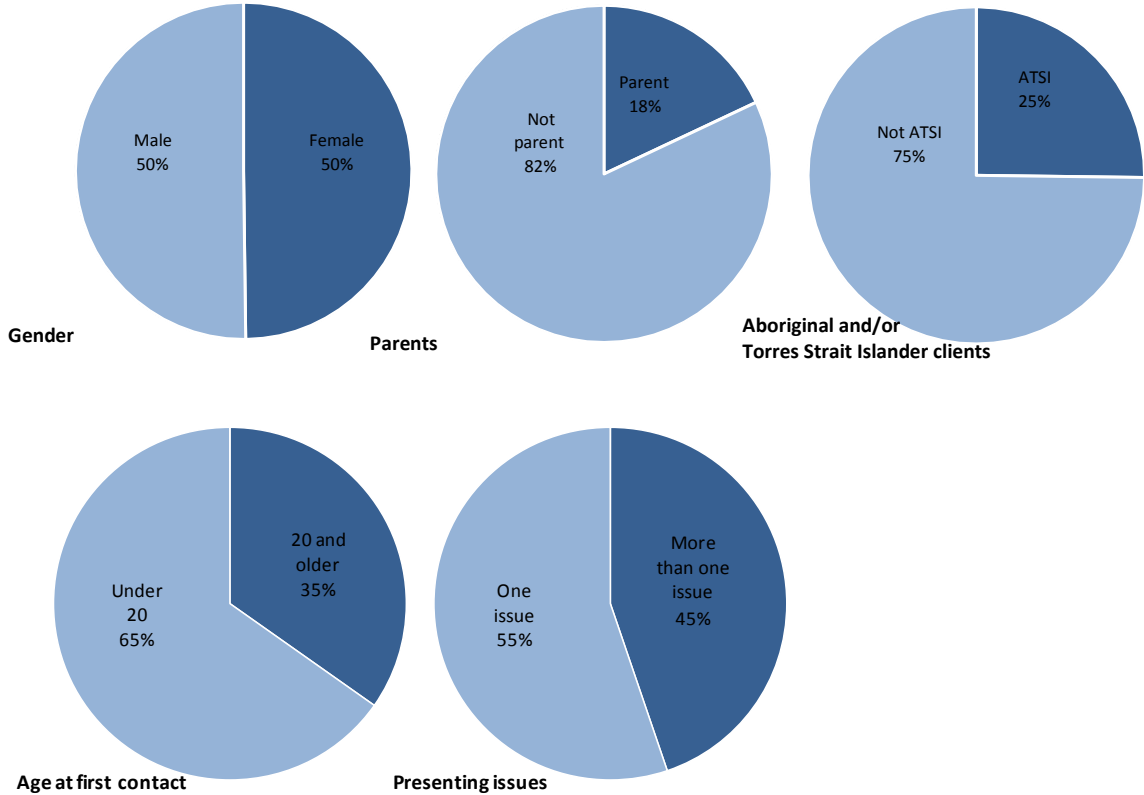


CLIENT CHARACTERISTICS

This section relates to clients that received brokerage at any time during the research period 1st July 2010 to 30th June 2012. The information known about all clients is age, gender, Aboriginal and/or Torres Strait Islander status and the number of clients with children. A subset of these clients received emergency brokerage; for these clients we know Aboriginality, country of birth and language.

The charts below present a summary of the information known about all clients in the program over this time. Below this are the details of each of these categories.

Summary charts



Gender

Males and females were evenly represented in the program with 244 (50.1 per cent) male clients and 243 (49.9 per cent) female clients. They both averaged two brokerage applications during this time, and the average amount per client was also similar between genders. Females had slightly higher average amounts, although this difference is likely to be due to random variation¹.

It is important to note that a small number of transgendered clients accessed the service. This is seen to be a positive outcome for the service, however in order to maintain their privacy as is consistent with any small group in this report, the number of clients has been suppressed.

Client gender

	Number of clients	% clients	Average number of applications per client	Average amount of brokerage per application \$	Average total amount of brokerage per client \$
Male	244	50.1	2	536	957
Female	243	49.9	2	365	1002
Transgender	*	*	*	*	*
Total	487	100.0	2	417	979

Notes: Source ICYAR brokerage application data June 2010 – July 2012

* indicates figures not provided when based on fewer than 5 cases

Total amount of brokerage is the total per client during the research period.

Aboriginal and/or Torres Strait Islander clients

A quarter of all clients identified as being of Aboriginal and/or Torres Strait Islander origin. On average, Aboriginal and/or Torres Strait Islander clients applied for brokerage three times during this period; non-Aboriginal and/or Torres Strait Islander clients averaged two applications.

Aboriginal and/or Torres Strait Islander clients applied for a higher amount of brokerage on average (\$536) per application compared to non-Aboriginal and/or Torres Strait Islander clients (\$365).

Looking at the total amount of brokerage provided per client over this time, Aboriginal and/or Torres Strait Islander clients were provided with a higher total amount of brokerage (\$1542), which is again higher than non-Aboriginal and/or Torres Strait Islander clients who averaged \$792 of total brokerage during the research period. This is expected as a result of the higher number

¹Independent samples t-test indicated no significant difference between the average total amount of brokerage provided to males compared to females $t(1138) = -.775, p = .438$. Mean difference -42.6 CI $(-150.7, 65.3)$, or the average amount of brokerage per application $t(485) = -.171, p = .864$, mean difference -45.4 , CI $(-567, 476)$.

of applications for Aboriginal and/or Torres Strait Islander clients and the number of these clients provided with supported accommodation which is generally higher cost than other types of brokerage.

Although this difference is large, statistical testing indicated that it is probably by chance or random variation within this group². Further analysis of supported housing applications (shown below from page 21 in the analysis of the Type of brokerage provided) indicates that it is likely to be the type of brokerage that contributes to these differences and not the cultural background of the clients.

Aboriginal and/or Torres Strait Islander clients

	Number of clients	% clients	Average number of applications per client	Average amount of brokerage per application \$	Average total amount of brokerage per client \$
Aboriginal and/or Torres Strait Islander	120	24.5	3	536	1542
Non-Aboriginal and/or Torres Strait Islander	369	75.5	2	365	792
Total	489	100.0	2	417	976

Notes: Source ICYAR brokerage application data June 2010 – July 2012
Total amount of brokerage is the total per client during the research period.

Parents

About one in five clients making applications during this time were parents (18 per cent, 88 clients). Clients with children represented the largest difference in terms of the average number of applications and the average amount of applications for brokerage during this period. On average, parents made three applications and received \$1991 in brokerage in total, whereas clients without children made two applications and received \$753 in brokerage in total.

Clients with children

	Number of clients	% clients	Average number of applications per client	Average amount of brokerage per application \$	Average total amount of brokerage per client \$
Has children	88	18	3	615	1991
Does not have children	401	82	2	351	753
Total	489	100.0	2	417	976

Notes: Source ICYAR brokerage application data June 2010 – July 2012
This includes children not in the custody of the client at the time of brokerage application
Total amount of brokerage is the total per client during the research period.

² Independent samples t-test accounting for unequal variances indicated a significant difference between the average amount of brokerage per application for non-ATSI clients compared to ATSI clients $t(429.8) = -2.29, p = .022$, mean difference -171, CI (-317.98, -24.48), however no statistically significant difference was observed for the total brokerage amount per client $t(134) = -1.7, p = .091$, mean difference -750.4, CI difference (-1623, 122).

Parents also received higher amounts of brokerage per application than clients without children, parents applying for an average of \$615 per application compared to \$351 per application for clients without children.

Both the average total amount of brokerage provided to parents, and the average amount per application are significantly higher for parents than for clients without children³.

The section on Supported Housing applications from page 26 indicate that this difference is likely to be due to the number of parents requiring supported housing.

Country of birth and language

Clients who had ever received emergency brokerage were asked about their country of birth and languages spoken. Within these clients nearly 88.4 per cent (247 clients) were Australian born, and 11.5 per cent (32 clients) were born overseas. Overseas born clients made an average of four applications per person during the research period, which is higher than Australian-born clients who made an average of three applications.

The average amount of brokerage per application and average total per client is similar between the two groups.

Note the higher averages for this group is because this only applies to people who have ever received emergency brokerage and in general these people make more applications for brokerage than the case managed clients.

A small number of clients spoke a second language (20 people, 7.6 per cent table not shown), of these people they were mostly European languages such as Spanish. Note that language was recorded as English plus another language. No clients required a translator.

³ Independent samples t-test accounting for unequal variances indicated a significant difference between the average amount of brokerage per application for non-parents compared to parents $t(322.6)=-3.0$, $p=.003$, mean difference -263.6, CI (-438.8, -88.4), and a significant difference was also observed for the total brokerage amount per client ($t(93.4)=-2.22$, $p=.029$, mean difference -1238, CI difference (-2343.9, -132.0).

Country of birth

	Number of clients		Average number of applications per client	Average amount of brokerage per application \$	Average total amount of brokerage per client \$
Australian born	247	88.5	3	504	1484
Overseas born	32	11.5	4	455	1691
Total	279	100.0	3	497	1508

Notes: Source ICYAR brokerage application data June 2010 – July 2012

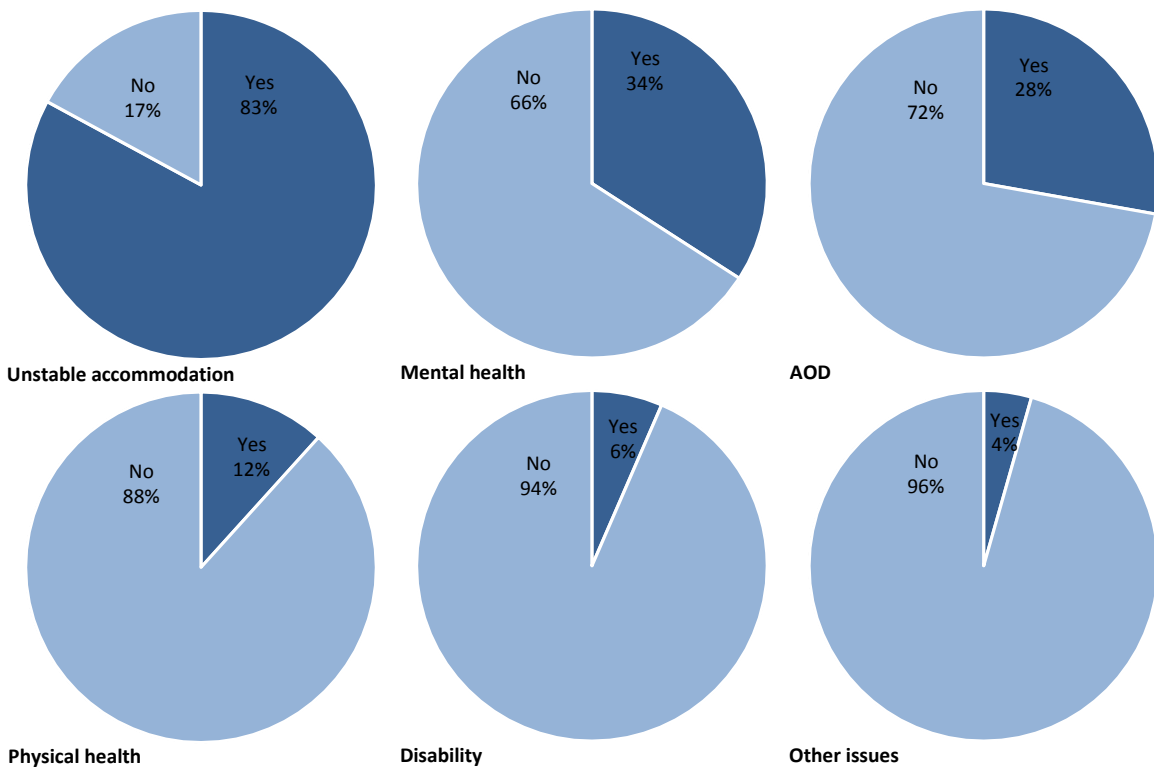
Total is clients that received any emergency brokerage during research period, excludes clients that only ever received case management or supported housing.

Total amount of brokerage is the total per client during the research period.

Presenting issues

As expected from this client group, the majority of clients experienced unstable accommodation (82.9 per cent). Around a third had mental health issues recorded as a presenting issue at least once during this time, and almost a third of clients had alcohol and other drug (AOD) issues.

Clients ever presented with various issues during research period



The high number of clients with unstable accommodation is possibly due to the fact that presenting issues are only recorded for clients that have ever applied for case management or supported housing.

Clients with physical health issues made the most applications on average out of all the presenting issues (5.5 applications), and clients with unstable accommodation made the least applications (3.1 on average). Clients with AOD use as a presenting issue had the highest average amount of brokerage (\$2482 on average), and clients with physical health issues had the lowest average per client (\$1446).

Presenting issues, case managed clients

	N applications	% applications	Average number of applications	Average amount of brokerage per application \$
Unstable Accommodation	411	82.9	3.1	396
Mental Health	169	34.1	5.0	601
Alcohol and other drugs	138	27.8	5.3	597
Physical health	58	11.7	5.5	335
Disability	32	6.5	5.8	597
Other issues	22	4.4	4.1	431
Multiple issues	210	42.3	3.2	561

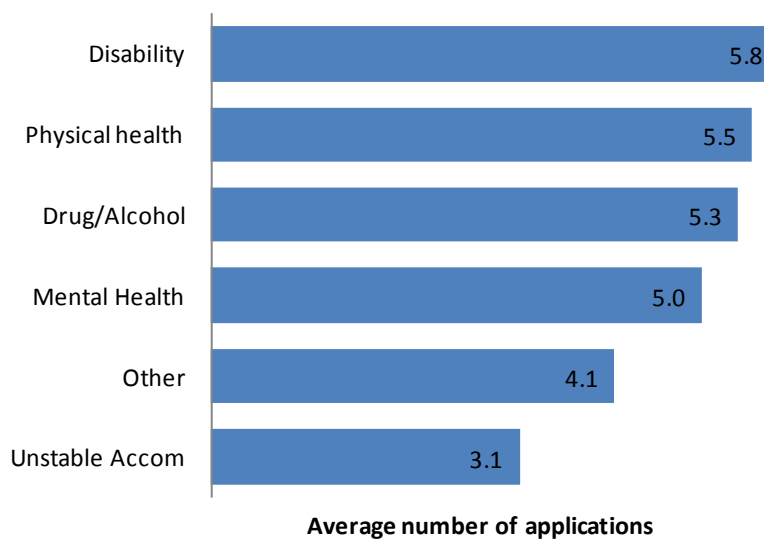
Notes: Source ICYAR brokerage application data June 2010 – July 2012

A presenting issue was recorded against that client if they presented with the issue at any application for brokerage during the research period.

Note that presenting issues were not asked of people receiving emergency brokerage. Where known, this was manually entered by the ICYAR team for the purpose of this report.

The following chart indicates the average number of applications by presenting issue. Although the majority of clients presented with unstable accommodation, they also made the fewest applications, whereas clients with physical or intellectual disabilities made the most applications on average.

Average number of applications by presenting issue



The majority of clients had multiple issues, namely unstable accommodation

and at least one other issue. The most common combination of issues was unstable accommodation and mental health, and it was also common for clients to have these and AOD issues as presenting issues.

The table below clearly shows that as the number of issues a client presents with increases, so do the average number of applications. The average amount of brokerage per client also increases as the number of presenting issues increases.

Clients with multiple presenting issues

	Number of clients	% all clients	Average number of applications per client	Average amount of brokerage per application \$
One presenting issue	255	52.1	1.7	215
Two presenting issues	102	20.9	2.6	549
Three presenting issues	72	14.7	3.5	670
Four presenting issues	29	5.9	3.8	371
Five presenting issues	7	1.4	6.7	481
Total	469	100.0	2.3	419

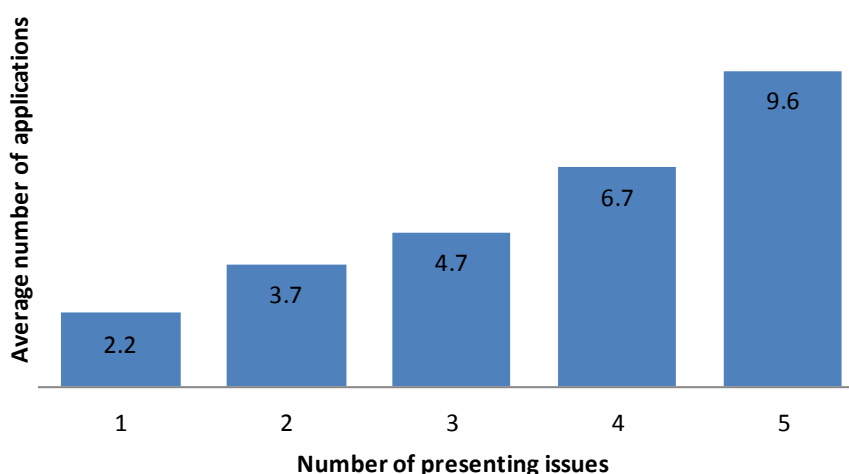
Notes: Source ICYAR brokerage application data June 2010 – July 2012

A presenting issue was recorded against that client if they presented with the issue at any application for brokerage during the research period.

Note that presenting issues were not asked of people receiving emergency brokerage. This was manually entered by the ICYAR team for the purpose of this report.

The following chart shows the relationship between multiple presenting issues and brokerage applications. Although half of the clients only had one presenting issue, these clients had the least number of applications on average. Note that there are very few clients with five presenting issues, so this may not be representative of every client with multiple and complex needs.

Average number of applications by the number of presenting issues



The table below shows the five most common combinations of presenting issues. Almost one in ten clients (9.4 per cent, 46 clients) had a combination of unstable accommodation, mental health and AOD issues. These clients made on average 4.2 applications for brokerage and were provided with \$3425 in brokerage. Clients with mental health and AOD issues made the highest number of applications on average (6 applications per person, however there were only a small number of these clients).

Clients with mental health and AOD issues alone received the highest average amount of brokerage, \$5972 per client on average, noting again that there are only a small number of clients in this group.

Most common combinations of presenting issues

	Number of clients	% all clients	Average number of applications per client	Average amount of brokerage per application \$	Average total amount of brokerage per client \$
Unstable accom, mental health and AOD	46	9.4	4.2	761	3158
Unstable accom and mental health	35	7.2	1.9	604	1156
Unstable accom and AOD	30	6.1	2.1	256	537
Unstable accom, mental health, AOD and physical health	14	2.9	4.6	344	1573
Mental health and AOD	13	2.7	6.0	975	5850

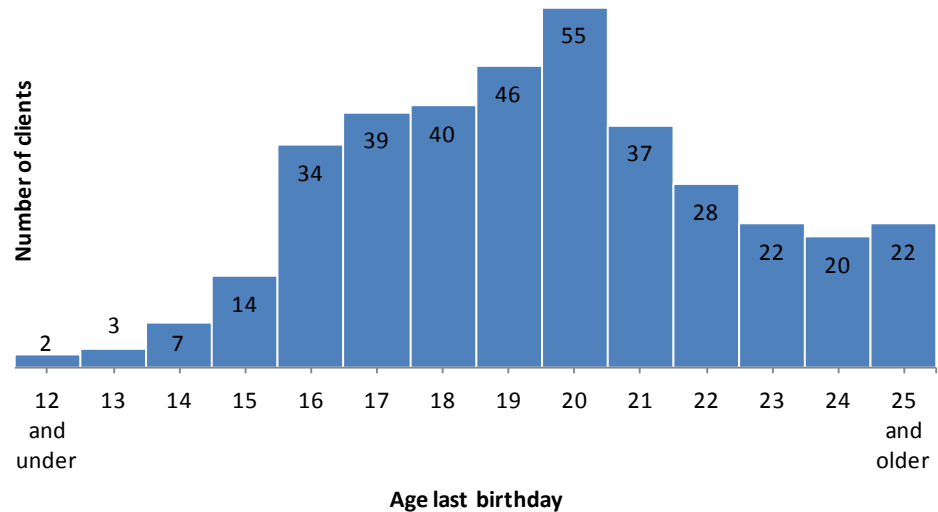
Notes: Source ICYAR brokerage application data June 2010 – July 2012

A presenting issue was recorded against that client if they presented with the issue at any application for brokerage during the research period. Note that presenting issues were not asked of people receiving emergency brokerage. This was manually entered by the ICYAR team for the purpose of this report. Total amount of brokerage is the total per client during the research period.

Age at first contact

The average age of clients at their first application was 22 years. A small number of clients were recorded as being younger or older than the intake age of 15 to 26; this is due to special circumstances. The number of clients increased between the ages of 15 and 20 then decreased from age 21 to 25.

Age of clients



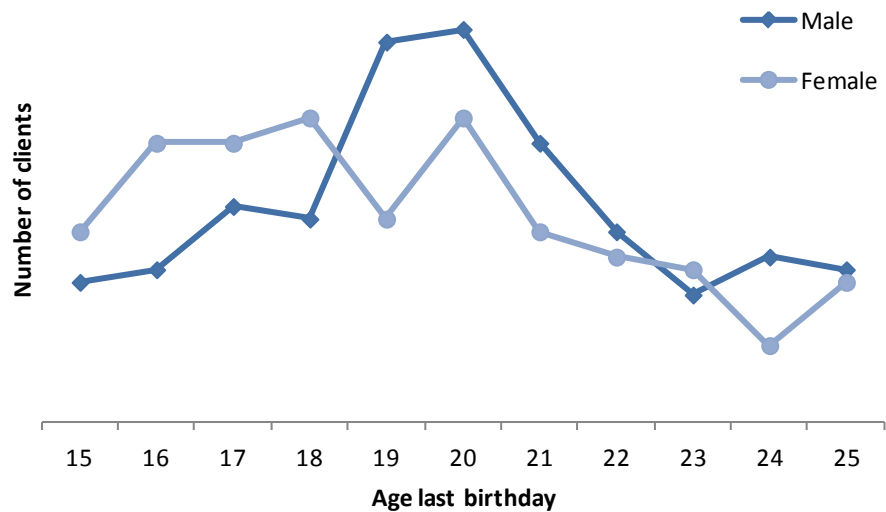
Note for graph: Source ICYAR brokerage application data June 2010 – July 2012, only counts clients who made their first brokerage application during the research period. A small number of people (6) were recorded as being older or younger than the cutoff. These have been counted as being 12 or 25 as it is unclear whether the dates of birth they provided are accurate.

The graph below shows the age of clients by gender. The average age of males entering the program was 19, whereas females tended to be older with an average age of 24 upon entering the program, although this difference is not significant⁴ meaning that the age differences are likely to be due to random variation and not because older males are more likely to need the service.

Looking at the distribution of age, it shows that there is a concentration of males aged 19 to 21 years.

⁴ An independent samples T-test showed no significant difference between the age of males and females entering the program $t(369)=-.859, p=.391, \text{mean difference } -4.6, \text{CI } (-15.12, 5.93)$

Age at entry by gender of clients



TYPE OF BROKERAGE PROVIDED

Emergency brokerage applications

This section relates to clients who made an application for emergency brokerage during the research period. There were 285 clients during this time. Between these clients they made 453 applications, which represent an average of 1.6 applications per client between June 2010 and July 2012.

The table below indicates that the gender breakdown of emergency applicants was again fairly even. Both males and females made similar amounts per application, and received similar total amounts of brokerage during the research period.

Aboriginal and/or Torres Strait Islander clients made up 26 per cent of the clients that applied for emergency brokerage during this time. This is similar to the overall breakdown of all clients. Non-Aboriginal and/or Torres Strait Islander clients averaged fewer applications per client (1.5) compared with Aboriginal and/or Torres Strait Islander clients (1.8), however non-Aboriginal and/or Torres Strait Islander clients had a higher average amount per application (\$101) than Aboriginal and/or Torres Strait Islander clients (\$73) and subsequently were provided with a higher average total amount of brokerage (\$152 compared with \$135 for Aboriginal and/or Torres Strait Islander).

Emergency brokerage clients, demographic information

	Number of clients	% clients	Average number of applications per client	Average amount of brokerage per application \$	Average total amount of brokerage per client \$
Gender					
Male	147	51.8	1.6	91	144
Female	137	48.2	1.6	96	143
Transgender	*	*	*	*	*
Total	284	100.0	1.6	93	148
Aboriginality					
Aboriginal and/or Torres Strait Islander	74	26	1.8	73	135
Not Aboriginal and/or Torres Strait Islander	211	74	1.5	101	152
Total	285	100.0	1.6	93	148
Parents					
Parent	45	15.8	1.9	88	170
Not parent	240	84.2	1.5	94	144
Total	285	100.0	1.6	93	148

Notes: Source ICYAR brokerage application data June 2010 – July 2012

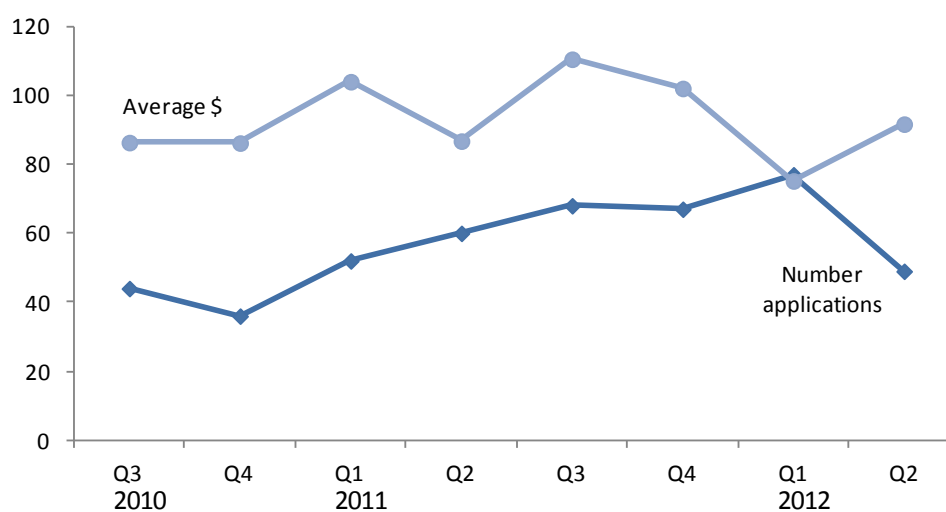
* indicates figures not provided when based on fewer than 5 cases

Total is all clients that have ever applied for emergency brokerage.

Total amount of brokerage is the total per client during the research period.

Parents represented 15.8 per cent of emergency brokerage clients, slightly lower than the overall proportion (18 per cent) of parents for all types of brokerage. They applied for a lower amount of brokerage per application compared to non-parents, however they applied for emergency brokerage more often on average (1.9 times) than non-parents (1.5 applications) which means they averaged a higher amount of total brokerage (\$170) compared to non-parents (\$144).

Number and average amount of emergency brokerage applications over time



The number of emergency brokerage applications has slightly risen over time. The applications rose from 44 during the third quarter of 2010 (the start of this research period) to 77 during Q1 2012, followed by a subsequent drop to 49.

The average amount per application has remained relatively stable, hovering around the average of \$93 during the research period.

The five most common reasons for emergency brokerage were (in order of application numbers) food vouchers, general transport (e.g. bus tickets), emergency accommodation, transport out of area and phone cards.

Five most common reasons for emergency brokerage applications

	Number applications	Average amount per application \$
Food vouchers	139	42
Transport, general	127	40
Emergency Accommodation	93	166
Transport out of area	64	125
Phone cards	47	42

Notes: Source ICYAR brokerage application data June 2010 – July 2012

The Wayside made the highest number of emergency brokerage applications (128) with an average of \$80 per application. This was followed by Oasis who made 89 applications with an average of \$161 per application.

Five organisations making the highest number of emergency brokerage applications

	Number applications	Average amount per application \$
Wayside	128	80
Oasis	89	161
The Crossing	61	76
Reconnect	59	59
KRC	56	39

Notes: Source ICYAR brokerage application data June 2010 – July 2012

Case Management applications

This section relates only to the clients who have received brokerage for case management during the research period. There were 282 clients that received brokerage for case management over this time. They made a total of 527 applications which represents an average of 1.9 applications per client. These applications represent 46 per cent of all brokerage applications during this time.

Case managed clients, demographic information

	Number of clients	% clients	Average number of applications per client	Average amount of brokerage per application \$	Average total amount of brokerage per client \$
Gender					
Male	137	48.9	1.9	374	692
Female	143	51.1	1.9	500	944
Transgender	*	*	*	*	*
Total	280	100.0	1.9	439	821
Aboriginality					
Aboriginal and/or Torres Strait Islander	68	24.1	1.7	413	704
Not Aboriginal and/or Torres Strait Islander	214	75.9	1.9	443	852
Total	282	100.0	1.9	437	816
Parents					
Parent	57	20.2	2.2	514	1136
Not parent	225	79.8	1.8	413	735
Total	282	100.0	1.9	437	816

Notes: Source ICYAR brokerage application data June 2010 – July 2012

* indicates figures not provided when based on fewer than 5 cases

Total is all clients that have ever applied for case management.

Total amount of brokerage is the total per client during the research period.

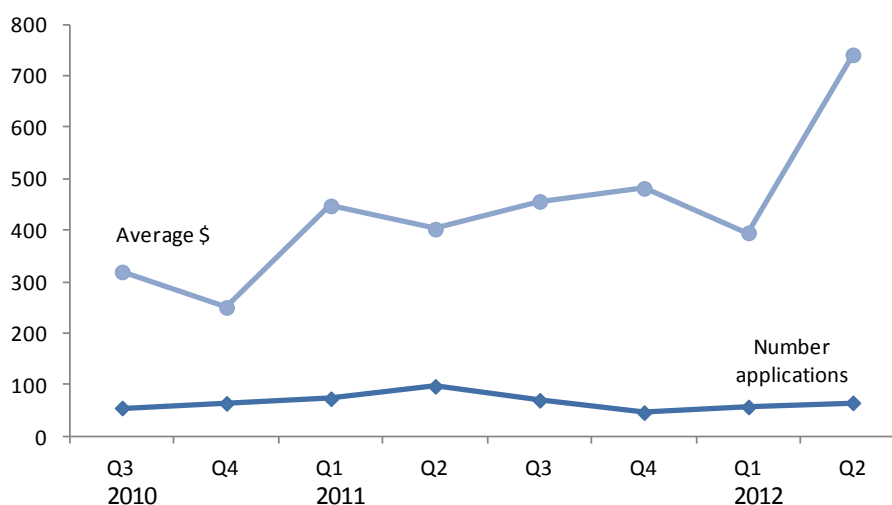
Although males again represented half of the case managed clients, they applied for higher amounts of brokerage per application and subsequently received a higher average total amount of brokerage during this time compared to females (\$944 compared to \$692).

Aboriginal and/or Torres Strait Islander clients again represented about one in four case managed clients; as with emergency brokerage they applied for less brokerage per application and received a lower total amount of brokerage during this time (\$704 for Aboriginal and/or Torres Strait Islander clients compared with \$852 for non-Aboriginal and/or Torres Strait Islander clients).

Parents represented about one in five case managed clients. They applied for brokerage more often (2.2 applications) than non-parents (1.9 applications) and applied for higher amounts of brokerage per application; subsequently they received a substantially higher total amount of brokerage (\$1136) compared to non-parents (\$735). This reflects the complex needs of parents receiving case management, often requiring additional money for housing setup in the form of higher amounts of bond and higher amounts of material setup costs than non-parents⁵.

⁵ This was confirmed via analysis of reasons for case management brokerage for parents versus non parents (not shown here).

Number and average amount of case management brokerage applications over time



The number of case management brokerage applications was relatively stable over time, with a low in Q4 2011 of 46 applications and a high in Q2 2011 of 97 applications. The average amount per application has risen over time from \$319 in Q3 2010 to \$741 in Q2 2012. The average during this time was \$437.

Five most common reasons for case management brokerage applications

	Number applications	Average amount per application \$
Housing setup, material	114	1004
Educational and vocational needs	99	268
Housing setup, bond	66	716
Clothing	50	238
Medical/Health needs	45	180

Notes: Source ICYAR brokerage application data June 2010 – July 2012

The most common reason for case management brokerage applications were for material housing setup needs. This also had the highest amount per application (\$1004). Clients made 99 applications for educational and vocational needs under case management during this time, and 66 applications for bond.

Five organisations making the highest number of case management brokerage applications

	Number applications	Average amount per application \$
Oasis	135	390
Come in Centre	131	338
The Crossing	116	607
SOS	39	393
Shopfront	26	324

Notes: Source ICYAR brokerage application data June 2010 – July 2012

Both Oasis and the Come In Centre made the highest number of case managed brokerage applications during this time (135 and 131 respectively). The average amount of brokerage per application was similar between organisations. Of the top five organisations making applications for case managed brokerage, The Crossing had the highest average per application (\$607).

SUPPORTED HOUSING

Supported housing applications

The following section relates to clients who made an application for supported housing during the research period. The data show 16 clients made applications during this time. Between them they made 165 applications for brokerage which represents 14 per cent of all brokerage applications during this time.

The gender breakdown was again similar; males applied for more brokerage, and a higher amount per application and subsequently received a higher total amount of brokerage on average compared with females (\$13045 and \$12507 respectively).

The largest differences between groups are seen here in Aboriginal and/or Torres Strait Islander clients. Half (8) of the supported housing clients are recorded as being Aboriginal and/or Torres Strait Islander – substantially different to the overall average of 25 per cent, although this is a very small group. The overall average difference in the total amount of brokerage shown in the client characteristic section above is seen here to be due to the differences between Aboriginal and/or Torres Strait Islander and non-Aboriginal and/or Torres Strait Islander supported housing clients. Aboriginal and/or Torres Strait Islander clients made an average 11.6 applications for brokerage, requested more brokerage per application and received a higher total amount of brokerage compared with non-Aboriginal and/or Torres Strait Islander supported housing clients.

The differences between parents that are shown in the case managed clients are also distinct in the supported housing clients, with parents applying for an average of around \$400 more per application compared to non-parents, and receiving a total of \$3350 more during the research period compared to non-parents.

Supported housing clients, demographic information

	Number of clients	% clients	Average number of applications per client	Average amount of brokerage per application \$	Average total amount of brokerage per client \$
Gender					
Male	9	56.3	11.1	1174	13045
Female	7	43.8	9.3	1347	12507
Transgender	*	*	*	*	*
Total	16	100.0	10.3	1242	12810
Aboriginality					
Aboriginal and/or Torres Strait Islander	8	50	11.6	1368	15899
Not Aboriginal and/or Torres Strait Islander	8	50	9	1080	9721
Total	16	100.0	10.3	1242	12810
Parents					
Parent	7	43.8	10.3	1429	14694
Not parent	9	56.3	10.3	1098	11344
Total	16	100.0	10.3	1242	12810

Notes: Source ICYAR brokerage application data June 2010 – July 2012

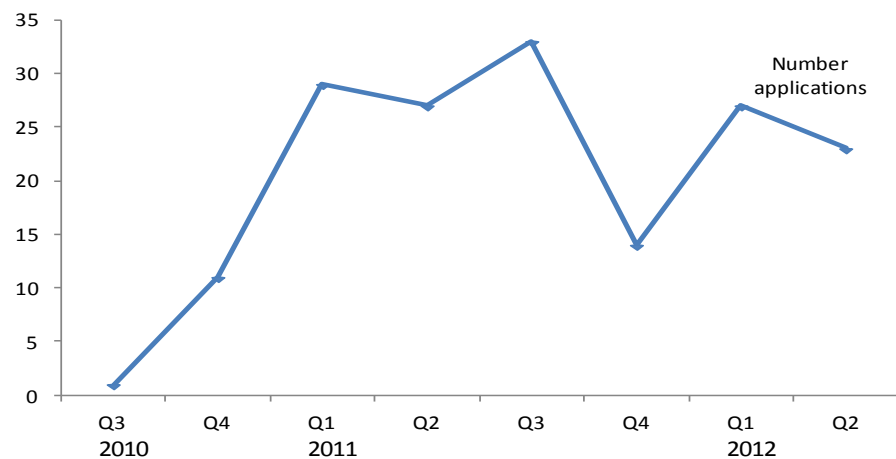
* indicates figures not provided when based on fewer than 5 cases

Total is all clients that have ever applied for case management.

Total amount of brokerage is the total per client during the research period.

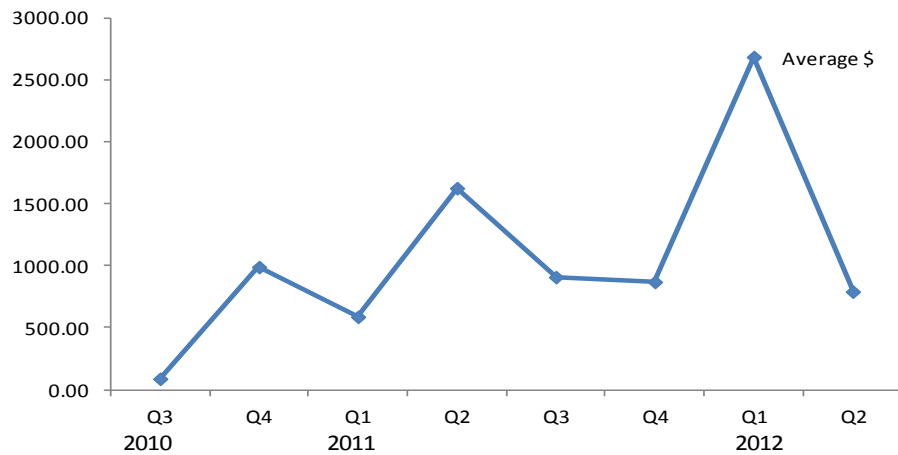
The number of supported housing-related brokerage applications predictably increased during the first year of the program as clients came on board.

Number of applications for brokerage related to supported housing over time



The average amount of brokerage peaked in Q1 2012 and appeared somewhat erratic over time. Further analysis showed the peaks were explained by the increase in the staff costs associated with these clients – as more clients were taken into the program, more staff costs were allocated to them.

Average amount of brokerage per application for supported housing related applications over time



The reasons for brokerage within this client group were quite diverse, representing the range of issues the clients were experiencing. The most common reasons were other (which includes the cost of the staffing component for these clients), material costs for housing setup, food vouchers, general transport (e.g. bus tickets) and emergency accommodation.

Five most common reasons for supported housing brokerage applications

	Number applications	Average amount per application \$
Other (e.g. staff costs)	57	2052
Housing setup, material	41	1560
Food vouchers	22	466
Transport, general	18	395
Emergency accommodation	17	579

Notes: Source ICYAR brokerage application data June 2010 – July 2012

Oasis again made the highest number of applications, making 61 applications with an average of \$1460 per application during this time.

Five organisations making the highest number of supported housing related brokerage applications

	Number applications	Average amount per application \$
Oasis	61	1460
Come in Centre	37	805
The Crossing	26	1599
SOS	25	1030
Shopfront	8	695

Notes: Source ICYAR brokerage application data June 2010 – July 2012

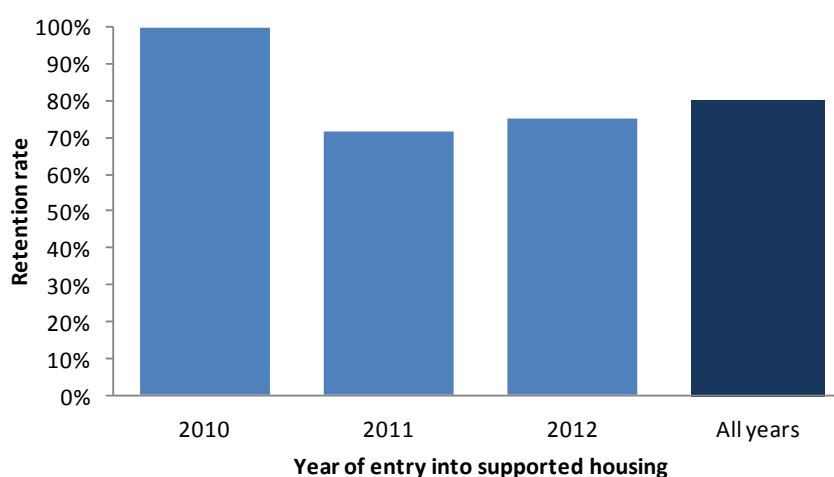
Client housing status

An important part of the program is to assist clients to enter and maintain stable housing. Reporting about clients entering and maintaining housing is only available from quarterly reports for the one year period covering July 2011 to the end of June 2012, however this period can broadly be seen to be representative of the program as a whole.

Unlike the section above which was produced using ICYAR brokerage application data, the data from this section has been produced from a working list of supported housing clients. Because of this, the numbers are slightly different between this section and the one above. This is because this list includes only those clients actually placed in supported housing, whereas the list above includes clients that are or were waiting to receive supported housing.

Unfortunately only limited housing stock was made available to ICYAR, and only 10 properties were provided in the first instance. An additional 3 properties have been sourced through other housing providers. The majority of clients that are assisted to enter housing in this program successfully maintained their tenancy. The overall retention rate for supported housing clients is 80 per cent.

Retention rate of supported housing clients by year of entry



Clients in housing (both case managed and supported housing) are supported for between 3 and 4 hours per week on average, and clients that are in supported housing take an average of 8 hours of support each week. Note that these figures relate only to ICYAR case managers, and do not include the hours spent by tenancy case managers in St George Community Housing and Metro Housing in supporting ICYAR clients.

Of the 15 clients provided with supported housing, only three have not maintained their tenancy during this research period.

Four clients entered supported housing during 2010. All four are still in housing at the end of June 2012. Seven clients entered during 2011, and five are still in housing. Four people entered during the first half of 2012 and three are still in housing at the end of the reporting period.

Number clients, retention rate and average length of tenancy for supported housing clients

Entry year	Clients entering during this year	Clients still in housing at end June 2012	Retention rate %	Average length of tenancy
2010	4	4	100	85
2011	7	5	71	57
2012	4	3	75	10
All	15	12	80	52

Source: ICYAR list of move-in dates for clients in supported housing. Note due to small sample and few exits a survival analysis was not conducted

Clients entering and maintaining housing or accommodation

The following table relates to the information collected during the most recent financial year. Emergency accommodation was the most common type during this period. Excluding that, entries into social housing were most frequently reported.

Type of accommodation 2011-2012

Accommodation type	Number of clients entering housing or accommodation during 2011-2012	Number of clients who were assisted to maintain an existing tenancy	Number clients who were assisted to enter and/or maintain tenancy
Social housing (public, AHO or community housing)	29	27	56
Private rental	8	1	9
SAAP accommodation	9	3	12
Boarding house	2	0	2
Other (ICYAR supported housing)	5	7	12
Not known	0	3	3
Total	53	41	94

Source: ICYAR annual reporting between 1st July 2011 to 30th June 2012

The following table represents the number of applications each quarter related to clients being supported to enter housing, or applications related to supporting clients to maintain their current housing. Note these figures may be slightly different to those previously published and in the table above because they have been counted manually. This is because prior to 2012 no indicator was present in the database relating to entering or maintaining housing.

Applications to enter or maintain housing over time

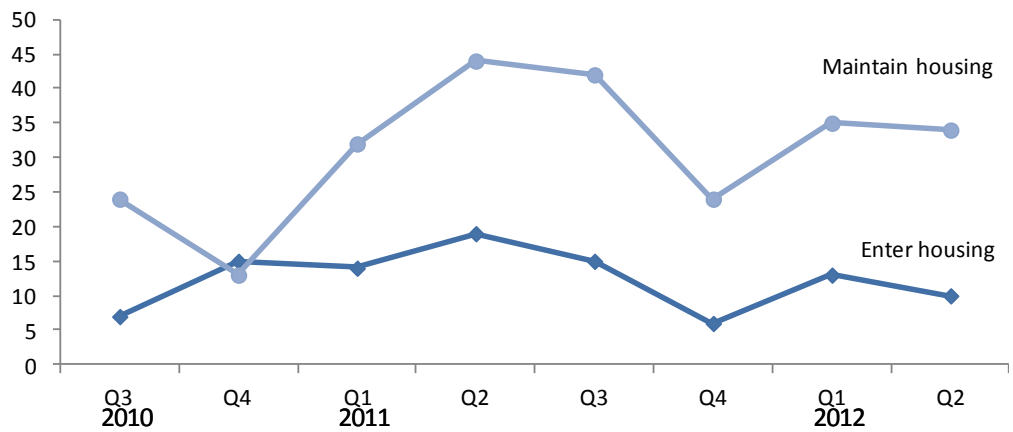
	Number applications related to entering housing	Number applications related to maintaining housing
2010 Q3	7	24
Q4	15	13
2011 Q1	14	32
Q2	19	44
Q3	15	42
Q4	6	24
2012 Q1	13	35
Q2	10	34
Total	99	248

Source: Author's manual calculation from ICYAR brokerage applications data June 2010 – July 2012

As the data show, the number of clients with applications to enter housing each quarter remained relatively stable over time, with a slight dip in Q4 2011 to six and a high in Q2 2012 of 19 clients entering housing.

As expected, the number of applications related to maintaining housing increased as more clients entered housing, however this dropped during the last quarter of 2011 and then stabilised during the first half of 2012.

Applications to enter or maintain housing over time



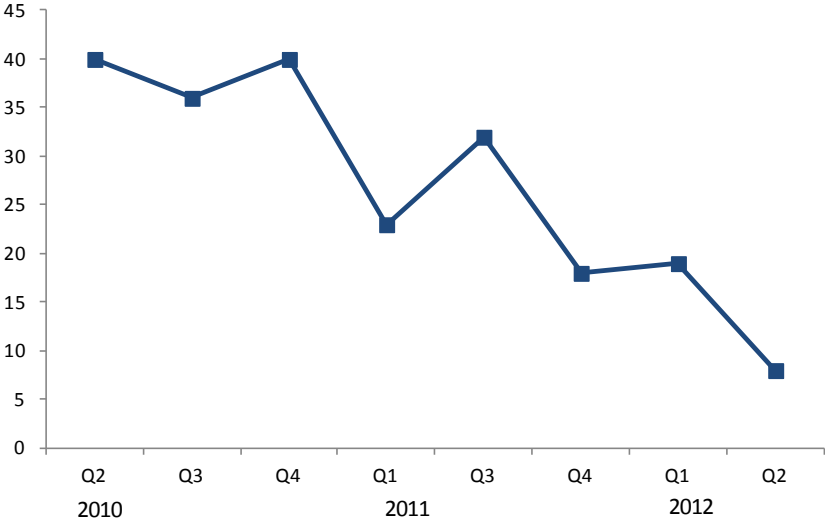
SWEEPS OF AT-RISK YOUNG PEOPLE

Each quarter, ICYAR and partner organisations perform a survey of at-risk young people on the streets of Kings Cross and surrounding areas. The young people are asked to fill out a short form asking about their current accommodation, the length of time they have spent in the area during the previous week, some demographic information and the reasons they are in the area during the evening of the sweep.

OVERALL NUMBER OF YOUNG PEOPLE OVER TIME

The overall number of young people identified in these sweeps is clearly reducing over time, from a high of 40 to a low of eight.

Number of young people identified in sweeps over time



DEMOGRAPHIC CHARACTERISTICS OF YOUNG PEOPLE IDENTIFIED IN SWEEPS

Gender of young people over time

Generally there were fewer females identified each quarter than males, with the division evening up as the overall numbers reduced towards the start of 2012.

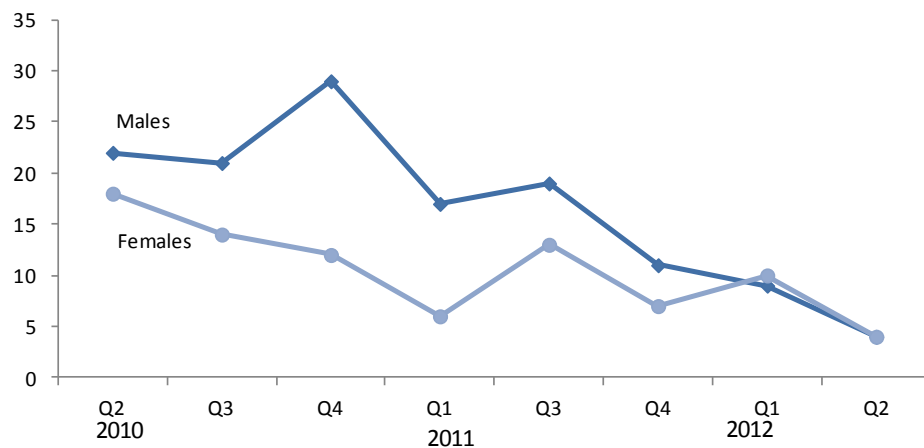
Number of young people identified in sweeps over time by gender

Quarter		Males	Females
Q2 2010	Apr-June 2010	22	18
Q3	July –Sep 2010	21	14
Q4	Oct - Dec 2010	29	12
Q1 2011	Jan-March 2011	17	6
Q3	July-Sept 2011	19	13
Q4	Oct-Dec 2011	11	7
Q1 2012	Jan-March 2012	9	10
Q2	Apr – June 2012	4	4

Source: ICYAR sweep data 2010-2012

The largest gap between males and females was during Q3 2010, where 29 males were identified (representing 74 per cent of the young people on that sweep).

Number of young people identified in sweeps over time by gender



Number of young people by Aboriginal and/or Torres Strait Islander status

The number of young people identifying as Aboriginal and/or Torres Strait Islander was fairly erratic over time. During four sweeps, very few or no Aboriginal and/or Torres Strait Islander young people were identified, whereas the sweeps conducted in Q4 2010 and Q3 2011 identified a majority of Aboriginal and/or Torres Strait Islander young people.

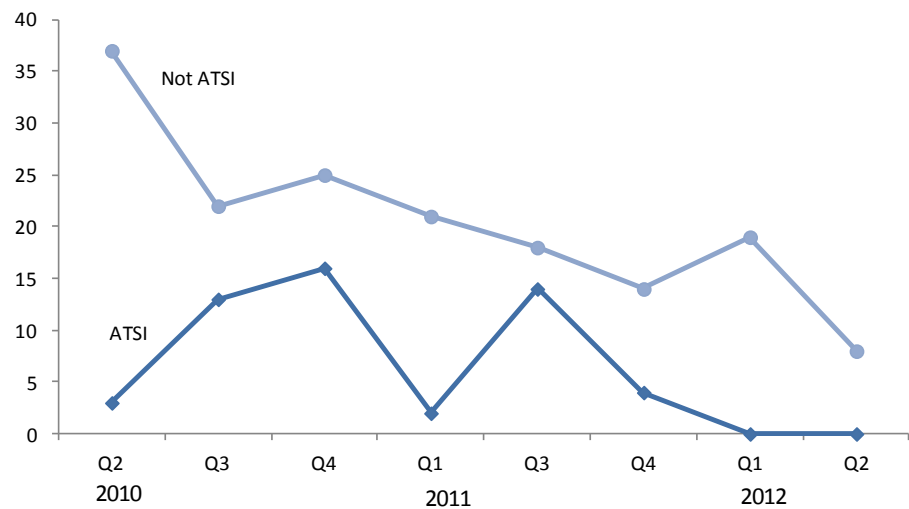
Number of young people identified in sweeps over time by Aboriginal and/or Torres Strait Islander status

Quarter		Aboriginal and/or Torres Strait Islander	Not Aboriginal and/or Torres Strait Islander
Q2 2010	Apr-June 2010	3	37
Q3	July –Sep 2010	13	22
Q4	Oct - Dec 2010	16	25
Q1 2011	Jan-March 2011	2	21
Q3	July-Sept 2011	14	18
Q4	Oct-Dec 2011	4	14
Q1 2012	Jan-March 2012	0	19
Q2	Apr – June 2012	0	8

Source: ICYAR sweep data 2010-2012

The number of non-Aboriginal and/or Torres Strait Islander young people generally declined over time from a high of 37 in the first sweep to a low of 8 in the most recent sweep.

Number of young people identified in sweeps over time by Aboriginal and/or Torres Strait Islander status



Country of birth

Looking at country of birth, both the number of young people born in Australia (or not otherwise stated) and the number of young people from other cultural groups declined steadily over time. As above, the numbers of Aboriginal and/or Torres Strait Islander young people identified in each sweep were more erratic.

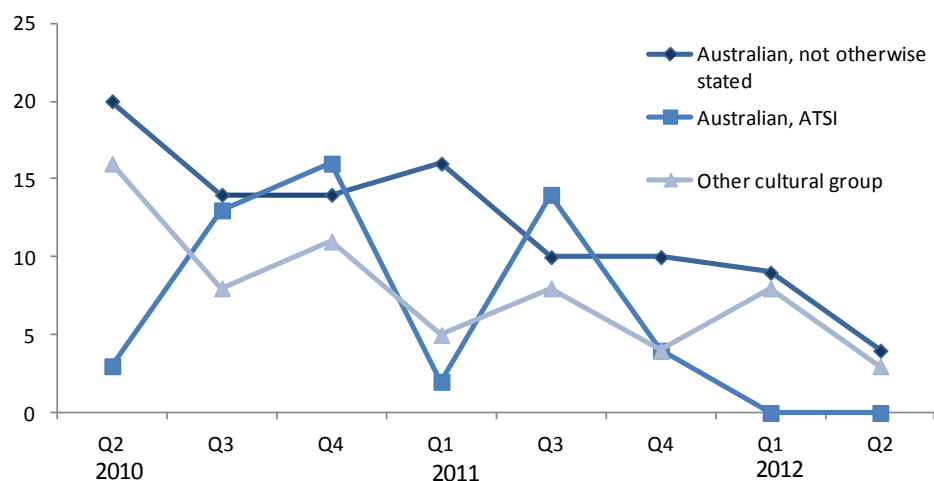
Number of young people identified in sweeps by cultural background

Quarter	Australian, not otherwise stated		Australian, Aboriginal and/or Torres Strait Islander		Other cultural group		Total	
	N	%	N	%	N	%	N	%
	Q2 2010	20	51	3	8	16	41	20
Q3	14	40	13	37	8	23	14	40
Q4	14	34	16	39	11	27	14	34
Q1 2011	16	70	2	9	5	22	16	70
Q3	10	31	14	44	8	25	10	31
Q4	10	56	4	22	4	22	10	56
Q1 2012	9	53	0	0	8	47	9	53
Q2	4	57	0	0	3	43	4	57
Total	97	46	52	25	63	30	97	46

Source: ICYAR sweep data Q2 2010 – Q3 2012

Note: Question is 'Cultural background', the category 'Other cultural group' includes young people that identified as Australian and another cultural background i.e. 'Samoan/Australian' as well as those that identified with a non-Australian country i.e. 'Italian'.

Number of young people identified in sweeps by cultural background



Average age

The age of the young people identified in the sweeps remained stable over time. The youngest children identified were aged 11, and the average age ranged between 18 and 20.

Average age of young people identified in sweeps

Quarter		Average	Youngest	Oldest
Q2 2010	Apr-June 2010	19	14	25
Q3	July –Sep 2010	19	14	24
Q4	Oct - Dec 2010	19	11	24
Q1 2011	Jan-March 2011	19	15	25
Q3	July-Sept 2011	18	11	26
Q4	Oct-Dec 2011	18	15	21
Q1 2012	Jan-March 2012	20	15	26
Q2	Apr – June 2012	20	16	23

Source: ICYAR sweep data Q2 2010 – Q3 2012

YOUNG PEOPLE IN NON-USUAL RESIDENCE

The data for this section was manually computed by comparing the young person's usual place of residence to the reported suburb they are staying on the evening of the sweep. Any young person that usually lived out of central Sydney and was staying in the area for the evening was counted as staying out of area. Also included were any young people staying in emergency accommodation or identifying as not having a place to stay.

Number and percent of young people identified in sweeps staying in unstable accommodation over time

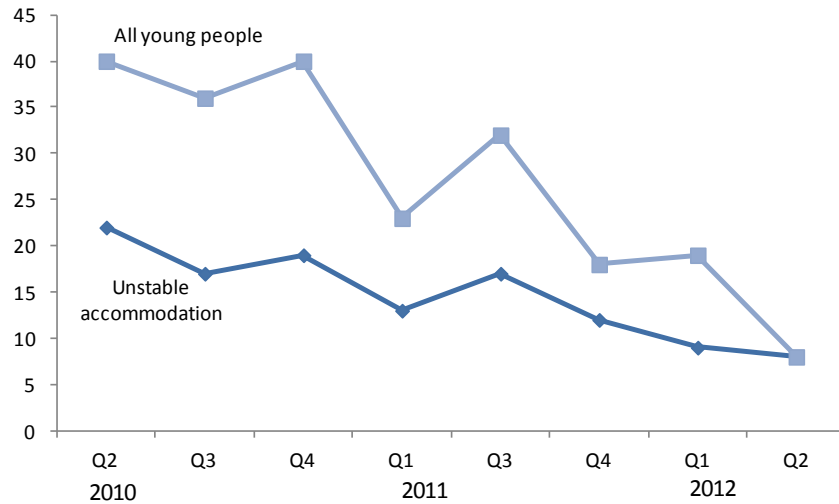
Quarter		Number staying in unstable accommodation	% staying in unstable accommodation	Total number of young people in sweep
Q2 2010	Apr-June 2010	22	55	40
Q3	July –Sep 2010	17	47	36
Q4	Oct - Dec 2010	19	48	40
Q1 2011	Jan-March 2011	13	57	23
Q3	July-Sept 2011	17	53	32
Q4	Oct-Dec 2011	12	67	18
Q1 2012	Jan-March 2012	9	47	19
Q2	Apr – June 2012	8	100	8
Total		117	54	216

Source: Author's calculation using ICYAR sweep data Q2 2010 – Q3 2012 based on indication of unstable accommodation on the evening of the sweep. Includes homeless, emergency accommodation, boarding houses, unknown location and anyone that identified as staying in accommodation for a short term (i.e. friends house for one week).

The data above and the chart below indicate that although the total number of young people identified in the sweeps is reducing, the number of young people in unstable accommodation is not reducing at the same rate. This means that the proportion of young people not staying in their usual place of residence or are homeless is actually increasing in relation to all young people identified in the sweep. This is potentially due to the sweep workers concentrating more on identifying young people at risk and less on the young people who are temporarily in the city (e.g. to socialise).

Nevertheless there is a downward trend in the number of young people overall. In order to determine a long term trend, it would be appropriate to add to the information currently available by continuing to conduct these sweeps.

Number and percent of young people identified in sweeps staying in unstable accommodation over time



DAYS IN KINGS CROSS AND SURROUNDING AREA

Young people were asked how many days they had spent in Kings Cross and surrounding areas during the previous week. With the exception of Q2 2012 (Apr-Jun 2012), young people had spent an average of four days during the previous week (seven days in Q2 2012).

Looking at the young people with unstable accommodation, there are some clear differences in the averages between the two groups, with those in unstable accommodation or homeless spending more days in the area during the previous week than those with stable accommodation. Over the entire data collection period, young people with stable accommodation spent an average of three days in the area, whereas people with unstable accommodation spent an average of five days during the previous week.

Number of days spent in the area over time

Quarter		Unstable accommodation, average days in KX during previous week	Stable accommodation, average days in KX during previous week	All young people
Q2 2010	Apr-June 2010	4	3	4
Q3	July –Sep 2010	5	3	4
Q4	Oct - Dec 2010	5	3	4
Q1 2011	Jan-March 2011	5	2	4
Q3	July-Sept 2011	5	3	4
Q4	Oct-Dec 2011	5	1	4
Q1 2012	Jan-March 2012	6	3	4
Q2	Apr – June 2012	7	n/a	7

Source: Author's calculation using ICYAR sweep data Q2 2010 – Q3 2012 based on indication of unstable accommodation on the evening of the sweep. Includes homeless, emergency accommodation, boarding houses, unknown location and anyone that identified as staying in accommodation for a short term (i.e. friends house for one week).

REASONS FOR BEING IN THE AREA

Young people were asked why they came to Kings Cross on the evening of the sweep.

The two most common reasons provided were to access services (63 people, 29 per cent) and to hang out (55 people, 26 per cent).

Reasons for being in the area by quarter

	Number of young people overall	Percent of young people %
Access services	63	29
Hang out	55	25
Other	32	15
AOD related activity	22	10
Friends/ family	16	7
Social	10	5
Live here	9	4
Sex work	6	3
Other work (not sex work)	3	1
Total	216	100

Notes: ICYAR sweep data Q2 2010 – Q3 2012

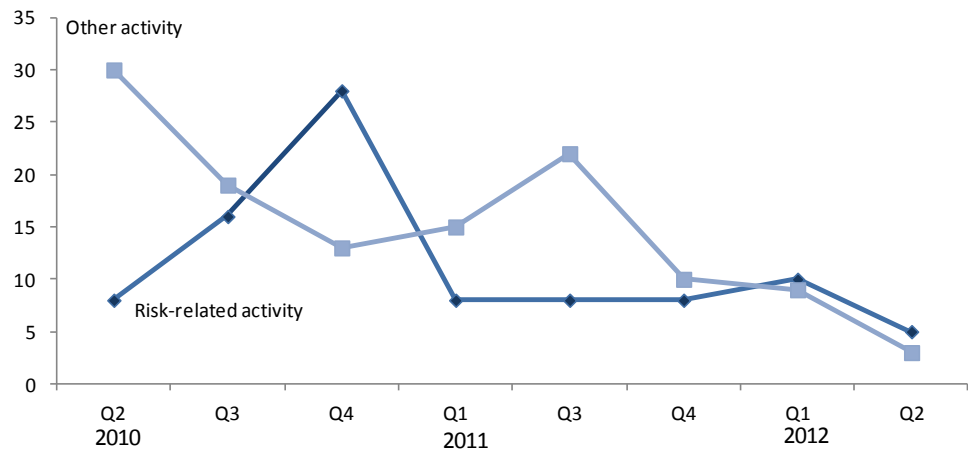
'Access services', AOD related activity and sex work were grouped to form a category 'risk-related activity'. Use of services is not a risk behaviour, but the need to access accommodation and health services indicates that the young person has risk related needs. The table and chart below show that with the exception of a peak in Q4, 2010 these activities remained fairly steady over time, whereas other activities (socialising, hanging out, other work, live here, other) declined at a more rapid rate. Again this could be the effect of the workers undertaking the sweep focussing on identifying those young people at risk instead of a general decline.

Number young people doing risk related activities over time

	Number of young people doing risk-related activity	Other activity
Q2 2010	8	30
Q3	16	19
Q4	28	13
Q1 2011	8	15
Q3	8	22
Q4	8	10
Q1 2012	10	9
Q2	5	3

Source: Author's calculation using ICYAR sweep data Q2 2010 – Q3 2012. Risk-related activity includes sex work, AOD related activity and accessing services. Other activity includes Hang out, friends/family, social, live here, other work (not sex work) and other.

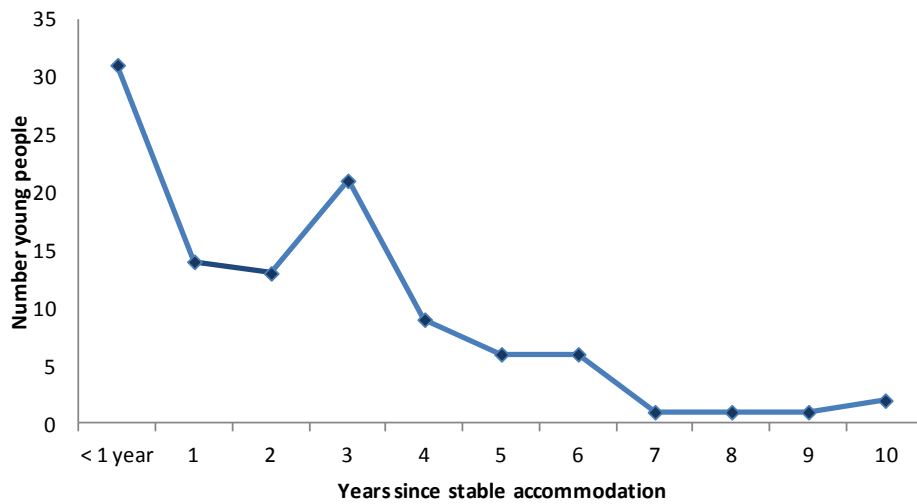
Number of young people doing risk-related activities over time



TIME IN UNSTABLE ACCOMMODATION

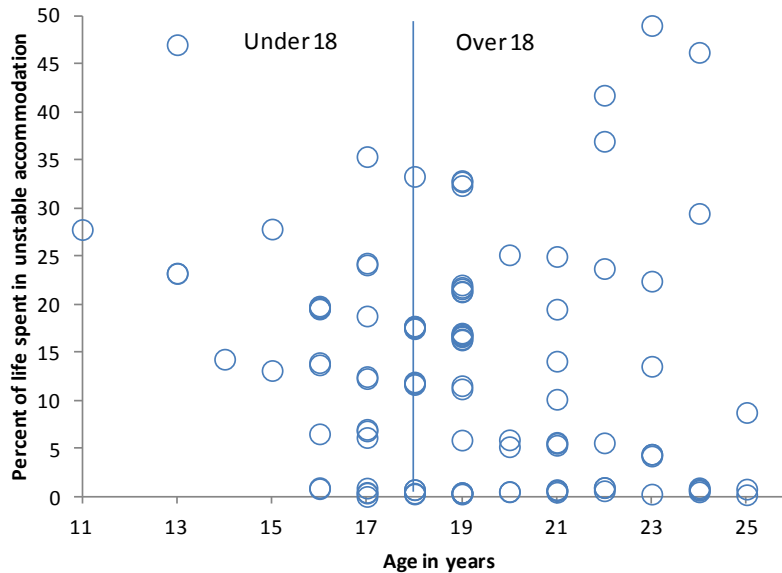
If the young person was not in stable accommodation, they were asked when they left. One hundred and fifteen people indicated that they were living in unstable accommodation, of whom 105 responded with the amount of time they had been in this circumstance. Of these, the table below shows that one in three young people had left stable accommodation within the previous year (35 people), and two out of every three young people had left more than a year ago. The most common response was three years, however there were a number of young people who had been in unstable accommodation for five years or more (17.8 per cent).

Number of years since being in stable accommodation



The following chart shows the percent of their life spent in unstable accommodation, amongst the young people living in unstable accommodation. The points at the 0% line are for young people that have been living in unstable accommodation for less than one year. The chart shows a group of young people who have spent more than one third of their lives living in unstable accommodation, a number of these young people are younger than 18 years old. Most concerning are the group in the top left quadrant that are under 18 and have been living in unstable accommodation for more than a quarter of their lives.

Percent of life spent in unstable accommodation by age



Source:

Author's calculation from ICYAR sweep data Q2, 2010 – Q3 2012. Note data points jittered where more than one young person is at that point.

CASE STUDIES

Cheryl

Cheryl is a 21 year old proud Koori Woman. She has experienced chronic homelessness, sleeping rough for the better part of 7 years. She has also experienced extensive sexual, financial, emotional and psychological exploitation for most of her life, being introduced to sex work in early adolescence by her mother. This has resulted in Cheryl experiencing chronic schizophrenia and depression.

Her family relationships are volatile and estranged. Violence has punctuated her life since she was a child; this in turn led to Cheryl having lots of contact with Community Services and Juvenile Justice as a child and teenager.

Cheryl was accepted into the ICYAR housing project and has been supported by an agency providing intensive case management support for young people who are homeless or at risk of homelessness. She has also had contact with other services. Cheryl was housed through the program in January 2011 in a head lease property managed by a community housing provider.

It was discovered through the case management work that was being done with Cheryl that her health needs, including her prescription medication was being duplicated by two health services. Through negotiation with these services and with Cheryl, there is now one health service looking after her health needs.

Cheryl has sustained her tenancy since January, despite having the normal transitional issues around social isolation, living skills, rental payments etc. The case manager and community housing provider have advocated strongly and successfully to the landlord and the real estate to maintain the tenancy, despite some tenancy issues around noise and police attendance at the property.

Cheryl has recently enrolled in TAFE, and is working with determination to achieve her other goals around addressing her mental health and substance misuse issues. The level of support required to engage and work with Cheryl to maintain her stable accommodation has been intensive and would not have been possible without brokerage funds available to enhance existing service delivery.

Casey

Casey is a 21 year old Aboriginal woman who was born in Queensland and grew up in Bourke. Casey moved to Sydney with her mother when she was an adolescent and reports that she has been homeless for at least the last 6 years. Casey has a long history of problematic sex work, sexual exploitation,

mental health issues (schizophrenia), physical violence, family breakdown and alcohol and poly drug misuse. Casey also displays inappropriate sexualised behaviour in public which has been an additional barrier to a successful housing placement. Casey has been known to Community Services for many years and has been involved with Juvenile Justice both in detention and in the community.

Casey was referred for case management in January 2011 by her health service provider, another ICYAR partner organisation. The case manager successfully referred Casey into the ICYAR supported housing program and was provided with an apartment in July 2011. Although there was not an ICYAR property available at the time ICYAR agreed to negotiate the provision of a property through a primary health care service and community housing provider, on the proviso that she continued to receive intensive case management support. The primary health care service was unable to provide the high level of case management support required and this client would therefore not have been housed.

Casey was involuntarily placed in a mental health facility prior to moving into her new property. Brokerage supported Casey's needs while in hospital by providing funds for her dog to be accommodated at a puppy day care facility, providing clothing and other necessary items and emergency accommodation for five days on release, giving her the opportunity to participate in the set up of her new property with the support of the case management agency staff.

Casey is working well with her case manager and ICYAR and has been supported to engage with both mental health and AOD service providers in the area she now lives. Casey's schizophrenia is being managed with medication and involvement from a community treatment team. Casey has also been in receipt of brokerage to have her methadone provided by a private clinic to ensure she does not have to come to Kings Cross for this service, where she would have to interact with other known drug users.

The case management agency receives brokerage through ICYAR to provide intensive case management support and Casey receives a minimum of 16 hours support in any given week. When required these hours are increased to meet Casey's needs. Casey is doing very well in her new property and has recently joined a local PCYC so she can play basketball; membership was covered using brokerage funds.

Most recently Casey is participating in an 8 week hospitality course that works with young Indigenous people to acquire qualifications in certificate 2 hospitality, responsible service of alcohol (RSA), responsible service of gambling (RSG) and barista training. It is a free course with uniform and textbooks provided. Casey is very motivated to attend the course. This is a

huge commitment on her part as it means waking up at 6.30am to pick up her methadone, travel to Redfern, and attend the course for 6 hours every day.

It is now the second week of the course, Casey has been able to socialise with other young people who are also making headway in achieving some of their goals. Making new friends and being taught basic etiquette from a respected Aboriginal elder is supporting improvement in Casey's behaviour as well as contributing to future goals.

Paul

Paul is a 20 year old male who emigrated from America to live with his father at 15 years old. He has been homeless for 4 years staying on the streets and intermittently with father. Paul has a history of physically abusing his father and younger sibling. Paul's health issues include Aspergers Syndrome, mild intellectual disability, ADHD, chronic anxiety and polydrug use. A number of agencies in the area have identified opportunistic sex work as an issue for this young man.

Paul entered the ICYAR supported housing program in February 2011. He receives a minimum of 15 hours support in any given week from a number of partner and non-partner agencies, including social support, mental health, and primary health care.

Brokerage funds were provided for emergency accommodation for 2 months while waiting for an ICYAR property to be made available. Funds were provided to establish his unit and additional funds have been used to provide intensive case managed support.

Paul has been supported to engage with both mental health and AOD service providers. He has also been linked in with a psychiatrist in the health district local to his housing placement.

Most recently Paul has had legal issues resolved for an indictable offense (high level of support offered through ICYAR led the judge to propose a non-custodial sentence). The legal support was provided by another ICYAR partner agency.

Since stabilised in accommodation Paul has made contact with his mother in America from whom he has been estranged since he was 15 years old. Recently his mother visited Australia to spend some time with Paul and is planning to maintain regular contact with him.

Paul is currently being assisted to look at recreational and vocational options in the area he now lives. Although Paul has not yet engaged with any recreational or vocational programs his support agency believes that Paul has

come a long way simply by maintaining his tenancy without issue for 10 months.

David

David is a 19 year old male, who was placed under the care of a minister from a young age. David lived in various foster homes, which were often abusive or unsuitable for David. Because of this, David returned home at 15 years old to live with his mother and father after running away from his foster family, however this too proved to be a dysfunctional environment and he left soon after. David was street homeless and couch surfing for approximately seven months before being identified by a youth service as a young person with high and complex needs, in need of intensive support. As a result, David was offered an ICYAR Supported Housing package in October 2010 and moved into a property. David receives support from a number of partner and non-partner agencies.

David's presenting issues include a history of AOD misuse, ADHD, anger management and a history of involvement with the police and legal system. David has a poor relationship with his family, particularly his parents, who he claims are still heavy drug users. David has stated that as his childhood was so traumatic prior to coming into care as well as in care; Family and Community Services have recommended he seek legal advice regarding a Victims of Compensation claim. A partner agency has begun this process, and this may take a minimum of two years to resolve.

David had a difficult year in 2011, where he lost custody of his first child and supported his current partner with a miscarriage. David experienced problems with his throat suspecting throat cancer, and with brokerage from ICYAR was able to see an ear, nose and throat (ENT) specialist who confirmed it was not cancer and referred him for a hospital based sleep study due to possible sleep apnea.

Despite these difficulties, David is determined and focused on working towards increasing access visits with his child. He is proactive in researching and attending parenting courses, and through ICYAR brokerage received his Caring for Kids First Aid Certificate through St John's Ambulance. He is also hoping for his RSA/RCG and Senior First Aid Certificate, to increase employment opportunities. When in employment, working with fibreglass, in 2011, David was able to purchase suitable clothing through brokerage funds. While experiencing a decline in mental health and AOD use over the Christmas period, David is making steady progress again. He is in regular contact with the case worker and attends all appointments/meetings with caseworker and psychologist. David got his Learner license recently and has already enrolled in Drivin' for Employment in order to attain his provisional license.

Linda

Linda is a young Aboriginal woman who has had an extremely difficult upbringing, and despite that has made positive changes in her life. She is a mother of two children, who she has been raising on her own for the past year after an extensive period in a drug and alcohol rehabilitation facility. Linda started using heavy drugs at 13 years old, causing a breakdown in family relationships. She became homeless at 16 years old, with transient periods of street homelessness. When Linda fell pregnant with her first child 3 years ago, she admitted herself into a rehabilitation centre to make changes in her life and address her AOD use. She stayed here for 14 months and had started on a methadone program.

After this period in rehab, Linda reconnected with family and stayed with them in both Sydney and Canberra. She has also stayed in temporary accommodation through the Department of Housing for 4 weeks.

After a car accident in July 2011, Linda was taken to hospital and found to be positive for drugs in her system after relapsing once. As she was pregnant at the time and had a young daughter, Community Services became involved. It was through work with Community Services that Linda was referred to a women's residential rehab program. Linda's mother cared for her first child while she was in rehab, where she stayed for seven months and made enormous progress. An NGO was contacted by Community Services to do intensive case management with Linda with the primary goal of restoring care of her children. With the help of her caseworker, she was placed on the priority housing list and found short term accommodation for herself and has her two children in her custody.

Linda was recently placed in an ICYAR supported housing property through a community housing provider. Linda, her partner and the two children have settled into the property well and have participated in her case management plan with the support of a number of ICYAR partner organisations.

She attends Narcotics Anonymous meetings weekly and the Self-management and recovery training (SMART) program, and is looking to transfer her methadone dose at Royal Prince Alfred Hospital (RPA) (free) to a pharmacy where she will need to pay. She has identified she is trying to get away from that environment and wants to come off methadone completely. She wants to connect with a psychologist to address her social anxiety and depression, and work on different strategies to cope after coming off her medication. She has joined a Young Parents Program, which takes place weekly and involves education around parenting. She has identified she would like to study to increase her employment opportunities, and has already completed her Certificate II in Business Administration.

FOCUS GROUPS AND INTERVIEWS WITH PARTNER AGENCIES AND HOUSING PROVIDERS

The experiences of the partnership model were described as overwhelmingly positive. ICYAR operates as a client-centred collaboration between partner agencies, which can provide better services to their clients because of their participation in ICYAR.

It is *client-centred* because the partnership activities are driven by the needs of individual clients, and the shared knowledge of each agency is used in planning services and support for clients.

It is *collaborative* because the specific expertise of individual agencies contributes to holistic case management for clients, most of whom have high and complex needs.

It delivers *better services* because collaboration between agencies and the availability of brokerage funds enables flexible, individualised responses to client needs. Many of the resources and support provided to ICYAR clients could not be delivered in the absence of the project.

The benefits of ICYAR were described in terms of assessing clients, providing effective case management, having flexibility in responding to a range of needs, and sustaining tenancies.

ASSESSMENT

Agency staff emphasised that young people who are homeless or at risk of homelessness in Kings Cross and surrounding areas often have very high and complex needs, which are unable to be met by a single agency or by a once-off service response. This has been the case for many years, and, reflecting this, there is a very high concentration of services in the area. However, prior to ICYAR, the number and range of services often resulted in ineffective service delivery. Clients would cycle between agencies, and each agency could deliver only the services for which they were funded. In common with other areas, service providers were often reluctant to refer clients to other agencies, or ask for advice.

ICYAR has enabled a more responsive, and streamlined, assessment process. For example, agencies which provide outreach and general support can call on the Kirketon Road Centre and the Medically Supervised Injecting Centre to provide specialised assessment and referral to drug treatment services. The governance of the brokerage program, by which decisions to approve brokerage are made by the outreach coordination committee (OCC), results in concrete, specific client-centred information sharing between services. Participation in ICYAR has ameliorated the traditional hesitation of services to

collaborate, and this means a much more holistic and comprehensive assessment. Another benefit of the greater trust between agencies is that clients do not move as often from one service to the next, which results in more sustained and continuous relationships.

CASE MANAGEMENT

Because of the high needs of clients, case management is often the best service response. This will involve coordinating support from different agencies, in order to meet the clients' different needs. In contrast to service delivery, case management is about identifying what a client needs and ensuring they get access to that. However, case management without access to brokerage funds is often exhausting and ineffective, because workers know their clients' most pressing needs—pay an electricity bill, buy medicine or food or furniture, enter a rehabilitation program—but have no resources to meet them. Case management without brokerage was described as 'working with your hands tied behind your back', and as demoralising for practitioners. In contrast, ICYAR enables practitioners to apply for funds, and to receive a response within hours or days. There was consensus that the brokerage funding is available, of an appropriate level to meet clients' needs, and administered well.

FLEXIBILITY, AND RESPONDING TO DIVERSE NEEDS

ICYAR was described by partner agency staff as well-structured. Processes are clear and decisions are transparent, and people know what is expected of them. At the same time, the model is flexible and provides for individual needs.

Brokerage funding is used for a range of purposes, from emergency and crisis needs to assistance with meeting longer-term and 'normal' expenses. Recent examples described in the focus groups and interviews include:

- A flight and new clothes for a young woman who wanted to return home to north Queensland
- Work-boots and equipment for TAFE courses
- Psychiatric assessments
- Sports clothes and equipment for a young woman with a mental illness, for whom physical exercise was particularly recommended, and who had been connected with a gym prepared to cover her registration fees
- Transport to attend court, sometimes involving significant distances
- Entry fee and first week in private residential rehabilitation facility
- A week's rent for a client whose tenancy was at risk

- Transport for a young person to return home to Scotland after the onset of mental health issues and involvement in street based sex work
- Kennel fees for a client's pet, to which she was extremely attached, while she was admitted to hospital for mental health issues
- Furniture, whitegoods and other household set-up costs
- Assistance to recent arrivals (from New Zealand especially) who are excluded from most services

The benefits of the partnership were described in one interview as exemplified by the range of purposes to which brokerage funds are put: in providing funds to meet 'everything from desperate, crisis need to university textbooks', the brokerage process illustrates the success of ICYAR in helping young people turn their lives around.

SUSTAINING TENANCIES

The opportunity to secure a tenancy, in private rental or social housing, can be enormously beneficial to young people at risk, improving their health, well-being and orientation to the future. However, without the right support, tenancies can be very difficult to maintain. Set-up costs, furniture, utility bills, food and other regular payments can easily exhaust the resources available to young people, and failing to pay the rent for a week or two places a tenancy at risk. ICYAR enables case managers to identify and respond to tenancies which are at risk, by assisting with set-up costs and maintenance. The involvement of case managers with the day-to-day lives of young people is also critical to this. Because clients are often reluctant to ask for help, or identify the areas in which they need assistance, it is the regular contact with case managers that enables them to pick up on areas requiring assistance before they escalate.

Social housing providers benefit from involvement in ICYAR, because the application and assessment process is streamlined, with one point of referral instead of 15, and because the clients placed through ICYAR are provided with intensive, ongoing support.

RECOMMENDATIONS

As described above, *access to brokerage funds* and *communication and co-operation between agencies* were strongly identified as critical to the success of ICYAR, and these should be maintained and incorporated into future service models.

There are a number of other characteristics of ICYAR that seem to be very important to ensuring its success.

Maintain the role of the coordinator. A full-time position is required to ensure that administration of the brokerage program, and data collection and management, is efficient and standardised. Equally important is the role of the coordinator in managing relationships and communication between the partner agencies. Although there is an international trend to increase collaboration and integration between human service agencies, it is often difficult to achieve this. Disciplinary and professional boundaries, agency funding agreements and privacy guidelines can all impose barriers to collaboration. This was the experience of ICYAR in its early stages, and it required significant effort for these barriers to be overcome. While the partnership is now extremely collaborative, the role of the coordinator is still important in monitoring risks to this, especially as staff turnover in the sector is so high and a single practitioner would be sufficient to disrupt the partnership's functions. Everyone to whom we spoke was emphatic that the coordinator role was critical to the success of the model.

Continue support to maintain the functions and structure of the committees. The two committees (outreach coordination committee and steering committee) each have distinct roles in governance and day-to-day administration, and are characterised by continuity of attendance, and representatives who are authorised to make decisions. Given the difficulties many projects face in setting up and maintaining functional committees, the success of ICYAR in achieving this, with such a large number of agencies, is remarkable. The transparency and efficiency of the brokerage process was described as a significant achievement of the outreach coordinating committee, and an incentive for agencies to stay involved. A lot of energy and effort is required to do this, involving the management of new and existing relationships, and decisions about inclusion of new groups in the partnerships. The fact that the committees have significant responsibilities seems to contribute to them working so well; but here too the role of the coordinator is important in ensuring that the committees can execute these responsibilities efficiently.

Continue the outreach sweeps to identify the characteristics and service needs of young people in the area.

Maintain the ICYAR database as a detailed, comprehensive record of the activities and expenditure of the project.

LITERATURE REVIEW

For this report we conducted a very brief literature review of the academic and grey literature, including previous ICYAR reports. We reviewed selected literature on the areas which emerged from the data as most relevant to ICYAR: case management for clients with complex needs; sustaining tenancies; and brokerage funding.

Recent research conducted by the SPRC (Flaxman et al., 2012) reviewed the literature on young people and homelessness found that:

- The young Australian homeless population is characterised by temporal diversity.
- Between 30 and 40 per cent of the annual homeless youth population have a short-term problem (less than two weeks); that between 40 and 50 per cent experience long-term homelessness (some months of homelessness); and that between 15 and 25 per cent are chronically homeless (more than one year of homelessness).
- Homeless young people often face multiple disadvantages such as poverty, poor access to health care, low educational participation and poor employment prospects.
- Youth homelessness is often linked to family conflict, violence and abuse, social isolation, substance abuse and mental health problems (Department of Education and Early Childhood Development, 2008; Grace et al., 2008; Johnson and Chamberlain, 2008)

Case management

Two systematic (Cochrane) reviews on case management found positive results. These were specific to clinical populations, so it is not certain how generalisable their findings are to ICYAR clients. In addition, the terminology of case management and case coordination is not always clear. However, they do show that case management is a promising approach for people with complex needs who are homeless or at risk of homelessness. It should also be noted that the criteria for inclusion in Cochrane reviews are very stringent. This means that a lot of studies with promising results are excluded, but it also means that the findings of these reviews are very robust.

A review of the effectiveness of case management for people with substance use disorders (Hesse et al., 2007) found that case management is effective for linking people to community and treatment services. It also found a significant, moderate effect on living situation for the small number of included studies that had housing as an outcome.

A review of the effectiveness of intensive case management for severe mental illness (Dieterich et al., 2010) found that, compared to standard care,

intensive case management reduced the length of hospital stays, reduced the number of people admitted to hospital, and was more effective for retaining people in services. People allocated to intensive case management were more likely than people receiving standard care to be living independently, in both the medium and long term (long term more so than medium). Non-intensive case management is also promising, but there were no studies comparing this with standard care.

Sustaining tenancies

Australian and international studies show the benefits of multi-disciplinary collaboration in supporting people with complex needs to sustain tenancies. Most of these have studied public or supported housing, but the findings should be equally applicable to case coordination to support tenancies in private rental markets. The costs of not supporting tenancies are high, as many people who leave housing in adverse circumstances will subsequently experience homelessness (AHURI, 2007).

An Australian review of housing support for people with complex needs (specifically people with physical disability, people with intellectual disability, and people with mental illness) found that strong collaborations between services, either formally or informally, was a significant contributor to successful outcomes (Bleasdale, 2007). Another study, on assisting people with 'demanding behaviours' to maintain tenancies in public housing, found that support plans with external (non-housing) agencies and services were necessary for clients with medium- to high-level support needs (AHURI, 2007).

Brokerage

The importance of access to brokerage funding to effective case management has been described in the literature. Brokerage enables services to meet people's immediate needs, with practical support, and this is a necessary first step before other outcomes can be achieved. Helping young people meet their immediate needs is important in helping them shift from a focus on day-to-day survival to planning and hope for the future.

Although it was not possible within the scope of this research to gather the views of the young people involved as clients in the ICYAR project, previous research on the self-reported needs of people who are homeless found that practical and financial needs—such as housing, income and employment—were identified most frequently (Herman et al., 1994).

A recent review on effective strategies for improving systems and services for people at risk of homelessness concluded, among other things:

- Homeless people face significant barriers in accessing both mainstream services and specialist homelessness services, with fragmentation and complexity a key criticism of both service systems.
- Service system integration and service integration must be pursued concurrently to effectively address these barriers.
- There is no single access mechanism or model that is appropriate across the board, but responses must be tailored to suit the local service context and target group needs' (Black and Gronda, 2011: 61)

Because brokerage funding enables a more prompt, flexible response to immediate needs, the ICYAR project conforms more closely to these principles than it could without brokerage. The governance mechanisms of the project, in which services collaborate in assessing applications for brokerage funding, and providing informal support and guidance to each other, also seem to have the effect of making the project an effective service integration project.

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