



ST. JOHN'S  
**YOUTH**  
SERVICES  
INCORPORATED

## **ROUNABOUTS AND RECYCLING**

***FACTORS CONTRIBUTING TO THE BREAKDOWN OF YOUNG  
PEOPLE'S POST-EMERGENCY SERVICES PLACEMENT  
WHICH COMPEL MANY TO RETURN TO  
EMERGENCY ACCOMMODATION.***

**A RESEARCH INITIATIVE OF  
ST. JOHN'S YOUTH SERVICES**

***WRITTEN BY GLORIJA KUZMAN  
2003***

**THE VIEWS EXPRESSED IN THIS REPORT ARE THE AUTHOR'S AND DO NOT NECESSARILY REFLECT  
THOSE OF ST JOHN'S YOUTH SERVICES.**

## **ROUNDABOUTS and RECYCLING**

*Factors contributing to the breakdown of young people's post-emergency services placement, which as a result compels many to return to emergency accommodation in Adelaide.*

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**THANK YOU TO ALL YOUNG PEOPLE AND SERVICE PROVIDERS  
WHO CONTRIBUTED AND GAVE OF THEIR TIME.**

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## INTRODUCTION

In an ideal system young people who find themselves homeless would come to St. John's Youth Services, receive the appropriate service and then advance to longer-term accommodation. This accommodation would be affordable, available and appropriate and would hold the possibility for the individual to access support services and opportunities if needed - which in turn would provide an environment that would endorse the individual's independence.

However, it is not an ideal system. For the marginal amount of young people who do access the wider youth accommodation system that provides longer-term accommodation, many have not stayed within it. According to past research conducted by St John's Youth Services, the number of young people who have left the wider system to enter the emergency services is greater than the number of young people able to access those services on departure. It seems that short falls in the youth accommodation sector lead to the failure to provide sustainable placements to young people, the result often is their return to the emergency services. The aim of this research is to explore what these short falls might be, and how they affect both young people and the service providers.

The SAAP Program assumes that homeless people need support. Support is an illusive term and is usually not defined clearly by service providers or funding bodies. This research also desires to delve into what young people consider support to be and what they think it should be.

The research recognizes the resources spent by both services and funding bodies in order to assist young people, aims to highlight possible gaps in service provision from both provider and recipient perspectives, and to make recommendations that aim to improve the lives of young homeless people in Adelaide.

Language was a constraining factor in this study and it is recognized that terminology in this field is highly complex and can be interpreted differently by many. This research aims to be open and flexible enough to accommodate diverse interpretation from its participants.

## **OBJECTIVES AND AIMS**

- ⑥ Identify the factors in post-emergency accommodation that drive young people back to the emergency accommodation services.
- ⑥ Obtain the general views of young homeless people in Adelaide who have accessed post-emergency accommodation and have returned to emergency services provided by St. John's Youth Services.
- ⑥ Obtain the general views of service providers who are associated with post emergency accommodation services in regard to their beliefs on why many placements breakdown.
- ⑥ Explore what support may mean to the client and whether this corresponds to what support they are receiving.
- ⑥ Challenge the oversimplification of homelessness as "lacking shelter", and expose the issue as multi-faceted, entailing a combination of factors.
- ⑥ From the findings make recommendations for what needs to be done by service providers, service funders and the service recipients to move toward relieving/remedying the concerns.

## **STUDY PURPOSE**

- ⑥ To gain a foundational understanding of why post-emergency accommodation placements breakdown.
- ⑥ To trigger more intensive thinking and research around accommodation breakdown for young people, and how to begin to remedy this phenomenon.

## METHODOLOGY.

This research study is a preliminary exploration of the factors contributing to the breakdown of post-emergency services placements. It is a qualitative, cross-sectional case study, bringing focus and relevance to the lives of young people and the service system in the present time, not just as separate entities but also as interactive groups between and within themselves. The limitations of this research is acknowledged and includes the three and a half month duration of the study

The data was gathered by note taking throughout the in-depth, one-on-one interviews from two different sampling frames. The first was conducted with young homeless people accessing the services of either Burdekin Place or Chisholm Place for at least the second time. The criteria set for the determination of the first research sample group were clients who had used the service previously. The focus on repeat clients was used to help explore the pathways young people took after they had left the emergency services in an effort to locate some contributing factors for their return to the emergency services. This is consistent with the exploratory nature of the study.

The interviews primarily focused on young people's issues and concerns in relation to finance, employment and service provision as well as housing. The interview was heavily dependent on the participant's memory and therefore there was the possibility of memory error. The interviews were allocated a 45-minute time slot but participants were informed that the duration of the interview was reliant on both time constraints and the length and intensity of their responses.

Prior to each interview the researcher read out information in relation to the research (is featured in Appendix 1). The information was then also given to the participant in writing, and given the opportunity to read through it themselves if they wished. The process of consent was then conducted via the explanation and signing of a consent form (also featured in Appendix 1). At the end of the client interviews, participants filled out a questionnaire, which was primarily focused on the interviewer's approach within the interview (Form and results featured in Appendix 1).

The survey aimed to generalize the experiences of young people as participants as young people in crisis who have accessed or are accessing St. John's Youth Services. Thirty young people participated in the interviews about their experiences in obtaining and sustaining accommodation after they have left St. John's Youth Services. Interviews were conducted in a private room in the emergency services Burdekin Place for young men, or Chisholm Place for young women and children.

The second sampling frame for interviews was SAAP youth agencies which provided at least one of the following:

- o Supported residential accommodation,
- o Outreach accommodation,
- o Emergency accommodation,
- o Property management or
- o Referral and assessment.

There were 14 interviews conducted at the address of the service representatives. The interviews were allocated a 45-minute time slot but frequently passed one-hour. These interviews were important in gaining a service perspective in relation to accommodation breakdowns of young people after the emergency services and are aimed to generalize the opinions of SAAP youth services, in particular longer-term accommodation providers (residential and outreach).

The data was predominantly qualitative and was concerned about trends and themes. The data was coded by using a combination of manifest and latent systems. Manifest coding refers to the coding of specific words used by the participant. Latent coding requires the identification of underlying meaning of what has been said by the participant. Measurement of the data focused on its frequency and direction (positive or negative).

## **ABOUT ST JOHN'S YOUTH SERVICES**

St John's Youth Services is a community organisation established in 1981 to provide accommodation and related supports to homeless and disadvantaged young people in the city of Adelaide. St John's provides emergency accommodation services to homeless young people in Adelaide, and receives funding through the Supported Accommodation Assistance Program.

As the only service of this type it is in a unique position to understand the changing environment for young people who are homeless in the city. This is particularly the case for those who face a complex array of issues and who present with compound behavioural and health problems. Over half of the clients are referred through Crisis Care and over 80% are unable to access the wider youth accommodation system. St John's also provides accommodation to homeless young people from diverse cultural backgrounds, and household assistance to young people moving into independent accommodation.

### The emergency services:

In 1993 an integrated system of youth accommodation services was established within the Supported Accommodation Assistance Program (SAAP) across the Adelaide metropolitan area for homeless young people. Central to this system, and located within the central business district, is a single assessment and referral service, and one emergency accommodation service that operates two specialist residential outlets - one for young men, the other for young women and children. The 24-hour emergency services provide short-term accommodation (up to three weeks) with intensive support.

In the wider metropolitan area there are five regional accommodation services, each providing medium to long term (3-6 months) supported residential accommodation, and outreach support to young people in a range of rental properties. There are also two specialist medium to longer term services that cater to young women who are pregnant or who have dependent children, one that aims to reconcile first home leavers with their families, and a counselling and support service for homeless young people who have experienced sexual abuse. An independent agency provides property management services for those agencies that have rental properties for outreach clients.

The wider SAAP youth system was designed to allow a young person to progress from crisis/emergency accommodation, through medium term accommodation, to outreach and eventually independence. For those young people who are able to access all the services as they overcome their crisis and develop living skills, this system is highly effective.

Despite the high standard of service provided within the emergency services, the outcomes for many young people using the services are temporary. They often return after their post emergency placements have broken down, and remain excluded from participation in the community and unable to access opportunities available to most young people.

The primary reasons for this are:

Increasing demand for emergency accommodation  
 Reduction in number of appropriate exit points, in particular public housing.  
 Increased complexity in client needs  
 Lack of appropriate support services  
 Continuing inability of the wider youth accommodation system to accommodate young people in longer term supported accommodation  
 An increased length of stay in the emergency services, and  
 Reduction in numbers able to access the emergency services as a result.

Capacity of existing emergency services:

The emergency services provide 20 beds each night for homeless young people in crisis in two separate service outlets; one for young men, and one for young women with an additional six beds for dependent children. The contract of service sets the period of accommodation at three weeks, although there is a capacity to respond to the particular needs of individuals. This short-term service model results a high turn over of clients in the residential services and high numbers being accommodated each year.

Current emergency service model:

The emergency services operate within a residential care setting, resulting in 10 young people who are in crisis living in congregate circumstances, sharing facilities such as kitchens bathrooms, and recreational areas and with 24 hour staffing to provide support. The model has positive aspects, including:

- Ability to respond to young people's needs in a timely fashion.
- Provides immediate respite from street living, and those basic essentials such as shelter, food, showers and laundry facilities.
- Supervision of young people who are at risk of self-harm.
- Provides immediate access to support workers when young people are ready to seek assistance.
- Protection from external violence and threat (protection is limited to them actually being inside the service, the overall security of the premises, and that other clients are not a threat).
- Provides a responsive service to very young women with dependent children.
- For some clients it provides access to the wider youth accommodation system.
- It is a model of service that is accepted by the young people who are referred, and by the wider community

However, there are also negative aspects to the current model:

- It accommodates a maximum of only 20 young people (plus up to six dependent children) on any given night, and is unable to meet demand.
- It forces young people in crisis to live in close proximity to each other without choice of who they are sharing space with.

It exposes younger and more vulnerable young people to lifestyles of others who are streetwise.

It exposes young people to risk when forced to share an environment with other young people who may have serious mental health or drug and alcohol problems, or who may have a history of violence.

Dependent children under the age of five must also share this environment.

Requires a stay of less than three weeks, often young people need longer to stabilise.

Does not provide access to wider youth accommodation system for majority (over 80%) of young people.

In 2001-02 the wider youth SAAP system had an overall negative impact as an exit point for young people in emergency accommodation, more young people left or were evicted from services in the wider youth accommodation system to the emergency services than were able to access longer term accommodation in it.

## LITERARY BACKGROUND

A review of literature exposed a chronic shortage of “exit points” from short-term crisis services into long term supported or low cost housing, and as a result crisis services becoming clogged. There has been an increase in demand for emergency housing. Waiting lists are persistently increasing and many people have debts with the Housing Trust and are excluded from housing until the debt is paid. Consequently, in the short-term they have nowhere else to go and some may have no other alternative but to return to an unsafe environment (ACOSS, 2000).

Housing is the basis for good health and employment. Housing is viewed as primary welfare yet the current political ideologies prefer to regulate and stimulate as opposed to direct spending and provision. Consequently there have been reductions in the supply of low-cost public housing (YACSA, 2001). Centrelink breach policies may also impede on the young persons ability to obtain and maintain independent rental accommodation.

The Supported Accommodation Assistance Program (SAAP) is a joint Commonwealth State and Territory program. Non-government and local government organizations are financed to supply assistance to people who are homeless or at risk of being homeless. SAAP support can be:

- ⊖ *supported accommodation,*
- ⊖ *agreed case management,*
- ⊖ *support planning (intensive or short-lived),*
- ⊖ *advice and information,*
- ⊖ *counselling,*
- ⊖ *financial and material aid,*
- ⊖ *health services,*
- ⊖ *recreation and sporting facilities, and*
- ⊖ *transport (AIHW, 2000)*

The goal of the Supported Accommodation Assistance Program is to help homeless people to establish a capacity to live independently, but what constitutes “capacity”? Majorities of homeless people are moved around the system or into marginal accommodation (ABS, 1996)

MacKenzie and Chamberlain (cited by SAAP Data and Research Advisory Committee, 2000, pg.35) explore homelessness by segmenting the definition of homelessness into three tiers:

- ⊖ *primary is classified as ‘sleeping it rough’;*
- ⊖ *secondary, relates to those regularly shifting between interim shelters;*
- ⊖ *tertiary, is associated to boarding house accommodation.*

MacKenzie and Chamberlain indicate that youth homelessness (aged between 12-24 years) has swelled as a result of vulnerability to economic circumstances (SAAP Data and Research Advisory Committee, 2000).

SAAP outlines that a person is homeless if they have inadequate access to safe and secure housing. Inadequate access to safe and secure housing is one of the following:

- ⊖ damages or likely to damage one's health;
- ⊖ personal safety is endangered;
- ⊖ marginalisation of the individual through the failure to offer access to amenities or economic and social support that a residence normally affords;
- ⊖ places the person in circumstances, which threaten or adversely affect the adequacy, safety, security and affordability of that housing (cited by St. John's Youth Services, Student Information Kit: Homelessness).

St John's Youth Services Annual Report 2002, revealed that the previous accommodation that young people came from into the emergency services were as follows:

- ⊖ 19.85% had been staying with friends.
- ⊖ 17.3% were leaving their family.
- ⊖ 14.7% came from other SAAP youth services with an additional 1.6% from SAAP adult or family services.
- ⊖ 12.9% came from backpackers, squats and streets.
- ⊖ 11.1% of women were escaping domestic violence
- ⊖ 4.4% came from boarding houses.
- ⊖ 2.1% were discharged from hospital.
- ⊖ 1.4% came from private accommodation.
- ⊖ 1.2% were evicted from public housing.

The above figures indicate that to brand the focus group as '*homeless young people*' is a clean-cut and simplistic view. For many young people, a lack of accommodation is just one issue in an intricate web of concerns. Some of these concerns include:

- ⊖ *mental health*
- ⊖ *substance abuse*
- ⊖ *behavioural issues*
- ⊖ *lack of sustainable social supports*
- ⊖ *unemployment*
- ⊖ *housing stress.*

YACSA (2001) makes reference to young people as being in transition from adolescence into young adulthood, a progression that engages in the attainment of various developmental abilities that challenge many young people, and may lead to behavioural problems that are difficult for basic and supported accommodation services to address. Some of these developmental issues include:

- *sense of personal identity,*
- *emotional restraint,*
- *ability to reason about relationships and consequences,*
- *moral development,*
- *empathy,*
- *transference from independence to co-dependence that social adults need to structure and preserve close relationships.*

In regards to relationships with peers, Carson, Fitzgerald and Roche (2000), reflect on the engagement of peer-based mutual obligation. Young people feel connected to their friends due to a strong sense of mutuality. This is expressed through their commitment and loyalty to the relationship.

Callaghan (2000) refers to the possibility of adolescents being difficult to engage due to their strong affiliation with their peers and not adults. Callaghan continued to suggest that young people find it difficult to categorize adults and that they may have a tendency to group them all together, which may have implications on the client-worker relationship especially if their experiences with adults have been negative.

The revolving door concept has been highlighted as a negative way of looking at client situations and assumes that the client is not progressing and therefore makes the facilitation of change difficult and may aid in creating a sense of powerlessness for both the young person and the worker (Callaghan, 2000).

However, it is important to view homelessness as not just as being about the 'victim'; but also about being about the lack of affordable, accessible and suitable housing (Ife, 1991).

This research makes reference to the wider ecological crisis of the unsustainable social, economic and political systems as being the foundation of youth homelessness (Ife, 2002). By having an understanding of the ecological perspective, this research is equipped with a holistic view especially when looking at how the environment fits with young people, instead of looking in isolation, at how the client may fit into the environment. However, this perspective may be overwhelming as it may portray the notion that young people are not in control of their situation and that they may feel miniature in comparison to the broader context. Therefore it is essential to attempt to amalgamate both client-focused perspectives with ecology.

An understanding of the individual in their social environment is paramount to service provision and to be able to view young people not only as individuals in their predicament but as one of the many who have unfortunately found themselves in the path of an ecological crisis which has had extreme and adverse implications for them.

In relation to youth unemployment, Carson, Fitzgerald and Roche (2000) indicate that those not in the labour force are involved in marginal activities which menace their long-term connection to the labour market. The right to work was also raised and a reflection on The 1945 White Paper, Full Employment Policy's commitment to full employment, in comparison to the current political approach of *improving employment opportunities* for young people. This indicates

the enhanced mutual obligations initiative that places extra responsibilities on *young people* looking for work so that they continue to qualify for income support. This is problematic for those without stable accommodation.

The AIHW states that most Youth Allowance Payments “were provided to full-time or part-time students (79%) (2002, pg.5). From this figure, one should question whether Youth Allowance is designed for young people in crisis or whether it is more tailored to meet the needs of students. It could be suggested that the government has grouped many full-time and part-time students, unemployed and homeless together based on their age. Whether this is the most suitable approach is questionable, as all groups would differ in their needs.

There is an importance of trying to avoid adopting the role of defining needs for young people as preventing people from defining their own needs is disempowering (Ife, 2001). A more powerful perspective is to view defining needs as defining human rights, where prohibiting participant need definition from happening is human rights abuse. (This research aims to representing participant views via their need statements).

Sidoti (1996) refers to adequate housing as a fundamental human right. He believes that a better response to protecting and promoting housing is needed, which is important for human rights compliance. He goes on to reaffirm that homelessness is not just about a lack of shelter but is a problem where the effects ripple out to affect other human rights such as:

- *privacy,*
- *education and*
- *health.*

ACCOSS (2000) suggest that the community sector is operating under extreme amounts of pressure. The key findings state that:

- *80% of agencies reported that they were operating at maximum capacity at the time of the survey.*
- *35% of agencies reported that they are running beyond their capacity.*

Not only does this suggest a tension between supply and demand in the community sector but it also highlights the difficulty with asking services to do more with less. From this, the quality and consistency of service provision is called into question when considering that agencies are performing beyond their capacity, while some are not.

ACCOSS (2000) continued to explore the issues faced by service providers and ultimately young people, they included:

- *the lack of exit points from short-term crisis services into long term supported or low cost accommodation;*
- *the clogging of crisis services due to the lack of exit points;*
- *the inadequate levels of income and the affects of the GST as contributing to poverty and the increasing need for emergency relief; and*
- *the lack of available, adequate and low cost counselling services as a direct effect on meeting needs.*

YACSA (2001) suggests that South Australian human service workers feel that the significant restrictions of the current services include:

- ⊖ *a lack of time, resources, places to meet increased demand;*
- ⊖ *a focus on interim and acute crisis management casework at the expense of community development and the continuity of care;*
- ⊖ *handballing;*
- ⊖ *shortage of sustainable funding;*
- ⊖ *the segregation of services (including specialized services);*
- ⊖ *a lack of flexibility in responses from agencies; and*
- ⊖ *inadequate communication across sectors.*

It is continued to say that these issues affect young people by creating more obstacles especially in relation to accessing services.

YACSA (2001) continues to state that the reactions of South Australian Human Services are in poor condition in relation to it's capability to offer significant levels of highly skilled support due to: insufficient resources, admission hindrances, service gaps, disintegration and lack of co-ordination. In addition, it was stated that services may have a propensity to contribute to some impediments young people with high and complex needs confront.

# THE PRESENTATION AND ANALYSIS OF YOUNG PEOPLE'S RESPONSES

## SPECIAL NOTE:

*What young people have disclosed in the following charts are not absolute answers but a reflection of ideas and experiences.*

The purpose of the questions associated with **charts 1.1 – 5.1**, was to create a foundational basis for the rest of the interview. It allowed young people to start talking about the length of their homelessness and their experiences at the service they were currently in, before moving onto more intense questions. The first three questions were directed/focused questions. The fourth and fifth questions allowed the responses to be less restrictive.

### **Charts 6.1 – 8**

Looked further into the experiences young people had with their accommodation in a fairly broad and simplistic way, as they were fairly direct and focused on the description of the various places that young people have stayed. **Question 6.** briefly explored the experiences surrounding acquiring accommodation and was the first of the many feeling focused questions. The percentages in these questions were calculated on the total number of responses not individuals to acknowledge that young people have stayed in numerous places.

### **Charts 9.1 – 10.1**

The purpose of these questions was to unpack the initial feelings about their accommodation and to compare them with the feelings they felt that were toward the end of the accommodation experience.

### **Charts 11.1 – 16.1**

These sections aimed to explore the actual experience within the accommodation but primarily focused on the end stages of the placement. Additionally, it aimed to provide a point for reflection about any possibility ways of preventing the placement breakdown.

### **Charts 17.1 – 18.1.**

The questions linked to these charts were aimed at trying to unpack young people's perceptions of support. This exploration approaches the term 'support' as being undefined and needing at least an outline. Many agencies claim to provide support and these charts illustrate what young people perceive that support as being and what they think it should be. This section was also used to indirectly locate client needs and whether these needs are being satisfied

### **Charts 19.1 – 22.2**

The following charts focused on young people as members of a community. These questions were important as they gave an opportunity to young people to view themselves as part of a community, as opposed being in isolation from it. The areas that were used to give focus to social inclusion were: employment, education and training.

### **Charts 23.1 – 24.3**

Related to the disclosures on Centrelink payments and obligations as well as other sources of income. These questions aimed to highlight the financial situation of young people.

### **Chart 25.1**

Provides an opportunity for young people to indirectly articulate their needs. It could also be an opportunity for young people to constructively reflect on their past accommodation experiences.

**Chart 1.1** Displays the calculations and results of how long young people have spent away from their home.

$$\text{MEAN} = \frac{\text{Sum of Total Individual Responses}}{\text{Total Responses (30)}}$$

- ⊖ Mean is **3.9 years**, can be rounded to **4 years** away from home.
- ⊖ The Highest Response was **11 years**.
- ⊖ The lowest response was **1 month**.
- ⊖ The most frequent response was **4 and 6 years**.

**Chart 1.2** Is a frequency table displaying information about how long it has been since young people left their home.

	TIME SPENT AWAY FROM HOME	TOTAL NUMBER OF RESPONSES	PERCENTAGE
<b>Years</b>	1	2	<b>6.67%</b>
	2	4	<b>13.33%</b>
	4	5	<b>16.67%</b>
	5	4	<b>13.33%</b>
	6	5	<b>16.67%</b>
	7	2	<b>6.67%</b>
	10	1	<b>3.33%</b>
	11	1	<b>3.33%</b>
<b>Months</b>	1	1	<b>3.33%</b>
	3	1	<b>3.33%</b>
	5	1	<b>3.33%</b>
	6	1	<b>3.33%</b>
	7	1	<b>3.33%</b>
	9	1	<b>3.33%</b>
<b>Total</b>	<b>N/A</b>	<b>30</b>	<b>N/A</b>

The mean response (**4 years**) and the most frequent responses (**4 and 6 years**) highlighted in **Chart 1.1 and 1.2** in relation to length of time that young people have spent away from their primary home, suggests that young people in the emergency services have been homeless for a considerable amount of time. Those substantial timeframes could be viewed as limiting the opportunities for family reunification, as early intervention would assist to do so. What would have been useful was to have asked why they have not.

However, there were 8 individuals who disclosed that it had been 1 year or under since they left home. Perhaps this should call for the emergency services adopting a role that may promote family reunification via a specialist agency to the young person where possible, before family ties are severed completely, if they haven't been already.

**Chart 2.1** Displays the calculations and results of how many times young people have come to Burdekin Place or Chisholm Place.

$$\text{MEAN} = \frac{\text{Sum of Total Individual Responses}}{\text{Total Responses (30)}}$$

- o Mean is **5.53** times can be rounded to **6** times.
- o The Highest Response was **15-20 times**.
- o The lowest response: **2 times**.
- o The most frequent response: **2 times**.

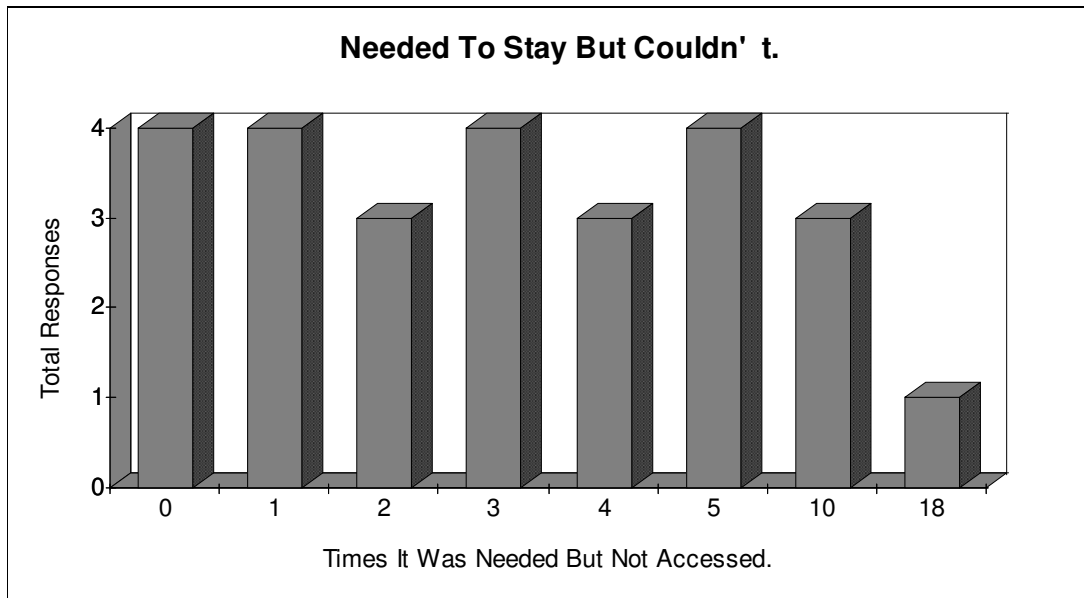
The mean of **6 times**, displayed in **Chart 2.1** relates to the amount of times that young people have accessed the emergency services, it can be insinuated that these young people have fully experienced the revolving door theory and are young people in crisis and not simplified as simply shelter but suggesting complex issues. Taking on board this information it can be implied that these young people have been disappointed by a system that was apparently designed to accommodate them. Perhaps in the relationships that these young people have formed with various adults, be it their parent or their past workers; they are likely to have been let down at some stage. Service providers should continuously reflect upon this knowledge in an effort to understand what past experiences of disappointment may influence the client-worker relationship.

**Chart 2.2** Is a table displaying information about how many times young people have come to Burdekin or Chisholm.

TIME THAT INDIVIDUALS HAVE COME TO CHISHOLM/BURDEKIN.	TOTAL NUMBER OF RESPONSES	PERCENTAGE
2	8	26.67%
3	5	16.67%
4	2	6.67%
5	3	10.00%
6	2	6.67%
7	1	3.33%
9	1	3.33%
10	2	6.67%
14	1	3.33%
15	2	6.67%
18	2	6.67%
20	1	3.33%
<b>N/A</b>	<b>30</b>	<b>N/A</b>

**Chart 2.2** illustrates a considerable variation of times the services have been accessed, from **2 to 20** which also demonstrates that the emergency services are working with young people who may be at varying stages of their journey, some being more perceptive about system operation than others which would make it difficult to manage household dynamics, with such a mix of experience.

**Chart 3.1** Illustrates the times young people needed the services of Burdekin or Chisholm but could not access them.



**ADDITIONAL INFORMATION:** Only 27 responses could be quantified. The remaining include:

"0-100, sometimes I ring twice a day. Sometimes it takes me a week to get in".

"Couple of hundred times. Four times just last week".

"Heaps of times - since the last time I was here, it's been 3 times".

**Chart 3.2** Displays results in regards to the times young people needed to stay but couldn't because it was full.

- ⊖ Lowest Response is **0** times
- ⊖ Most Frequent Responses are **0, 1, 3, 5** times.
- ⊖ Highest Response is "**Couple of hundred**"
- ⊖ Mean is **3.85**, can be rounded to **4** times.

The mean (**4 times**) displayed in **Chart 3.2** relating to the times young people needed to access emergency services but could not because it was full contributes to the idea that not only are young people accessing the emergency services but the alternative options that they are faced with are poor or minimal. However, some of the most frequent responses (**0, 1 times**) may suggest that either: the emergency services are readily accessible, young people do not desire to come into emergency accommodation, or that some young people are accessing alternative accommodation. A question needs to be asked though: where do they turn to? Both **Chart 2 and 3** demonstrate the young person's need for the emergency services.

The mean (**4 times**) displayed in **Chart 3.2** relating to the times young people needed to access emergency services but could not because it was full contributes to the idea that not only are young people accessing the emergency services but the alternative options that they are faced with are poor or minimal. However, some of the most frequent responses (**0, 1 times**) may suggest that either: the emergency services are readily accessible, young people do not desire to come into emergency accommodation, or that some young people are accessing alternative accommodation. A question needs to be asked though: where do they turn to? Regardless, both **Chart 2 and 3** demonstrate the young person's need for the emergency services.

**Chart 4.1** Displays the calculations and results of the time young people spent at Chisholm Place or Burdekin Place the last time they were there.

$$\text{MEAN} = \frac{\text{Sum of Total Individual Responses}}{\text{Total Responses (30)}}$$

- o Mean is **1.75 weeks** can be rounded to **either 1.5 or 2 weeks**.
- o The Highest Response was **4 weeks**.
- o The lowest response: **2 days (0.29 of a week)**.
- o The most frequent response: **2 weeks**.

**Chart 4.1** is interesting because the mean stay at the emergency services is **1.75 weeks**, yet the maximum stay allowed stay is 3 weeks, while **27.59%** of young people stay at the emergency services for 2 weeks. If this is the case perhaps the increase in the maximum stay to 4 weeks should not be such an issue for those who need it, as it could be generalized that **over 30%** of clients stay at the services for a week or less, therefore the services capacity to continue to accommodate a set number of those who need an additional week, such as allocating 2-3 beds in the service as being 4 week beds. There was a participant who did stay for one month, indicating that currently it is at some level possible.

**Chart 4.2** Displays information about how long young people stayed at the services of either Burdekin Place or Chisholm Place. The calculations are based upon weeks or part of weeks.

TIME THAT INDIVIDUALS HAVE COME TO CHISHOLM/BURDEKIN.	TOTAL NUMBER OF RESPONSES	PERCENTAGE
2 days/0.29 weeks	2	<b>6.90%</b>
3 days/0.43 weeks	1	<b>3.45%</b>
4 days/0.57 weeks	1	<b>3.45%</b>
5 days/0.71 weeks	1	<b>3.45%</b>
1 weeks	4	<b>13.79%</b>
8 days/1.14 weeks	1	<b>3.45%</b>
/1.5 weeks	4	<b>13.79%</b>
2 weeks	8	<b>27.59%</b>
2.5 weeks	1	<b>3.45%</b>
3 weeks	5	<b>17.24%</b>
4 weeks	1	<b>3.45%</b>
<b>N/A</b>	<b>29</b>	<b>100%</b>

- o One participant could not recall the duration of their last stay.
- o The participants who approximated their stay (e.g. 1.5–2 weeks), the higher number were used for calculations.

**Chart 4.3** *Relates to the reasons why young people left Chisholm Place or Burdekin Place, the last time that they were there.*

REASON	TOTAL NO. OF INDIVIDUAL RESPONSES	PERCENTAGE ON NUMBER OF PARTICIPANTS (30)
Kicked out/had to leave.	13	43.33%
I decided to leave/I left.	9	30.00%
Got paid/pay day.	8	26.67%
Found somewhere else to stay/moved on/went back to...	8	26.67%
Looking for accommodation, appointments, got extended.	5	16.67%
Had nowhere else to go.	4	13.33%
Miscommunication/problems between staff and me.	4	13.33%
Until I got organised/sort out stuff.	2	6.67%
Didn' t need whole 3 weeks.	1	3.33%
I was arrested.	1	3.33%
Can' t remember.	1	3.33%
I was waiting for a house.	1	3.33%
Wasn' t getting my full rate, got extended to fix it.	1	3.33%
Chisholm didn' t want to hold me.	1	3.33%
<b>TOTALS</b>	<b>60</b>	<b>N/A</b>

**Chart 4.3** displays an overwhelming **43.33%** of young people leaving the emergency services because they felt they had to leave or were "kicked out". This percentage may suggest that kick outs are too easily executed; the rules the services have in place may need reviewing; or the young people may not be suited to share accommodation. **30%** of young people stated that they had left the service on their own accord, however the reasons that they left are questionable and are located in **Appendix 2: Client Raw Data**.

The departure due to pay day was also fairly prominent and may suggest that it is a prompt for moving clients on from the emergency services; or it may be that young people feel they are in more of a position to leave because of their payments, they may equate money with increased choice. Those who found alternative accommodation was also significant at **26.67%**, however this response does not necessarily mean that those individuals were moving onto appropriate and safe housing.

**Chart 5.1** Illustrates the opinions young people hold towards the workers and services of Burdekin and Chisholm.

INDIVIDUAL OPINIONS	TALLY OF OPINIONS	%
Good, nice, friendly, great, enjoy the workers.	19	63.33%
Workers are helpful supportive	10	33.33%
Could, should, needs to improve.	10	33.33%
Workers are alright/okay, some are alright.	8	26.67%
Some workers I don't like, don't get along with.	5	16.67%
Workers are easy going.	3	10.00%
Affordable, cheap.	3	10.00%
Grateful/happy for everything.	3	10.00%
Workers talk with you about problems.	2	6.67%
Should be able to stay longer then three weeks.	2	6.67%
Known workers for a long time.	2	6.67%
Food is good.	2	6.67%
Some workers don't involve themselves, don't socialize/care.	2	6.67%
Most workers are all right.	1	3.33%
A place to sleep	1	3.33%
Some workers are two faced.	1	3.33%
They don't expect for you to do things by yourself.	1	3.33%
Some know what they are doing and don't hassle.	1	3.33%
It's a relaxing place.	1	3.33%
Nothing to complain about	1	3.33%
Younger staff telling you what to do is uncomfortable.	1	3.33%
Getting better.	1	3.33%
Sometimes workers don't care, don't listen, make assumptions.	1	3.33%
Free cleaning is good.	1	3.33%
Residents are nice	1	3.33%
<b>TOTAL</b>		<b>N/A</b>

**Chart 5.1** confirms that the services provided by Chisholm or Burdekin Place are viewed positively by the majority of young people with **63.33%** stated that the workers are good and friendly; **33.33%** stating that the workers are helpful and supportive; and **26.67%** stating that workers were alright. However this does not mean that there is not room for improvement as **33.33%** of participants stated. The **16.67%** of young people who commented about not liking particular staff suggests that perhaps it is required from workers to have a flexible and personalized approach to different young people. The positive statements made toward staff should also be further looked at in relation to what young people are comparing it to and whether these are negative past relationships. Workers can take this into account in continuing positively working with and building **relationships** with young people. Some individual comments were:

*"... need to be more of a friend build more of a relationship focus".*

*"Alright, not that good, could be better, we could have cans of coke."*

*"Why can't they bend the rules a bit ... different strokes for different folks."*

*"Workers are friendly, they help out, it's unbelievable."*

*"Need longer curfews, midnight is a bit early for Friday and Saturday nights."*

**Chart 6.1** Highlights what it is like for young people to acquire accommodation after Chisholm Place or Burdekin Place.

PARTICIPANT RESPONSE	TALLY OF OPINIONS	PERCENTAGE
Hard, most places are full.	5	16.67%
Depends on age.	5	16.67%
Waiting lists are long.	5	16.67%
Emergency is easy; it's luxury; you have no worries.	5	16.67%
Accommodation not nice, crusty.	4	13.33%
Depends on what you want.	4	13.33%
Not enough time here.	4	13.33%
Need references for private rental, hard.	3	10.00%
Need to be organized, put the effort in to get a place.	3	10.00%
It's too expensive on the dole. Hard to get a cheap place.	2	6.67%
It's hard when you're on the streets.	2	6.67%
TAP is rude, bad relations.	2	6.67%
With direct lease you need a lot of support.	1	3.33%
Residential is too intense.	1	3.33%
Drug use makes it hard.	1	3.33%
I have always had somewhere to go.	1	3.33%
I've had a house, but no money and no food.	1	3.33%
Not nice to live by yourself in a big house by yourself.	1	3.33%
The people you need are in meetings.	1	3.33%
Harder for somewhere more stable.	1	3.33%
There is help you just need to locate it, that's hard.	1	3.33%
High crime, low class areas.	1	3.33%
Better to be up front on the phone, I'm shy.	1	3.33%
If it's my own, it's beautiful.	1	3.33%
Somewhere in a place like this (residential), is horrible.	1	3.33%
By the time they (TAP) get me a place, I would've found one.	1	3.33%
No services in the Adelaide Hills.	1	3.33%
Easier this time when I'm older.	1	3.33%
Tent or caravan is easy.	1	3.33%
Pretty easy, help yourself.	1	3.33%
Don't want long-term accommodation.	1	3.33%
Should use this place to judge how you get along with others.	1	3.33%
More communication needed between services.	1	3.33%
There is discrimination against the jobless.	1	3.33%
Difficult to manage appointments.	1	3.33%
The process is lengthy.	1	3.33%
You need support letters.	1	3.33%
People won't give us a house, they give it to others.	1	3.33%
Easy, leave with your pay and you can move anywhere.	1	3.33%
<b>TOTAL</b>	<b>74</b>	<b>N/A</b>

**Chart 6.1** demonstrates a fairly negative response to the acquisition of accommodation, which reflects the level of difficulty young people experience due to factors that are usually out of their control as demonstrated by the three 16.67% categories, which highlighted dependent variables such as places are full, age and long waiting lists.

**Chart 6.1** displays very individual attitudes and experiences in the 15 responses single responses. **Chart 6.1** also highlights the need for an intensive approach to be adopted in relation to working with young people to find accommodation. It also suggests that the availability and affordability of accommodation is poor, supporting the need for an increase in housing options for young people that are affordable, accessible and appropriate.

*"Can be hard, most places are full."*

*"Sometimes it's not as easy as people think."*

*"Pretty much as hard or as easy as you make it ... process of getting it can be lengthy though."*

**Chart 7.1** Presents data on the various places that young people have gone to stay/live.

INDIVIDUAL RESPONSES	TOTAL NUMBER OF RESPONSES	PERCENTAGE
SAAP Residential.	21	<b>24.13%</b>
Friend's places.	10	<b>11.49%</b>
Streets.	6	<b>6.90%</b>
Private rental.	6	<b>6.90%</b>
Detention/Prison.	5	<b>5.75%</b>
Direct Lease/Housing Trust/Community Housing.	5	<b>5.75%</b>
Interstate.	4	<b>4.60%</b>
SAAP Outreach.	4	<b>4.60%</b>
Caravan Park/tent.	3	<b>3.45%</b>
Family member's place.	3	<b>3.45%</b>
Motel/Holiday Unit/Guest House.	3	<b>3.45%</b>
Boarding House.	3	<b>3.45%</b>
Country.	2	<b>2.56%</b>
Boyfriend's place.	2	<b>2.56%</b>
Hospital.	1	<b>1.15%</b>
Shed.	1	<b>1.15%</b>
Abandoned House.	1	<b>1.15%</b>
Backpacker's.	1	<b>1.15%</b>
Cubby House.	1	<b>1.15%</b>
Friend's sub-let.	1	<b>1.15%</b>
Car.	1	<b>1.15%</b>
Squatting.	1	<b>1.15%</b>
Foster Care.	1	<b>1.15%</b>
Skate Park.	1	<b>1.15%</b>
<b>TOTAL</b>	<b>87</b>	<b>N/A</b>

The highest response of **24.13%** displayed in **Chart 7.1** highlights that a quarter of the accommodation that young people from the emergency services have accessed has been with a SAAP residential agency, indicating that with the quarter of young people who have accessed SAAP residential services the placements had broken down. This suggests the fully supportive accommodation services are for one reason or another, not designed to accommodate and support young people from the emergency services.

*"I went to an outreach house but I didn't get any other support. All I needed was simple things like blankets and pillows."*

This has located a gap in the services for these young people. The second highest percentage of **11.49%** of all accommodation sought was with friends highlighting the intense dependence young people have with their peers. The **6.9%** located private rental, and the same again for the streets, also suggests that supported accommodation is inaccessible to young people from the emergency services.

**Chart 8.1** *Displays the type of housing that young people stayed in when they left Chisholm Place or Burdekin Place (for those who specified).*

TYPE OF HOUSING	TOTAL NUMBER OF RESPONSES
House.	17
Unit.	10
Boarding House.	10
Caravan Park/tent.	3
Squat.	2
Motel	1
Bed sitter	1
Cubby House in a park.	1
Detention.	1
Shed	1
<b>TOTAL</b>	<b>47</b>

**Chart 8.1** provides a list of various types of accommodation and leads to the question whether the range of places is appropriate for any group of people, let alone a very vulnerable group of young people. Even though the highest numbers of 17 accommodation experiences were held within a house structure, one must still question the appropriateness of the house in relation to the young persons needs.

*“Three bedroom house (outreach) by myself, I only wanted one bedroom” The respondent was 15 years old.*

It cannot be generalized that all house experiences are inappropriate. Equally it cannot be assumed that a house equals appropriateness. From this knowledge we can begin to better understand that a lot of young homeless people seem set up to fail before they even move into a property. The 10 responses relating to accommodation within a boarding house was disturbing to think that these young people who are vulnerable are exposed to adults is concerning and illustrates a lack of accommodation options for young people yet again.

**Chart 8.2** *Displays the different groups of people that young people shared their accommodation with (for those who specified).*

INDIVIDUAL RESPONSES.	TOTAL RESPONSES
With friend's.	9
With family.	7
Other SAAP recipients.	3
With my partner.	1
Other.	3
<b>TOTAL</b>	<b>23</b>

**Chart 8.2** is related to those who specified who young people stayed with, and reiterates the high dependence relationships young people have with their peers. It would be significant to explore what these relationships are based on and whether services could use some to the characteristics within peer relationships to encourage better and more responsive client-worker relationship. It could be said that a more open, transparent, relaxed and friendly approach is needed to cultivate good relationships. However such relationships could take considerable amounts of time and may be restricted and unattainable within the emergency services setting. Perhaps an approach could be better utilized with service settings that are longer-term.

The second highest number of 7 young people staying with family should not suggest that such environments are safe. If any assumptions were made it may be more appropriate if they were directed to the last resort accommodation. However, it can also be viewed that perhaps more family mediation within the youth accommodation sector is needed, as this illustrates that not all family ties are severed.

**Chart 8.3** Refers to the description used by young people to illustrate the furnishings of their accommodation.

INDIVIDUAL RESPONSES	TOTAL NUMBER OF RESPONSES	PERCENTAGE
It had everything; fully furnished.	27	56.25%
Some furniture didn't work/worked sometimes.	7	14.58%
Had nothing; it was empty; not much.	5	10.42%
Was okay; alright; fine; basic; in reasonable condition.	5	10.42%
Facilities/furniture were shared (residential setting)	3	6.25%
Trashed on arrival.	1	2.08%
	48	100%

The overwhelming 56.25% response located in **Chart 8.4** suggests most accommodation accessed was fully furnished or had everything. From this it could be said that homelessness is not simply about shelter but is about an environment. One must also question what constitutes a place as being "fully furnished" for young people. Does this include cutlery, plates, and blankets? Or is it fully furnished in comparison to a squat; or because it has a bed and a television? *More research is needed into this area.* This is consistent with the data presentation in **Chart 8.5** that illustrates the furniture some young people specified as having in their accommodation.

**Chart 8.4** refers to particular types of furniture that participants stated (not all participants specified) that they had in their accommodation.

INDIVIDUAL RESPONSES	TOTAL NUMBER OF RESPONSES
Bed/mattress.	13
Television.	10
Fridge.	8
Table.	8
Chairs.	7
Couches/lounges.	5
Washing machine.	3
Clothes and shoes.	3
Wardrobes.	2
Microwave oven/oven.	1
Outdoor furniture.	1
Plates and cutlery.	1
No toilet or anything.	1
Toilet and shower.	1
Blankets.	1
Cupboard.	1

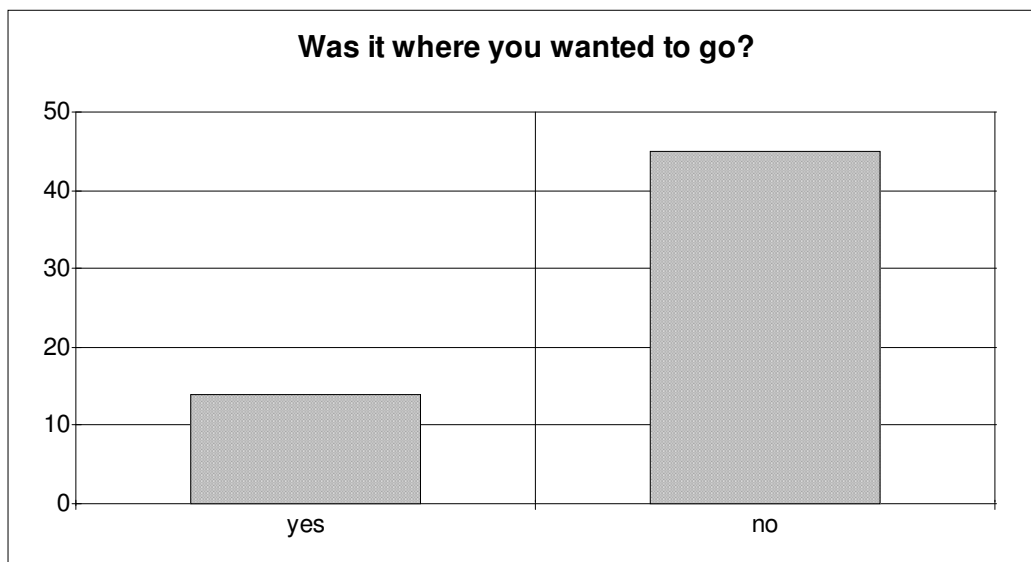
**Chart 8.5** Displays the feelings that young people experienced when they first moved into their accommodation arrangement.

experienced when they first moved into their accommodation arrangement.

INDIVIDUAL FEELINGS	TOTAL NUMBER OF RESPONSES	PERCENTAGE
Happy, really good, good, excellent.	17	22.36%
Alright, okay, fine.	16	21.05%
Didn't like it, it sucked.	7	9.21%
Didn't want to stay there.	4	5.26%
Not good, not happy.	4	5.26%
Uncomfortable, isolated.	4	5.26%
Depressed pretty down.	3	3.95%
Loved it.	3	3.95%
Awkward, weird.	3	3.95%
Other	3	3.95%
Scared, frightened.	2	2.63%
Can't remember.	2	2.63%
Didn't mind, didn't care.	2	2.63%
Angry, pissed off.	2	2.63%
Disgusting.	1	1.32%
Comfortable	1	1.32%
Hungry	1	1.32%
Freedom taken away.	1	1.32%
<b>TOTAL</b>	<b>76</b>	<b>N/A</b>

A large percentage of young people felt really good (22.36%) or okay (21.05%) in Chart 8.5. This illustrates an optimism that young people feel about their accommodation choices, which in turn may illustrate resilience and hope. However the remainder of the responses accumulated, (even though they were less frequent in isolation from one another) were not as positive: not good, awkward, and scared. This suggests that the choices of accommodation that young people experience is either negative or positive for them, there seem to be no shades of grey. This indicates a two-tier system of accommodation for young people, the first tier being accommodation that promotes positive experience and the other tier that makes it difficult to attain a positive experience.

**CHART 9.1** Shows whether young people actually wanted to go to the accommodation they found themselves in.



**CHART 9.2** Displays the actual figures, which demonstrate young people's opinions in regards to wanting to go to the accommodation they found themselves in.

YES	NO
(15) 24.59%	(46) 75.41%

An overwhelming **75.41%** of accommodation placements were not where young people wanted to go. This illustrates the minimal choices that they are presented with and a need to increase accommodation options for young people.

**CHART 9.3** Displays the types of accommodation young people did or did not want to go to.

SAID YES TO...	TOTAL	PERCENTAGE	SAID NO TO...	TOTAL N	PERCENTAGE
Friends	4	26.67%	Private Rental	9	19.57%
Private Rental	3	20%	SAAP residential	8	17.39%
SAAP Residential	2	13.33%	Boarding House	4	8.70%
Community housing/direct lease	2	13.33%	Staying with family	4	8.70%
SAAP Outreach	1	6.67%	SAAP outreach	3	6.52%
Caravan Park	1	6.67%	Detention Centre	3	6.52%
Girlfriend's home	1	6.67%	Squat/share house	3	6.52%
Shed	1	6.67%	Direct lease	3	6.52%
			Moving around	2	4.35%
			Streets	2	4.35%
			Motel/Holiday Unit	2	4.35%
			Melbourne	1	2.17%
			Tent	1	2.17%
			Rural S.A.	1	2.17%
<b>TOTAL</b>	<b>15</b>	<b>100%</b>	<b>TOTAL</b>	<b>46</b>	<b>100%</b>

**Chart 9.3** displays a difficulty in generalizing a particular type of accommodation as not being suitable for young people because it is prevalent that both private rental and SAAP residential were both the high percentages for those who wanted and did not want to go to their accommodation placements. However, the highest rating percentage for those who did go to the accommodation were young people sharing with their friends at **26.67%**.

This reinforces the kinship qualities that many young people (especially males) desire to be around and should suggest to services to explore the potential power such relationship characteristics could bring to the client-worker relationship if carefully integrated with their professional role.

**Chart 9.4.** What did individuals desire in accommodation.

Individual Responses	Total No. of Responses	Percentage
My own place	8	12.90%
In or not in a specific area.	7	11.29%
House.	6	9.68%
Somewhere permanent/settle down.	5	8.06%
Somewhere affordable.	5	8.06%
On my own.	3	4.84%
Share with someone I can trust, a good person to share with.	3	4.84%
Unit.	3	4.84%
Private Rental.	3	4.84%
Adelaide City	3	4.84%
Don' t/didn' know.	2	3.23%
Housing Trust.	2	3.23%
SAAP emergency accommodation	2	3.23%
With/close to my friend/s.	2	3.23%
SAAP residential.	2	3.23%

Detoxification Centre/unit.	1	1.61%
Interstate.	1	1.61%
Country.	1	1.61%
Other.	3	4.84%
<b>Total</b>	<b>62</b>	<b>100%</b>

**Chart 9.4** illustrates the places young people desired to go to when faced with the accommodation that they did not want to go to. The more popular responses suggested that young people had a need to feel a sense of ownership and belonging to the accommodation (**12.90%**). Other young people raised the issue that location was important to them (**11.29%**), which raises the issues of the different cultures that are held within specific areas and also the desire to be within familiar social networks, or alternatively inaccessible to people that they did not want to be associated with.

The issue of location needs to be looked at more intensively and there is a need for accommodation to be better dispersed across various regions of Adelaide and not as concentrated in lower socio-economic areas. There is also a need for greater sensitivity about location and the acknowledgement that just because areas are geographically quite close, this does not equate to similar ways of living.

Other characteristics that stand out in **Chart 9.4** are the desire for accommodation to be more permanent and affordable. The notion of increased permanence is connected to the ideas surrounding the handballing of clients around the sector. There needs to be sensitivity around the notion that these clients are not 'hot potatoes' and suggests that more efficiency in meeting people's needs is required, which may be connected to poor agency resources. However, this may also suggest that referral significantly decreases the accountability the agency or worker has toward the young person.

The notion of affordability needs to be viewed not in comparison to private rental but in relation to the income young people receive and their capacity to manage their finances, which is hard enough to do when you have social supports, a healthy income and are debt free! There was also the expression of wanting - or being open to - share accommodation with people who were trustworthy. This is an area of future development, and services need to accept that many young people do not want to be alone. However their concerns for share accommodation - especially in outreach - are warranted due to the nature of the support shifting its focus to household dynamics instead of the household individuals. Perhaps this calls for a program that groups appropriate people together more effectively by looking at needs and characteristics and whether they are complimentary.

**Chart 9.4** also illustrates that young people have a desire to live in a house. This is an area that needs future research in relation to why this is so. Is it because young people hold nostalgic views about a home as being a household, which society assists in portraying? And are there perceptions that young people hold that are not completely realistic and if so, what is the role (if any) of the service provider in attempting to create a more accurate perception?

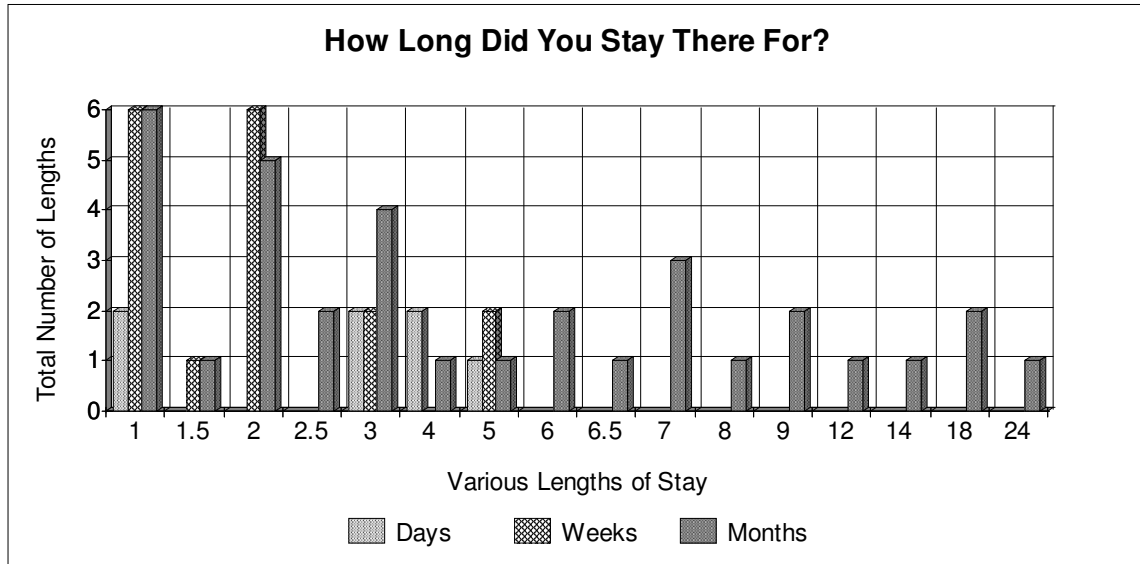
**Chart 9.5.** *Why individuals liked their accommodation.*

INDIVIDUAL RESPONSES	TOTAL NUMBER OF RESPONSES	PERCENTAGE
Had my friend/s, the company of friends.	6	26.09%
Had my own space.	3	13.04%
Could stay there for as long as I needed.	2	8.70%
Had more freedom.	2	8.70%
Wanted to be with my partner	2	8.70%
Just to get out of the city.	2	8.70%
Family atmosphere	1	4.35%
Safety, food and a bed.	1	4.35%
I needed support.	1	4.35%
Got drunk, had fun.	1	4.35%
Other	2	8.70%
<b>Total</b>	<b>23</b>	<b>100%</b>

**Chart 9.5** again reiterates the significance young people place on the company of friends. This may be because it is an opportunity to be able to share a like experience with another person. The majority of responses signify that accommodation is liked when there is a degree of personal liberty, an absence of constraints: "more freedom", "my own space", "could stay there as long as I needed". This should suggest to agencies the importance of young people having some degree of power and ownership of their experiences within services and with their support worker.

Other responses suggested that young people needed a degree of unconditional support: "could stay there as long as I wanted", "family atmosphere", "needed support, safety".

This suggests that there is a need to *support need* and decrease the importance placed on time frames and contact with young people, after placement. This of course raises the issues of dependence and requires more research into how this could be balanced but incorporating the idea that dependence is needed to gain independence.

**Chart 10.1** Reflects the time variations of individuals sustaining their post emergency housing arrangements.**Chart 10.2** Presents the average of time based on weeks, spent at various accommodation placements. Calculations were made on the basis that one month is 28 days (4 weeks).

TYPE OF ACCOMMODATION.	TOTAL NUMBER OF INDIVIDUALS.	AVERAGE TIME SPENT IN ACCOMMODATION (WEEKS).	AVERAGE TIME SPENT IN ACCOMMODATION (MONTHS).
House (unspecified)	2	48 weeks	12 months
Direct Lease	4	38.5 weeks	9.63 months
Friends/various friends	6	24.67 weeks	6.17 months
Interstate	2	24.5 weeks	6.13 months
Family	7	22.45 weeks	5.61 months
Unit (unspecified)	3	20 weeks	5.00 months
Private Rental	6	18.5 weeks	4.63 months
SAAP Residential	11	7.45 weeks	1.86 months
SAAP Outreach	3	6.67 weeks	1.67 months
Detention	3	4.5 weeks	1.13 months
Boarding House	2	2.5 weeks	0.63 months
Motel/Holiday Unit	2	2.32 weeks	0.58 months
Tent/caravan	3	1.33 weeks	0.33 months
Other	3	4.29 weeks	1.07 months
<b>TOTAL</b>	<b>57</b>	<b>14.52 weeks</b>	<b>3.23 months</b>

**Charts 10.1 and 10.2** shows that young people are likely to stay longer in housing that gives them a sense of ownership or belonging to the property as demonstrated by the **4.63 to 12 month** range of occupancy in the following accommodation: house, direct lease, friends, family, unit and private rental. It is significant is that the highest numbers of accommodation experiences were spent either with friends, family or in SAAP residential. Surprisingly, the seven accommodation placements with family averaged **5.61 months**. This may signify the potential for family reunification in some cases but a lack of supports such as mediation, toward maintaining that.

*"Mum started being a bitch again..."*

*"..he (dad) hasn't grown with the times".*

Unfortunately, the eleven accommodation placements in SAAP youth residential only lasted an average of less than two months, This may indicate that perhaps the structure of residential living does not compliment the needs of some young people from the emergency services and perhaps house rules and household mix play a part.

The charts demonstrate young people's drive to stay within outreach accommodation even when things are not looking good. This statement suggests the need for an increase in support for those living independently:

*"..kept on thinking that things would get better, but they didn't so I left..."*

**Chart 11.1** *Illustrates the factors contributing to the immediate breakdown of accommodation placements.*

INDIVIDUAL RESPONSES	TOTAL NO. OF RESPONSES	PERCENTAGE
Didn' t get along/fallout with a person/s.	13	13.40%
Kicked out/removed/evicted.	11	11.34%
Abuse/threatened/harassed.	8	8.25%
Drug/alcohol related. (1 alcohol)	7	7.22%
Being blamed/hassled.	5	5.15%
Bad landlord relations, lies, illegitimate	5	5.15%
It was only short term/temporary	4	4.12%
Too expensive/unable to afford.	4	4.12%
Didn't want to be there	5	5.15%
Unable/behind to pay rent	4	4.12%
Didn' t like being by myself/no support.	3	3.09%
Time served.	3	3.09%
Found other accommodation	3	3.09%
Provoked	3	3.09%
End up lease, not up for renewal.	3	3.09%
Property damage (by another person)	3	3.09%
Felt rude/awkward to stay	2	2.06%
Didn' t feel good/down/depressed/scared.	2	2.06%
Committed violence	2	2.06%
Wanted to party/had a party	2	2.06%
Too cold and wet	1	1.03%
Didn' t have household items	1	1.03%
Got a job (fruit picking)	1	1.03%
Family death	1	1.03%
TAP told me I' m not allowed to be there.	1	1.03%
<b>TOTAL</b>	<b>97</b>	<b>100.00%</b>

**Chart 11.1** shows the client perceived reasons for accommodation breakdown, which seem dispersed. 13 young people had fallouts with those that they shared their accommodation with. This may suggest that either young people lack the skills of contributing to relationship recovery; that the people they share accommodation with are inappropriate and contrast in their needs; or that there is a deficiency in the service provision in relationship mediation. It is probable that all three are characteristics of such a breakdown.

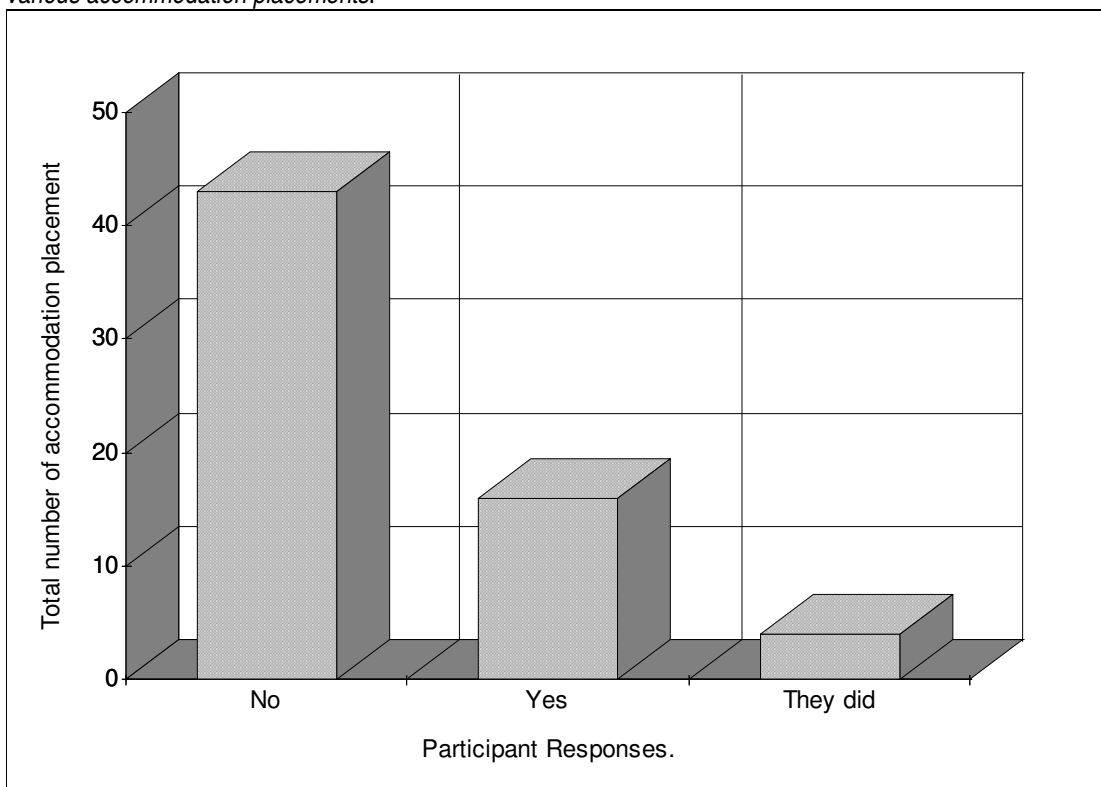
Three accommodation experiences broke down due to the young person finding alternative accommodation. From this it could be suggested that the majority of placements that end, are not ended on a positive note but to re-enter the revolving door.

What stood out were the bad experiences with landlords. One individual noted that she simply did not know her rights as a tenant. There should be more readily accessible information about young people having consumer rights, especially when considering the boundaries that have been set up for them in life are not necessarily consistent with the broader socially acceptable boundaries. In saying that, more advocacy services are needed which surround young people in the private rental market in an effort to preserve their rights as tenants.

There is also evidence that there should be more intensive support for those with drug and/or alcohol related problems or the need for young people to have access to properties that are not as drug concentrated. Another prevalent factor was the young persons financial capacity or incapacity, suggesting the need for more affordable housing that takes into account the income of young people.

The number of individuals who were in some way victimized reaffirms the notion that young people often find themselves in vulnerable situations where they may easily lose their power and suggests that such accommodation is unsafe and inappropriate. Perhaps more initiatives are needed to reinforce that young people can empower themselves within various situations, this includes having the power to leave when needed.

**Chart 12.1** Illustrates young people's perceptions as to whether the youth services can assist them in maintaining their various accommodation placements.



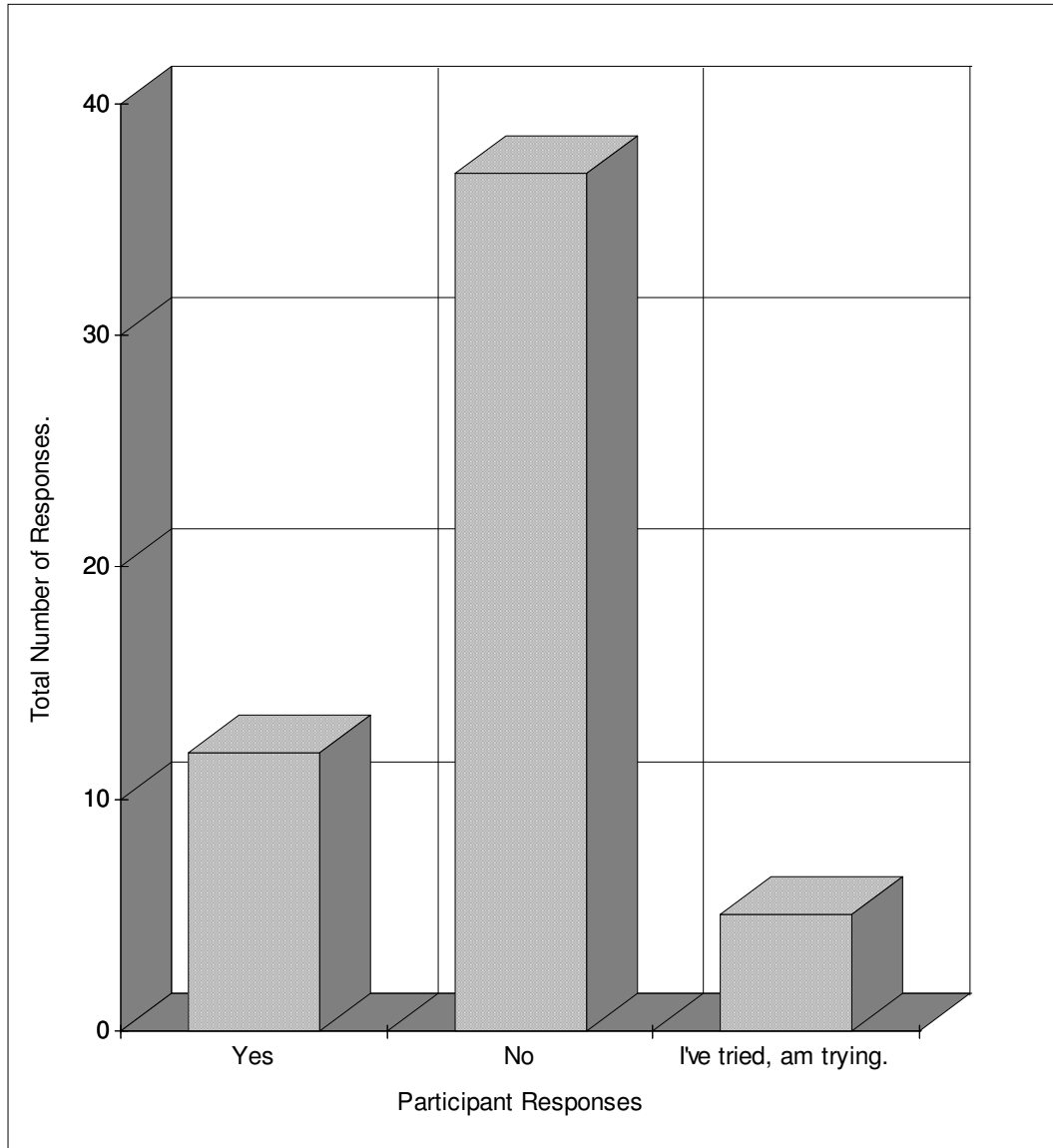
The total “no” responses (**42**) were disclosed by **23** participants, while the total “yes” responses (**17**) were from **14** participants and those who stated that they were assisted in some way (**4**) were from **4** participants.

**Chart 12.1** illustrates a resounding attitude that young people do not think that the services could have done anything to help sustain the placement. This could mean several things. The first is that young people may be severely disconnected from the services and may not believe in the agency’s capacity to better their situation; or young people may not have an accurate understanding of the capacity of the agency to assist. This may imply that information sharing between clients and services needs further development. It may also suggest that some clients may not like the idea of being ‘helped’ because of their intense need of being able to do it on their own and make their own choices, their perception of support may be disempowering.

*“They did basically all they could ... they probably could have advocated a bit more.”*

*“..no, it was my choice, everything was my choice.”*

**Chart 13.1** Highlights participant considerations in regard to whether they feel that services could have done anything to help them sustain their accommodation.



The total "yes" responses (**12**) have been derived from **12** participants, while the total "no" responses (**37**) were received from **21** participants and the total "I've tried, am trying" category (**5**) was sourced from **5** participants.

The question relating to **Chart 13.1** was quite confrontational for young people as it asked them to consider claiming or disclaiming a degree of ownership in relation to the breakdown of placement. The chart suggests that the majority of young people may believe that the breakdown was out of their control, or that they may be uncomfortable with the connection between the breakdown and them. The total yes responses indicate that some young people have the ability to reflect on the situation and claim some sort of responsibility, which suggests a level of emotional maturity.

The third category that represents those individuals who have tried, communicates feelings that could be perceived as frustration and desperation. It is at these times of vulnerability that are expressed via frustration and desperation that intensive support should be readily available.

*"Drugs make me feel better."*

*"I'm trying to make other options, just no doors open."*

Both Charts 14.1 and 14.2 revive the argument surrounding the differences between agency and client perceptions. The Heinemann Australian Dictionary suggests that 'safe' is "free from danger, injury, or risk." (1995, pg.973).

#### PASTE CHART 14.1

**Chart 14.1.** projects the degree of safety that participants felt during their various accommodation placements.

Reasons why individuals did or did not feel safe in their various housing arrangements.

- o 27 placements were described as being safe.
- o Young people felt unsafe in 39 placements.

The explanations disclosed as to why accommodation was unsafe could be described as fairly consistent with the general views of about unsafe environments: threats, abuse, drugs, neighbourhood issues and unsecured property.

Young people's perceptions of what they consider safe is questionable and are not necessarily consistent with the definition provided earlier. These perceptions include: being able to look after oneself, no one knowing where they were, the accessibility of a car and being able to lock the door. It could be said that some young people's perceptions on safety may be consistent with safety in a cautious context or context that suggests that no further harm can be carried out.

*"Yes, I can look after myself."*

The statements made about being able to look after one self all came from male participants, which could suggest that young men are also struggling to locate their 'masculinity' as well as their accommodation. This could suggest that male services or positive male role models are needed for these young men. There was one response that could be connected to the nostalgic idea about the desire to live in a home is more so the desire to live within a household. Perhaps this is young people's band-aid approach to their troubles.

*"I don't feel safe nowhere, I only feel safe if I'm in my own house."*

Some individuals struggled to describe why they felt safe, which could demonstrate cloudiness in the term definition and if so, require clarification.

*"..just felt safe."*

However, there were statements made that were consistent with the notion that safety is not only about security but the environment

**Chart 14.2.** *Reasons why individuals did or did not feel safe in their various housing arrangements.*

<b>DID NOT FEEL SAFE BECAUSE...</b>	<b>TOTAL NUMBER</b>	<b>%</b>	<b>FELT SAFE BECAUSE...</b>	<b>TOTAL NUMBER</b>	<b>%</b>
Various people could or were access/ing it, easily get in.	5	12.8	I can look after myself	5	18.5
Receiving threats, assault, harassment	4	10.3	No one knew where I was/could access me.	4	14.8
Domestic Violence/abuse.	4	10.3	It was good/cool.	3	11.1
Bad neighbour relations	3	7.7	Just felt safe.	3	11.1
Felt I was in danger don't feel safe.	3	7.7	I knew the area and people.	2	7.4
My possessions were stolen or fear of.	3	7.7	Because of security system.	2	7.4
Drugs	3	7.7	I was with someone I knew.	2	7.4
I heard/ I saw that there were dodgy/untrustworthy people around.	3	7.7	I was the only one who could hear.	1	3.7
But I can look after myself	3	7.7	There was a car there	1	3.7
People found out where I was living.	2	5.1	Workers were around to help if I needed.	1	3.7
Didn't get along with a person.	2	5.1	No hassles.	1	3.7
Felt alone	2	5.1	I could lock the door.	1	3.7
Property wasn't secure (windows)	1	2.6	I had a dog.	1	3.7
There was a murder below us.	1	2.6			
<b>Total</b>	<b>39</b>	<b>100</b>	<b>TOTAL</b>	<b>27</b>	<b>100</b>

**Chart 15.1** Displays the various emotions felt by participants when their accommodation placement has ended for various reasons.

Various emotions felt by participants	Total number of feelings experienced	Percentage
Disappointed/upset	15	18.52%
Happy	15	18.52%
Alright/fine.	10	12.35%
Didn' t care	7	8.64%
Empty/lost	6	7.41%
Angry/pissed off	6	7.41%
Relieved	4	4.94%
Normal	3	3.70%
Don' t know	3	3.70%
Drug affected	2	2.47%
Scared	2	2.47%
Depressed	2	2.47%
Surprised	2	2.47%
Other	4	4.94%
<b>Total</b>	<b>81</b>	<b>100%</b>

14 participants indirectly revealed that they had mixed or numerous feelings when their accommodation placement ended. The two most popular categories in **chart 15.1** suggest that young people either feel one of two extremes: disappointed or happy about the demise of their accommodation.

What was concerning was the use of the word “normal”, when this word is used in attachment to the end or breakdown of young people’s placements, it suggests that self-esteem would be fairly low.

*“Normal, disappointed a bit.”*

The “didn’t care” and “alright” responses were also concerning as it may suggest that some young people have become desensitised to losing their accommodation, this emotional immunity may affect their ability to maintain their accommodation – or it could be a learned defence not to show emotion. Perhaps more contact with workers would aid this situation. Establishing relationships may aid in the possibility of creating attachments to *appropriate* accommodation and a desire within the individual to stay within the accommodation.

For those who were ‘depressed’ or ‘angry’, there may need to be a service (perhaps with the central referral agency) that assists in the ventilation of frustrations and the identification of where future improvements could be made. Instead of “should not” and “failure” statements positive language when accommodation ends needs to be used (if it isn’t already), as it would better aid young people than negative language that reinforces a sense of failure.

**Chart 16.1** Reflects where participants believe they will move to from the SAAP Emergency Services.

PARTICIPANT RESPONSES.	TOTAL NUMBER OF PARTICIPANT RESPONSES.	PERCENTAGE.
Don't know.	10	22.22%
Share accommodation with another.	6	13.33%
Hostel, Backpackers.	5	11.11%
SAAP Residential.	4	8.89%
Caravan Park/tent.	3	6.67%
Streets/squatting.	3	6.67%
Somewhere more permanent.	3	6.67%
Private rental.	3	6.67%
Interstate.	2	4.44%
Am on waiting list for Direct Lease.	2	4.44%
Motel.	1	2.22%
Family.	1	2.22%
SAAP Emergency.	1	2.22%
Waiting for SAAP outreach.	1	2.22%
<b>TOTAL</b>	<b>45</b>	<b>100%</b>

Ten participants (30%) made "should", "hopefully", "maybe", "probably", "most likely", statements in regards to where they think they may be going after they leave the SAAP Emergency Services.

**Chart 16** portrays the undefined accommodation outlook for young people at 22.22%. Even when people made statements regarding the accommodation that they will move to, one in three of those responses attached non-absolute comments.

*"Hopefully into my own flat/unit."*

*"Supported accommodation, not 100% certain at the moment."*

Therefore 20 responses were made that suggested future accommodation was unknown or unofficial. Stepping out into the unknown may suggest the indirect promotion of repeat clients. If young people leave in crisis and into homelessness there is a probability that they will return to the emergency services in the same circumstances as they left. This could suggest a combination of factors. That there are not enough housing options for young people and perhaps the maximum three weeks is not a sufficient enough time frame for most young people to settle down and secure their post-emergency services accommodation, or that some young people find the options available to them untenable for some reason..

A factor that should be taken into consideration is where young people want to go that cannot be located on a map, but within themselves.

*"I want to go to heaven."*

This factor is complex as it raises the issues of a hierarchy of need as proposed by Maslow, the primary needs being more physical and then once satisfying those, there is a movement toward self-actualisation. However, I believe that it is possible and perhaps beneficial for many young people if services were to adopt an approach which incorporates both perspectives - of the physical and the emotional needs.

**Chart 17.1** This chart reflects what participants believe support to be when or if defined by the service provider/s.

INDIVIDUAL RESPONSES	TOTAL NUMBER OF RESPONSES	% BASED ON TOTAL RESPONSES	% BASED ON THE 30 PARTICIPANTS
Accommodation.	9	11.84%	30.00%
Depends on what you need/want. Needs basis.	7	9.21%	23.33%
Food.	6	7.89%	20.00%
Linking me with specialised Services/Programs or when they cannot help me, referrals.	5	6.58%	16.67%
Full of shit/dribble shit.	5	6.58%	16.67%
Money.	4	5.26%	13.33%
Don't know	4	5.26%	13.33%
Youth Workers/presence of.	4	5.26%	13.33%
Transport.	3	3.95%	10.00%
Give information and interpretation about the system.	3	3.95%	10.00%
Sit down and talk about life.	3	3.95%	10.00%
Can mean anything.	3	3.95%	10.00%
Clothing.	2	2.63%	6.67%
Case Management.	2	2.63%	6.67%
Supported Accommodation.	2	2.63%	6.67%
Outreach.	2	2.63%	6.67%
Assist in seeking accommodation.	2	2.63%	6.67%
Phone calls.	2	2.63%	6.67%
Depends on service provider, worker/agency.	2	2.63%	6.67%
Life Skills Advice.	1	1.32%	3.33%
Working with the family.	1	1.32%	3.33%
Assist when moving out.	1	1.32%	3.33%
Encouragement.	1	1.32%	3.33%
Assist in seeking employment	1	1.32%	3.33%
Advocacy.	1	1.32%	3.33%
<b>TOTAL</b>	<b>76</b>	<b>100%</b>	<b>N/A</b>

**Chart 17.1** identifies that young people associate service-defined support as being primarily concerned with their physical needs and linkages to other services:

- ⊖ **Close to one third** of young people stated accommodation, which was the highest.
- ⊖ **One in five** young people stated that food was provided as support
- ⊖ Money was discussed by **13.33%** of young people
- ⊖ **16.67%** included referrals as an aspect of service defined support.

These responses also suggest what young people think they will receive whilst in a service. Therefore I could be said that the primary physical needs of young people are when in services.

**13.33%** of people did not know what was meant by the services when they would state that they would offer support. This suggests that there should be more frequent communication either directly or indirectly, between workers and clients that express what supports they provide.

*"Help...just help you out with things."*

*"They have to explain themselves more."*

16.67% of clients stated that they had lost faith in the supports provided within the sector.

*"They don't do much."*

*"Sit there and dribble ... that's the only support I've ever gotten from anyone ever".*

Whilst **just over one in five** young people associated support with being needs based. This could suggest that the support is client-focused and flexible, which is fairly positive. It was also highlighted by a small percentage that support or the type of support received is dependent on the service provider or worker, which could lead young people to believe that there may be an inconsistency in service provision between services. In this case it could be recommended that a regulatory body be introduced to inspect the services of agencies to help ensure consistency where appropriate.

**Chart 18.1** Highlights what young people believe support should be.

INDIVIDUAL RESPONSES	TOTAL NUMBER OF RESPONSES	% BASED ON TOTAL PARTICIPANTS (30)
Accommodation/bed/ place to live.	8	26.67%
Don't know	6	20.00%
Sit down and talk about life/problems, counselling.	5	16.67%
Money/Rent money	5	16.67%
Helpful, reliable, friendly, knowledgeable and motivating worker/s	5	16.67%
Assistance in finding accommodation.	4	13.33%
Meeting need	4	13.33%
Food	4	13.33%
Is what I said in the other question	4	13.33%
Worker-young person relationship focus.	4	13.33%
Assist in the familiarization of the system/ interpretations and/or referrals	3	10.00%
More flexibility/ unique approach.	3	10.00%
Empowerment and support.	2	6.67%
Household items and furniture.	2	6.67%
Caring that persists after young people leave the service.	2	6.67%
Increase the 3-week maximum stays at Emergency Services/give you the time you need.	2	6.67%
Contact specialized services	2	6.67%
Increased communication/transparency between worker and young person.	2	6.67%
From family, working with family	2	6.67%
Not referrals	1	3.33%
Voucher system for food and clothing, instead of money.	1	3.33%
Referral agency to find accommodation within 3 weeks.	1	3.33%
OTHER	4	13.33%
<b>TOTAL</b>	<b>76</b>	<b>N/A</b>

**ADDITIONAL INFORMATION:**

- o 3 young people expressed that they were happy with the "support" that they have received/ are receiving.
- o 9 (30%) young people clearly mentioned that they would also like support to be in a person-to-person or more therapeutic package. While 17 (56%) openly expressed their need for support on a physical/tangible level.

**Chart 18.1** signifies that there are differences between what supports young people are receiving and what they would like to receive. Accommodation still remains on top of the list, which reiterates the need for accommodation and a place to sleep as their primary need.

However where the charts differ is **18.1's** significant inclusion of therapeutic services and worker-client relationship, which came across as being desired in an open, empowering, lasting and casual manner.

*"A friend, who knows what they are talking about ... to talk and laugh when the workers don't have to."*

*"Caring to go beyond the gates."*

*"Motivate and accompany you to do s\*it"*

There was an **increase of nearly 7%** in the 'I don't know' responses, which may suggest that some participants may have been overwhelmed with the question and having some input into such an illusive term.

*"Support is help, that's all help is."*

There was a slight increase in the need for money as a means of support which may be connected to the idea that money gives people more liberty to do the things they want to do, or simply more money to survive throughout the week.

The point of household items also gives perspective to the importance of the essential household items. By helping to create a home we are fighting homelessness, but placing them in housing does not solve the issue.

*"Living stuff, like pots."*

An interesting point raised by a young person was a suggestion for a voucher system to assist better money management. This of course raises various issues but the should be taken into account in future research. Even though it was a simplistic way of viewing money management, the young person's ability to think that broadly was impressive.

*"Should be a voucher system for food and clothing, instead of money so that you don't spend it on the bottle and drugs."*

Perhaps the availability of home starter kits would be beneficial for young people going into longer-term accommodation. Such kits are provided at St. John's but should be readily accessible from various services and for various types of longer-term accommodation placements, or even affordable home packages. In **Chart 18.1** there was a definite increase in focus on more empowering and open client-service relationships, which should be taken into account by service providers if it has not been already. A theme that has surfaced again is the suggestion to increase the maximum three-week stay at the emergency services.

**Chart 19.1** Reflects what young people would like to or have an interest in pursuing if accommodation was not an issue for them.

INDIVIDUAL RESPONSE	TOTAL NUMBER OF RESPONSES	PERCENTAGE BASED ON PARTICIPANT NUMBER (30)
Working	23	76.67%
University	3	10.00%
TAFE	9	30.00%
Traineeship/Apprenticeship	2	6.66%
General Study	2	6.66%
Don't know	1	3.33%
School (secondary)	1	3.33%

**Chart 19.2** Reflects the various industries/areas young people are interested in.

Individual Response	TOTAL NUMBER OF INDIVIDUAL RESPONSES
Trade/skilled.	6
Bar/Hospitality	5
Youth, Social or Community Work	5
Nightclubs/Pubs	3
Any	3
Sales or Retail	3
Cook/chef	2
Army	2
Manager/Proprietor	2
Factory	2
Finish school/year 12	2
Professional (Law, journalism)	2
Hairdressing	1
Travel Agent	1
Cinema	1
Fire Fighter	1
I.T.	1
Labouring	1
Study a language	1
Administration	1

**Chart 19.1** displays an overwhelming percentage (**76.67%**) of young people who would be interested in work if accommodation were not an issue for them. This shows that young people have a desire to work; this could be influenced by factors surrounding earning an income, personal development and socialization processes involved in working. A considerable **30%** of young people specified interest in TAFE, suggesting a desire for 'hands on' or more practical learning. Agencies or the funding body could establish strong partnerships with both TAFE and various employment sectors. Young people displayed enthusiasm for employment areas including trade or skilled, bar or hospitality, retail or social services.

If initiatives were established surrounding partnerships with employers these careers could be included. In regards to those interested in social services, perhaps initiatives need to be developed that could include them in activities the human services area. This of course may be obstructed by the various trends in unemployment and employment (such as the casualisation of work for those who want full-time employment).

**Chart 19.3** Highlights the additional hurdles/challenges.

INDIVIDUAL RESPONSE	TOTAL NUMBER OF RESPONSES
Need to be off drugs/reduce alcohol.	3
Too young.	2
Need a clean criminal record.	1
Too much study.	1
Too expensive.	1

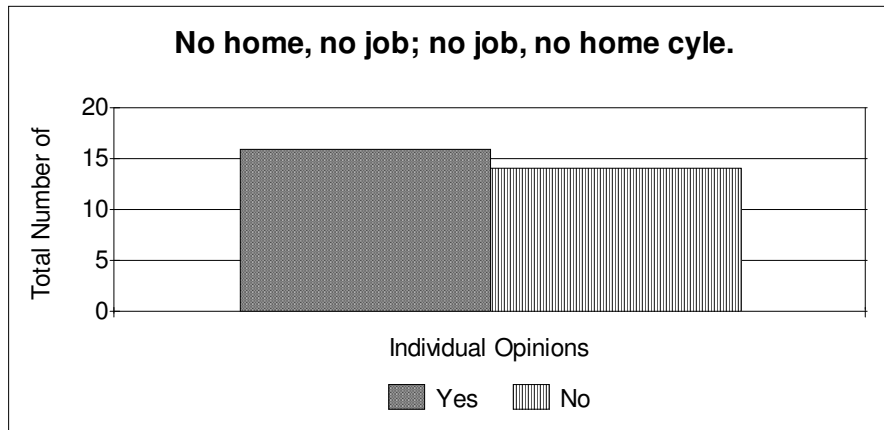
**Chart 19.3** demonstrates that housing is not the only obstacle for young people in relation to employment. There are a variety of reasons that young people believe may impede their ability to function within the community. These areas include drug use, the expense associated with study, too much study and thoughts surrounding the limiting nature of their age (being under 18).

*"... working ... as a youth worker but it's too much study."*

*"..just waiting to detox cause they drug test."*

*"..no one will let we because I'm under age."*

A way to approach this may be to adopt a more holistic and ecological perspective to housing that incorporates 'supports' with employment and education opportunities as well as supports in relation to issues that may create obstacles toward attaining and integrating of both housing and employment/training/education. Ideally this would take the form of a centrally located accommodation service for young people to assist them toward social inclusion.

**Chart 20.1** Reflects young people's beliefs in or against the no home, no job; no job, no home cycle.

**Chart 20.1** suggests that the majority of young people do agree with the no home, no job; no job, no home cycle.

*"...what are you supposed to do? It's one big vicious circle."*

*"...it's pretty hard to get your way out."*

**46.67%** did state that they disagreed with the cyclical theory. However this percentage also included those who agreed with part of the cycle such as, employment or housing being difficult to attain due to their circumstances.

*"I didn't have a house but I still had a waitressing job. It's hard to get a house if you're under 18 anyway."*

An interesting perspective that young people brought to this section was the idea that it was not necessarily hard to get a job but difficult to sustain it.

*"I've been offered 5 jobs since I've been here but I can't take them cause I haven't got a place to live. How are you supposed to get to work, or sleep or shower? It's hard to keep a job..."*

*"Can't really go into work as if nothing is happening, people can tell if you haven't got a place to stay."*

**Chart 20.2** Reflects the varying and strong opinions that young people possess in regards to accommodation and employment, both as joint structures and in isolation from one another.

INDIVIDUAL REASONS	TOTAL NUMBER OF RESPONSES	PERCENTAGE
Need a stable address to get/keep a job/study.	13	43.33%
Need a job to get/keep a home.	11	36.67%
I had or know of people who had a job without a permanent residence or vice versa.	5	16.67%
People assess/judge you on your references, don't get a fair go. They're crucial to getting a place.	4	13.33%
Not hard to get a job.	4	13.33%
When you haven't got a place, there are too many other worries.	4	13.33%
It's a cycle.	3	10.00%
Hard to get a place.	3	10.00%
It's hard on single mothers, having dependents.	2	6.67%
Don't need to tell employer where you live.	1	3.33%
If working, there's not much time to look for a place.	1	3.33%
Hard to get transport to get to work/places.	2	6.67%
Hard to do anything without a home.	1	3.33%
With both, it's easier.	1	3.33%
Jobs are hard to get.	1	3.33%
<b>TOTAL</b>	<b>56</b>	<b>N/A</b>

**Chart 20.2** raises the hierarchy of needs argument. Does housing come before employment? **43.33%** of young people believe that it does, while **36.67%** of young people believe that one needs a job to acquire and sustain housing. This suggests a divide in young people's general attitudes, which may suggest the need for workers to be flexible and sensitive to what clients define as their priorities or needs.

*"All you need is a regular income then the rest will follow."*

*"Centrelink want me to look for work but I want a stable place first."*

**Chart 21.1** Illustrates the factors influencing young people's opinions toward obtaining employment.

OBTAINING EMPLOYMENT IS NOT AN ISSUE FOR ME ...	TOTAL	OBTAINING EMPLOYMENT IS AN ISSUE FOR ME ...	TOTAL
I need a place to live	7	In the future	6
Don't want to work, want to look after my children	4	I need money	4
Want to study first	3	I want to work	5
Have Centrelink money; don't have to work.	3	I want a job I like/am looking for	4
Can get a job easy	3	I have no permanent address	3
Already got a job	2	No one want to employ me	2
No point getting a job I don't like	1	I want to buy things	2
Getting off drugs is priority	1	Can only work limited hours	1
I have work experience	1	Volunteering is an option	1
Not unless it hits me in the face	1	Transport and day care are a problem	1
		Can't afford to pay for the course	1
<b>Total</b>	<b>26</b>		<b>30</b>

**Chart 21.2** Illustrates the factors influencing young people's opinions toward sustaining employment.

SUSTAINING EMPLOYMENT IS NOT AN ISSUE FOR ME...	TOTAL NUMBER	SUSTAINING EMPLOYMENT IS AN ISSUE FOR ME ...	TOTAL NUMBER
If I don't like it I will move on.	2	Drugs	2
I enjoy working, in a personal sense.	2	People get sick of me	1
I am committed.	1	Travel might be an issue	1
If I want to keep it I will.	1		
I wake up in the mornings easily.	1		
<b>Total</b>	<b>7</b>		<b>4</b>

12 young people (40%) have stated that either acquiring or sustaining employment, or both, is an issue for them in some way.

**Chart 21.1** displays the opinions of young people toward employment. Again, it is apparent that young people perceive housing as providing stability in life and therefore is primary over employment, because it is an essential step toward employment. There is also an association made between employment and income/financial capacity, more so than employment as an aspect of personal development, which is categorized in both the reasons for and against employment.

This could be because of the political ideologies that portray employment as the individual being a self-sufficient, productive 'unit' and unemployment as receiving money from Centrelink. There should be recognition of the obvious financial aspects of employment but more of a focus on employment as being essential for social and personal development.

*"I enjoy working ... I need my time."*

*"No, I don't want a job until I turn 18, I have Centrelink money until I'm 18."*

*"I get more money from Centrelink than I ever would working."*

*"I love working, that's where the money is..."*

There was also an expressed need to have choice within employment, whether that is through a specific job, or having to study to specialize in an area.

*"No point of getting a job you don't want to do. I want to work at Holden's."*

*"Don't want to just work, I want to do my study and get a job I want to be doing."*

Overall there was a desire for current employment or employment in the future. Therefore focus should be placed upon the obstacles that may create boundaries for young people attaining and sustaining it and specialized supports around that when appropriate.

*"...people get sick of me a lot."*

*"...lost motivation when I got into drugs ... with drugs it's an issue."*

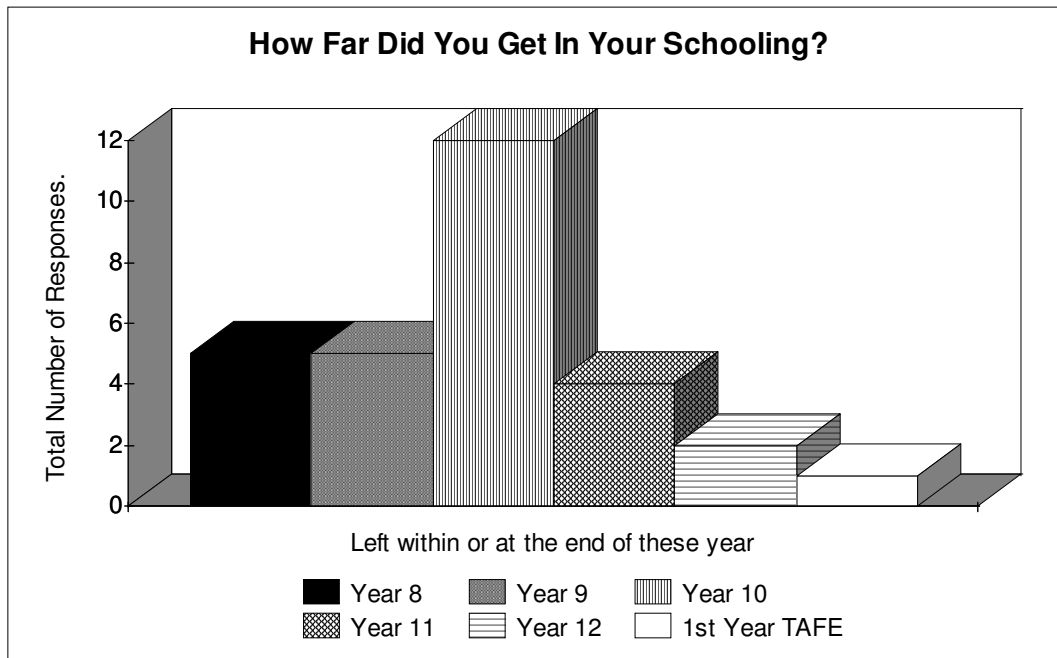
*"I am committed..had to move because of the violence"*

*"I want to get a job but I have paranoia and psychosis ...I smoke pot to chill me out."*

Acknowledgment to those who already have employment and their employers should be commended and encouraged.

*"Already got and keeping it (BIG ISSUE)"*

**Chart 22.1** Displays the year that young people left their schooling.



One young person did not specify when she left school.

**Chart 22.1** shows that year 10 seems to be a critical year in education and it is the year that many young people decided to leave in or at the end of. Extending the school-leaving age only may be a simplistic and band-aid response to an issue needing intensive approaches. Many young people associated their schooling with negative experiences: not enjoying it, getting kicked out and into trouble and repeating years.

*"... they kicked me out."*

Like their housing, some young people have experienced inconsistency in their education, whether it be skipping years, not going to a proper school and moving around. This suggests that the education system may not be properly equipped or designed to manage young people who do not have stable and supportive social networks. It could be suggested that young people from the emergency services needed a different model of education and research is needed into this area that integrates young people's perspectives. This may include what young people view as practical approaches.

*"... I've never been to a proper school since year 6..."*

*"I went to 6 primary schools and 12 high schools, my dad was a truckie."*

*"... I've learnt more since I've left school."*

*"... school was boring ... the same thing everyday. Something like TAFE has more freedom."*

*"... been back to school and keep failing, so there's no chance."*

It seemed that young people felt betrayed and abandoned by the schooling system as it is one of the social institutions that they have been exposed to, therefore resentment toward education may be easily develop a distrust toward other social institutions. Considerations to the particular support and information needed to sustain or restart educational involvement should be made for those who are considering or reflecting upon returning to school and alternative supports for those who do not want to.

*"...if I could go back I would work hard."*

*"... you only need year 10 to be a chef. Got no money to go to a chef's course."*

*"Like to work more ... outdoor person ... don't like sitting inside and reading books."*

*"I need money to go to TAFE, I don't know whether there is support for that."*

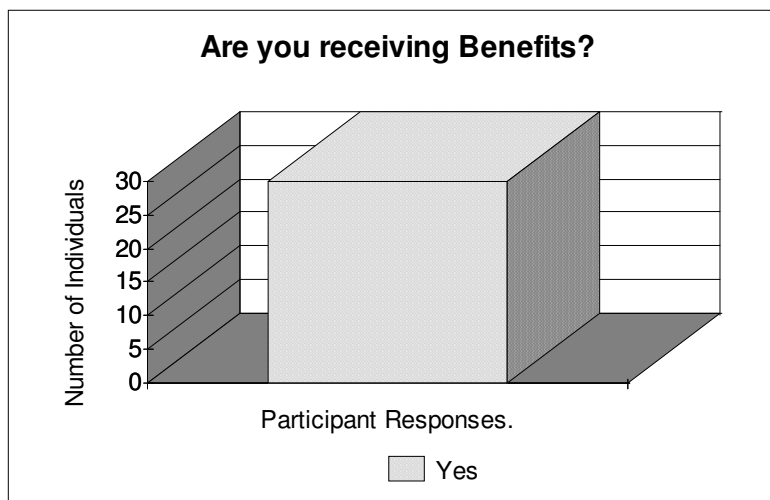
*"Not in school because I am raising a child."*

**Chart 22.2.** Displays the many contributing reasons for why individuals left school.

INDIVIDUAL RESPONSES	TOTAL NUMBER	PERCENTAGE
Didn't like/interest me, school or school activities	11	36.67%
Left home/moving around	7	23.33%
Kicked out.	6	20.00%
Never stayed at one school for long, didn't go to a proper school	4	13.33%
Got a job	3	10.00%
Drug use	3	10.00%
Family /household issues/DV	3	10.00%
Got into trouble	3	10.00%
Repeated/didn't finish years	2	6.66%
Have done all I wanted/needed	2	6.66%
Moved Interstate	1	3.33%
Foster care	1	3.33%
Truancy	1	3.33%
Was monotonous.	1	3.33%

- o Four young people (13.33%) have stated that either the subjects at school are impractical or that they have learnt more since their school departure.
- o Ten individuals (30%) have either reflected upon, considered or are considering returning to a form of schooling.

**Chart 23.1** Displays the number of participants receiving Centrelink payments.



**Chart 23.1** confirms that there is a heavy reliance on Centrelink payments and benefits.

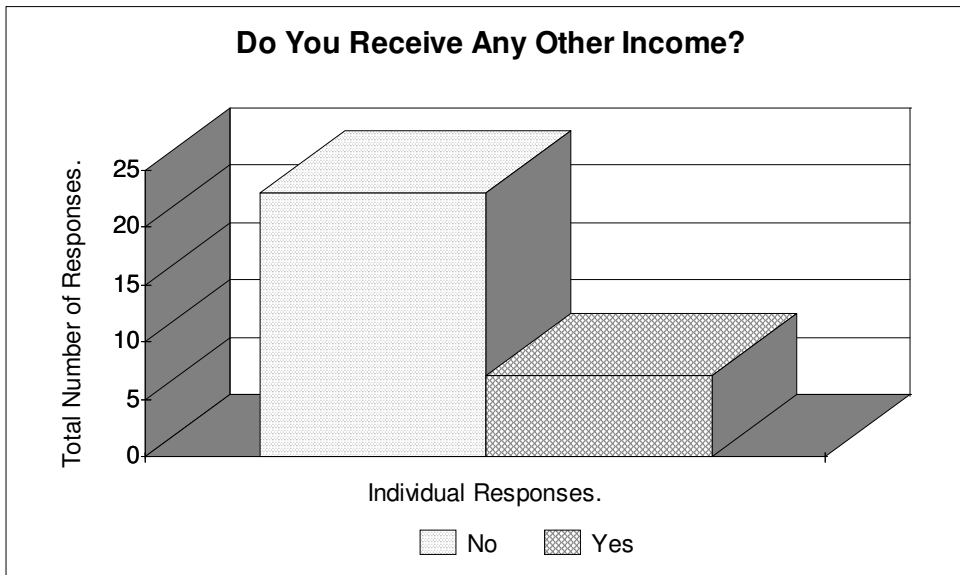
**Chart 23.2** Displays the various Centrelink Benefits received by young people.

CENTRELINK BENEFIT	TOTAL NUMBER	PERCENTAGE BASED ON PARTICIPANTS
Youth Allowance/Special Benefits.	22	73.33%
Single Parent Allowance	4	13.33%
Newstart	3	10.00%
Parental Benefit	2	6.67%
Sickness Benefit	1	3.33%
Family and Parenting Payment	1	3.33%
<b>TOTAL</b>	<b>33</b>	<b>N/A</b>

- o the **majority** of young people are receiving Youth Allowance;
- o **one in ten** receive Newstart Allowance;
- o while **13.33%** receive Single Parent Allowance.

The majority of young people did not have any dependents and **Chart 23.2** reaffirms that young people are either not able to work due to their circumstance or unable to gain employment so are reliant on benefits. For those who specified that they did receive additional income three disclosures were based upon child maintenance, while two disclosures revealed that it was coming from another source. It could be that for those who want to work anticipate losing some of their benefit, a disincentive or penalty for working.

**Chart 23.3** Shows whether young people are dependent on one source of income.



**Chart 23.3** Shows that the sole income for the majority of young people is their Centrelink payment/s. The majority of those who stated otherwise were referring to child support payments. This reaffirms the notion that young people are heavily dependent on their benefits, which may have implications for their future prospects of employment as referred to by Carson, Fitzgerald and Roche (2000), in relation to marginal activities menacing future employment opportunities. It may also insinuate that there is no incentive for young people to work because when they do, they are financially penalised for doing so at some level.

**Chart 24.1** Shows the calculations and results for the mean fortnightly income for various Centrelink Benefits.

$$\text{Mean} = \frac{\text{Sum of "Y" benefit income}}{\text{Total Number of Incomes}}$$

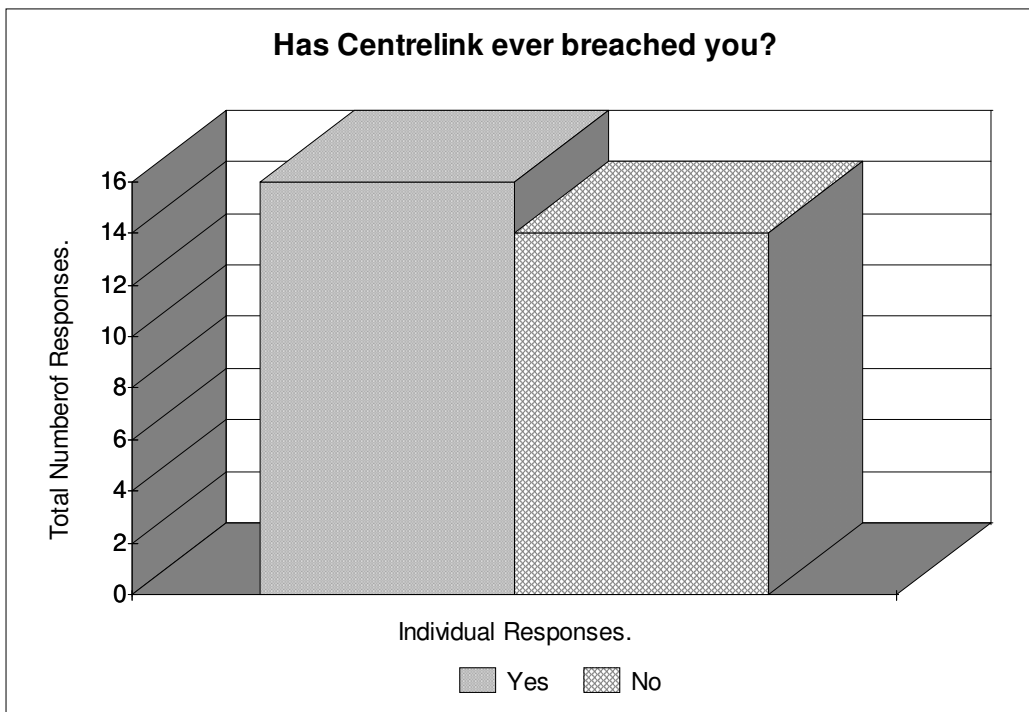
	YOUTH ALLOWANCE	NEW START ALLOWANCE	PARENTAL BENEFIT	SINGLE PARENT ALLOWANCE	2 BENEFITS
<b>MEAN</b>	\$307	\$342	\$512	\$685	\$646.67

**Chart 24.1** displays the mean of the received Centrelink benefits. It is interesting to explore the possibility of \$307 enduring a fortnight. One should automatically consider how much disposable income young people have once they have paid for board or rent, food, clothing, and transport for educational or leisure activities. How much does rent assistance aid young people, and what assistance is there for connecting the utilities and buying sheets and other household necessities?

It is clear that after living expenses the majority of young people are living in housing stress, in poverty. If poor money management is added to the equation, it is clear that young people are in constant financial crisis. The real cost of living should be reflected in the benefits young people are receiving. Perhaps instead of services charging a set amount in board or rent to young people, they should calculate board or rent on a percentage of their income, this would be consistent with the individual client-based approaches that many agencies adopt and would help to relieve housing stress.

Housing affordability is accepted at 25% of an individual's income, any more than that is considered to be living in housing stress. SAAP services at least should take Centrelink debts and other statutory debts into consideration and focus on the net income young people receive in an effort to breakdown the "debt-free" assumptions. A greater comprehension of the inadequacy of most young people's income and more information about financial management could be introduced across the sector. A creative approach would perhaps be for the funding body to form a partnership with a financial services/planning agency to introduce interactive financial expertise across the youth accommodation sector for young people wanting the service.

**Chart 24.2** Shows the number of young people who have and have not been breached by Centrelink.



**Chart 24.3** Shows why young people were breached.

BREACH	TOTAL NUMBER	%
Didn't attend appointments	6	37.5%
Don't know	2	12.50%
Overlook job diary requirements	2	12.50%
Process of proving my benefit status	2	12.50%
Not giving recent or accurate information	2	12.50%
Was in detention	1	6.25%
Didn't change address	1	6.25%

The reasons listed in Chart 24.3 do not focus on the contributing factors that lead to the end outcomes. The contributing factors include:

- ⊖ Couldn't get to appointments.
- ⊖ Couldn't be bothered/didn't want to go
- ⊖ Drug use.
- ⊖ Forgot to go to appointments.
- ⊖ Worked without disclosing.
- ⊖ No address, didn't receive mail.

Those who did disclose that they lost money gave amounts of \$80, \$3000, \$300-400, \$100-200, \$310, \$30-40, \$1000, \$1000 and \$620, extraordinary fines for young people who are vulnerable and on very low incomes already. Two young people stated that they are paying their debt back (one from 3 years ago), while others have stated that the duration of their breaches were: **1, 1.5 and 6 months**.

Chart 24.2 and 24.3 both show the high proportion of young people who have been breached by Centrelink. They also help to illustrate the difficulty young people experience in relation to being a carefree adolescent and having responsibility. It could be suggested that instead of the transition that occurs from being a carefree young person to adult responsibility for people with supportive networks; young people from the emergency services are confronted by both and perhaps attempt to incorporate the two, which is problematic.

There is a definite tension developmentally for teenagers between managing responsibility and being carefree. More research is needed in this area as well as taking into account that the expectations set on these young individuals is too high, especially when considering that young people struggle do not have the resources or the privileges of adulthood.

**Chart 25.1** Shows what young people believe needs to happen or to not happen for them to be able to achieve what they desire.

INDIVIDUAL RESPONSES	TOTAL NUMBER	PERCENTAGE BASED ON THE 30 PARTICIPANTS
Get my own place/house/unit, at some stage. Settled.	15	50.00%
Be motivated, organized, determined.	8	26.67%
Employment.	7	23.33%
Finish /continue/return to my studies.	7	23.33%
Good/helpful/flexible worker. Good worker relations. Support.	5	16.66%
Work with staff (and vice versa) to make contact/more contact with other/appropriate agencies. More discussions.	4	13.33%
Household items before I move into a place/furniture.	4	13.33%
Learn domestic/life skills.	4	13.33%
Need money/cash	4	13.33%
Need transport/car.	4	13.33%
SAAP Residential or Outreach placement	4	13.33%
I need to do it myself, more about me.	3	10.00%
Would like to live in the city.	2	6.66%
Live near where I want/will work or near places (shopping, school).	2	6.66%
To increase maximum stay. More permanent.	2	6.66%
More efficient workers in the current system.	2	6.66%
Services have done all they can.	2	6.66%
Don't know what services could do for me. Don't know.	2	6.66%
Services to keep in contact/casual visits.	2	6.66%
More funding in SAAP so they can do more for longer.	1	3.33%
Not let anyone know where I live	1	3.33%
Finish community work.	1	3.33%
Need to be older.	1	3.33%
Need to get off drugs.	1	3.33%
Get references.	1	3.33%
Feel safe/secure	1	3.33%
More affordable, decent housing.	1	3.33%
Heaps of stuff.	1	3.33%
More suitable time-out times, allocated times.	1	3.33%
Improvements in Centrelink and more consistency between branches.	1	3.33%
Finding stable childcare.	1	3.33%
A suitable person to share accommodation with.	1	3.33%
<b>TOTAL</b>	<b>81</b>	<b>N/A</b>

It is evident that young people have a combination needs. The principal need being accommodation, but this need was not in isolation.

- o **50%** desire a place of their own, to be settled.

This reaffirms the idea that many young people want stability and a sense of ownership and belonging to their accommodation.

There is a need, as defined by **over one in four** young people that there is a need for motivation, organization and determination on their behalf. This demonstrates that many young people possess a degree of internal locus of control, which would be encouraging within the client-worker relationship.

## **PRESENTATION AND ANALYSIS OF SERVICE PROVIDER RESPONSES.**

### **SPECIAL NOTE:**

*What services have disclosed in the following charts are not absolute answers but a reflection of the ideas that first come to mind, which may highlight worker or agency priorities and approaches.*

**Chart 1.1** Represents the roles various SAAP Youth Accommodation agencies carry out in accommodating young people from the emergency services., as defined by agency representatives.

VARIOUS ROLES PLAYED	TOTAL NUMBER	PERCENTAGE
Take referrals from T.A.P./C.C.	4	28.57%
Supported accommodation	4	28.57%
Provide outreach support, for those in or waiting for outreach.	3	21.43%
Provide Case Management/Case Worker	3	21.43%
Notify T.A.P when there are any vacancies.	2	14.29%
No set period of stay.	2	14.29%
We assess need/situation.	2	14.29%
Take referrals/fast track clients from the emergency services.	2	14.29%
Provide outreach accommodation.	2	14.29%
Don't respond to emergency services/well.	2	14.29%
Manage properties.	2	14.29%
Prefer not refer under 15s to FAYS	2	14.29%
Work with the family as the client.	1	7.14%
Keep young people alive and safe.	1	7.14%
Provide caring adult role models.	1	7.14%
Help young people to learn how to trust.	1	7.14%
Take referrals from FAYS for under 15s	1	7.14%
House as many people as possible.	1	7.14%
We have emergency beds.	1	7.14%
Other SAAP services ring through.	1	7.14%
We get calls from emergency services for outreach applications.	1	7.14%
Take clients when there is a vacant emergency bed.	1	7.14%
House a set amount of children.	1	7.14%
We are the central information, assessment and referral agency for young people	1	7.14%
Accommodate those at risk of homelessness.	1	7.14%
We are the only emergency service that caters for both females and males.	1	7.14%
Young people are reluctant to travel here.	1	7.14%
Would like to offer more to emergency services.	1	7.14%
Provide a program offering independent living skills options to exiting emergency accommodation	1	7.14%
Accommodate those experiencing family conflict/abuse that has stopped. Give them a break from conflict.	1	7.14%
<b>TOTAL</b>	<b>47</b>	<b>N/A</b>

**Chart 1.1** demonstrates the service providers view of their role in accommodating young people from the emergency services. A shared feature in the agency-defined roles is their relationship with Trace-a-Place and Crisis Care, the central referral and assessment agencies. This could suggest that the relationship between the referral agency and the accommodation provider is important because of the two-sided nature of the relationship (acceptance of referrals and the notification of vacancies).

*"T.A.P. are the gatekeepers ..."*

*"We have a good relationship with T.A.P., absolutely."*

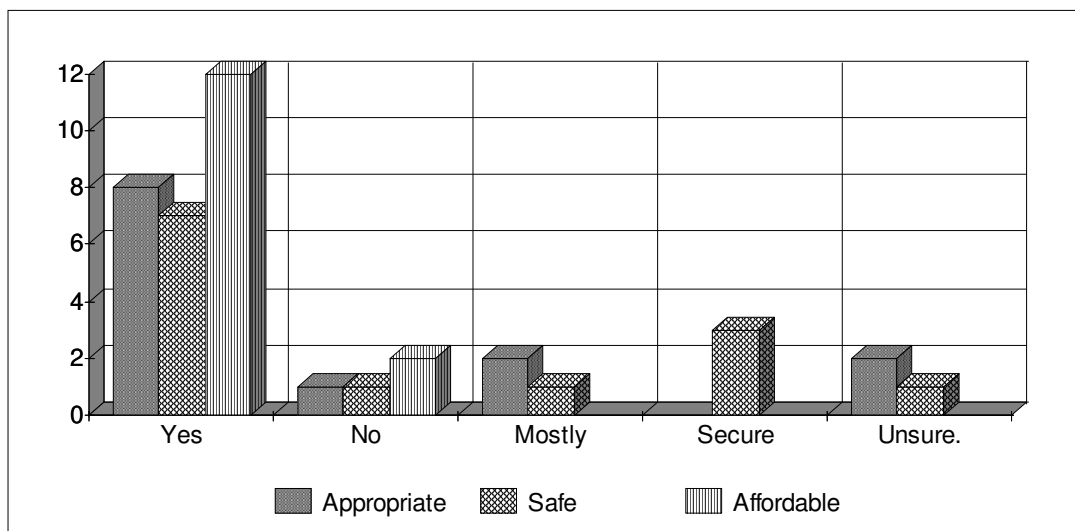
Equally as popular at **28.57%** is the supported accommodation reply. The reference to support is made again by outreach providers at **21.43%**. However, what the support entails was not described. Is it the same as in the accommodation services? Does this lack of definition in support mean that agencies have difficulty articulating the term support as much as young people do?

*"Supported accommodation with a worker."*

The provision of a case manager or worker is a popular response (21.43%) and suggests that services recognise the importance of the client-worker relationship, however the extent of this importance remains unknown.

Overall the chart seems to reflect dispersed responses, which may suggest an inconsistency in service provision across the sector, that the differing types of services provide for different needs, or a combination of both.

**Chart 2.1** Reflects agency perspectives on the affordability, appropriateness and safety of post-emergency exit-points.



One agency stated that their perspective was influenced by the knowledge that post-emergency accommodation is usually intermediate.

**Chart 2.2** Highlights additional thoughts on what service providers believe to be contributing factors to appropriateness, safety and affordability.

Agency Thoughts On Factors Influencing Safety, Appropriateness and Affordability.	Total Number	%
Not enough options/exit points. Waiting lists.	5	35.71%
Dependent on what client brings with them or their choices (peer). Emotional Immaturity.	4	28.57%
We have a secure premise/s. We contribute to safety.	4	28.57%
Environmental/area/neighbourhood issues impact.	3	21.43%
TAP assessment issues.	2	14.29%
Youth Allowance does not cater for affordability.	2	14.29%
Staff make positive contributions, assist in safety.	2	14.29%
We are as safe as we can make it.	2	14.29%
We can't afford to secure all fittings/quality is questionable and agency's ability to fix it.	2	14.29%
We are affordable in comparison to private rental and housing trust.	2	14.29%
We have excellent quality here.	2	14.29%
Hard to acquire/balance all three.	2	14.29%
Affordability varies according to the type of housing.	1	7.14%
Appropriate if contact is maintained.	1	7.14%
We assume those who just leave aren't in appropriate housing.	1	7.14%
Violence is an issue.	1	7.14%
Most is unsupported, exposure to adults.	1	7.14%
Assumption that young people can manage themselves financially.	1	7.14%
Mental health is a factor.	1	7.14%
There is an assumption of clients being debt free, system is designed to be affordable for the ideal client.	1	7.14%

**Chart 2.1 and 2.2** may suggest that agencies may define affordability in relation to the design of the system, or in comparison to the private rental market.

- ⊖ *“We probably are the most affordable in the system in comparison to private rental and Housing Trust.”*
- ⊖ *“It’s designed to be affordable but it is set up for ideal clients with the assumption that they are debt free.”*

This question may have been unclear and was not as focused as it intended to be. Consequently, interviewees were guided by various assumptions and various agencies responded in reference to their agency, other services, and alternative non-SAAP accommodation.

However the results were still fairly consistent with the majority of services viewing that the accommodation that young people move to from the emergency services, is appropriate, affordable and accessible. This calls into question whether SAAP youth accommodation services have an accurate idea about the experiences of young people in crisis. Perhaps this signifies that many young people do not access the longer-term SAAP accommodation system. The one factor that services seemed to be most concerned and cautious about is the safety and security of post-emergency accommodation.

- ⊖ *“We contribute to safety and aim to provide it but we are delusional if we say that we provide absolute safety.”*
- ⊖ *“Safety is dependent on the situation, the property is secure ... but it depends on what the client brings with them and tells people.”*
- ⊖ *“Houses don’t all have secure windows and doors because we can’t afford it.”*
- ⊖ *“We are safe as you can get in a melting pot.”*

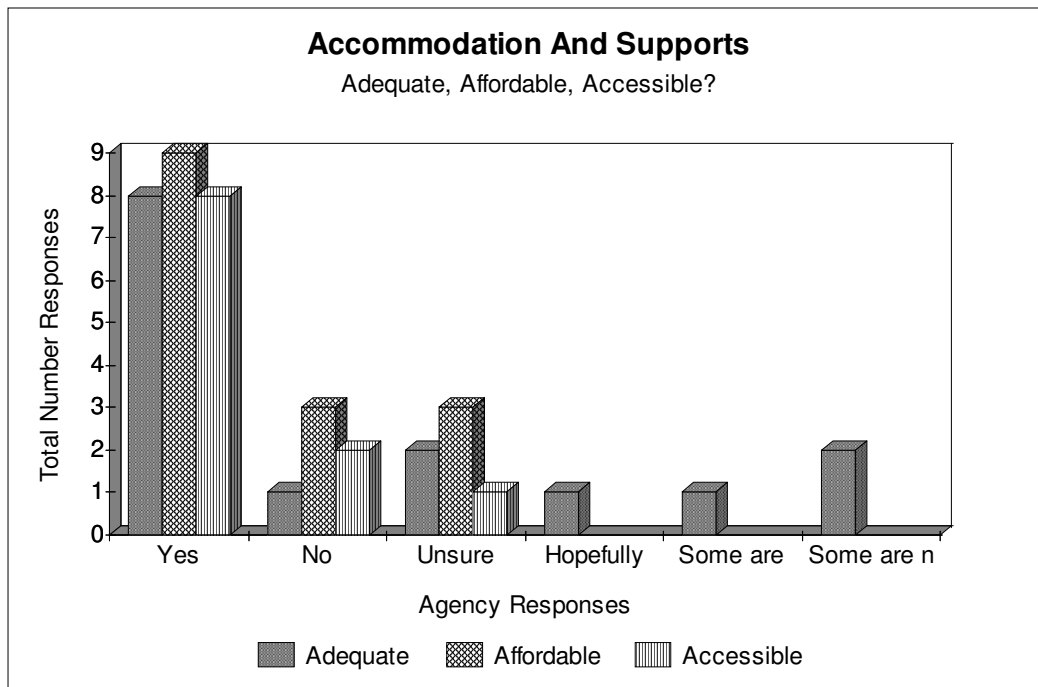
In the responses it was not uncommon to find that not all three criteria were satisfied. Agencies provided various reasons to their opinions, they included:

- ⊖ *“...either due to a lack of availability or because of the young person’s choice.”*
- ⊖ *“Some may go to families which may be affordable but not safe.”*
- ⊖ *“Those who get direct lease may be appropriate because of the lower cost but may not be an appropriate area or kind of house.”*

From this it can be said that there is a need for more housing that tries to incorporate all three criteria well, or it could be seen that young people are:

- ⊖ *“...set up to lose the place before they move in.”*

**Chart 3.1** Illustrates service provider's thoughts on the adequacy, affordability and accessibility of supports that are provided to young people in longer-term accommodation.



In regards to **adequacy**

- o 2 agencies stated that support in outreach accommodation is difficult.
- o 2 agencies stated that supports are dependent on and affected by either time or resources.
- o 1 agency identified the issue of co-dependency.
- o 1 agency stated that there is a need to do more.
- o 1 agency linked adequacy to human rights issues/resident focus.
- o 1 agency related their response to the fact that young people are returning; therefore there is something wrong.
- o 1 agency stated that feedback is not seen with young people who have positive outcomes.

In regards to **affordability**

- o 3 agencies identified that Youth Allowance does not cater for affordability.
- o 4 agencies stated that all or most services of their supports are at no cost.
- o 1 agency stated that they could always be more affordable while
- o 1 other agency stated they are debating as to whether they should increase costs.
- o 2 agencies linked affordability to either SAAP design or in comparison to the real market.

In regards to **accessibility**

- o 3 agencies identified the problem surrounding waiting lists.
- o 4 agencies linked accessibility to transport and the minimal transport options.
- o 1 agency stated that accessibility is dependent on the belief that young people need to be independent.
- o While 1 other agency stated that accessibility is for young people in the know, and
- o 1 agency stated that the provision of a phone gives accessibility.

**Chart 3.1** like the previous chart demonstrates the majority of service providers' belief in the adequacy, affordability and accessibility of services provided in longer-term accommodation. However, as these opinions were elaborated there were noticeable shifts in opinions that seemed to be more transparent. This alteration in opinions could be linked to service providers having to be absolute with yes no responses, with more open questions they tended to expand. In regard to adequacy the following statements were made:

- o "Yes, but there is always room to improve, to do more, resources and funding are limited."
- o "...yes, however this depends on the connection and is affected by the time."
- o "...I don't know enough about longer term accommodation to make a legitimate response but if they are coming back to us, something is wrong."

It could be that there is a need for additional funding into the area of outreach support as it seems to be highlighted as a service provision that is challenging.

There was an overwhelming response to affordability in regard to supports for young people that indicated that supports are affordable for young people, however there were some agencies that felt that Centrelink did not accommodate for affordability - or they were unsure.

- o *"No. Young people are living in poverty. Youth Allowance gives no real capacity to save. We could always be more affordable ..."*
- o *"Yes, no cost, only pay for accommodation."*
- o *"Yes, there is virtually nothing that we provide that has an expense."*
- o *"Don't know other services, do young people pay for them?"*

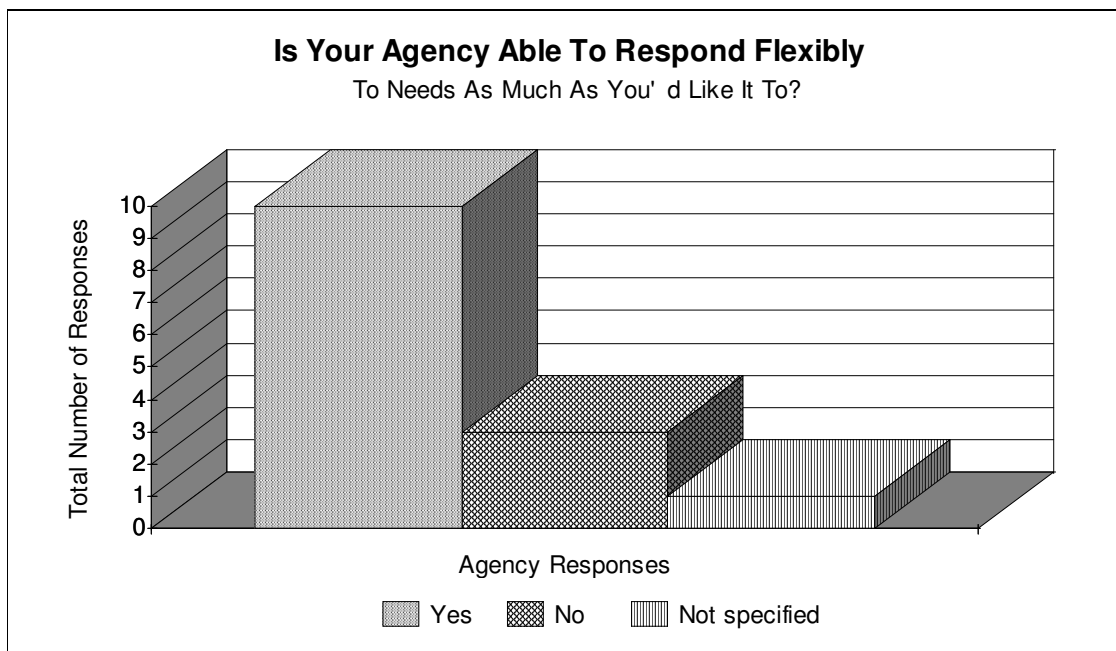
Some responses to the accessibility component of the question seemed to be contradictory:

- o *"Yes, but waiting lists are full."*
- o *"Yes, but transport can be a problem..."*

While some other responses seemed to be very open in nature.

- o *"Our waiting lists are huge for those who are unable to access longer term accommodation."*
- o *"Accessible as long as they (the client) have a bus ticket"*
- o *"We believe in independence, about getting there themselves but remain sensitive to a young person's capacity."*

Such responses suggest that there is a greater need for more accommodation exit-points into longer-term accommodation, and to develop alternative strategies for transporting young people to necessary locations.

**Chart 4.1** Displays agency thoughts on whether they are as flexible as they would like to be.**Chart 4.2** Highlights the agency views on their flexibility.

AGENCY RESPONSES	TOTAL NUMBER	%
We are working on it, areas needing development, striving for flexibility. Getting better.	6	42.86%
Brokerage/resources limited/More resources to do more.	4	28.57%
We tap into/work with other agencies.	4	28.57%
Could more flexible to those with complex needs.	4	28.57%
We have a variety of houses/skills/initiatives/training.	4	28.57%
Time is an issue.	3	21.43%
More balance is required.	2	14.29%
Case planning requires flexibility.	2	14.29%
Don't need to be any more flexible/we are too flexible.	2	14.29%
Could be more creative and innovative.	1	7.14%
Whole system could be more flexible.	1	7.14%
Different rules set by families.	1	7.14%
Not all information is shared in SAAP, limits flexibility.	1	7.14%
We respond and learn well from challenges.	1	7.14%
Maintenance role, asset management bias affects flexibility.	1	7.14%
Cutting contact after service use is problematic.	1	7.14%
We address every issue to a degree/holistic.	1	7.14%

**Chart 4.1** suggests that the majority of agencies believe that they are as flexible as they would like to be, indicating that they have close-to-perfect practice and see no need for improvement in any areas. This could also portray an external-locus of control in relation of services claiming accountability for their service provision. These responses contradict the notion of developmental practice, which may be a concern. However, like the previous question, when given the opportunity to expand most services appear to be less intimidated by the question than some agencies did demonstrate the ideals of developmental practice.

- o "Sometimes we are too flexible, SAAP services run differently and there's inconsistency."
- o "... the system as a whole could be more flexible."
- o "There are areas that are needing development such as focusing more on building relationships."
- o "We don't need to be any more flexible. We have limited resources."
- o "It's all about building bridges."

**Chart 5.1** Reflects the particular need groups that are difficult to place/manage.

NEED GROUP	SOME REASONS AS TO WHY THIS IS SO	TOTAL NO	%
Those suffering from mental illness, diagnosed and undiagnosed.	1. More difficult to have positive outcomes. 2. More likely to feed back into system.	9	64.29%
Substance abusers.	1. Easily irritable. 2. May engage dealer within the area. 3. Tend to place themselves in situations.	6	42.86%
Those suffering from intellectual or borderline intellectual illness.	1. Not enough resources. 2. Inappropriate housing options. 3. Face isolation. 4. Face being taken advantage of. 5. Not being catered for fully within the service. 6. Guardianship Order.	5	35.71%
Diagnosed and undiagnosed personality disorders/challenging behaviours.	1. No impulse control mechanism.	4	28.57%
Emotionally and physically aggressive, violent.		3	21.43%
Wheel chair bound.	1. Don't have wheel chair access.	2	14.29%
Offenders.		2	14.29%
Those who don't want support.		2	14.29%
Cultural groups.	1. Hard to fit onto a street sometimes.	1	7.14%
Single mothers.	1. Housing suitability, number of rooms.	1	7.14%
Young people who don't want responsibility.		1	7.14%
Young people who can't set boundaries (friends)		1	7.14%
Those who come here through FAYS involuntarily.	1. Their last chance to keep children.	1	7.14%
Those escaping violent partners.	1. Asset management concerns.	1	7.14%
Those who don't have the capacity to live on their own, should be in residential.		1	7.14%
Those who have high expectations about what accommodation is supposed to be.		1	7.14%
Same-sex attracted.	1. Suffer homophobia.	1	7.14%
14-17 year olds, too young for boarding houses, FAYS won't accept them.		1	7.14%
Kids with pets.		1	7.14%

**Chart 5.1** clearly suggests that there is a need for further services or assistance in relation to supporting young people who suffered from undiagnosed or diagnosed mental illness (64.29%); intellectual and borderline intellectual illness (35.71%); or diagnosed and undiagnosed personality disorders/challenging behaviours (28.57%).

Agencies held views in relation to the difficulty experienced with placing and sustaining particular need groups.

- o "... they don't do well in the service."
- o "... are missing out completely."

This could suggest that the youth accommodation services are not suitably equipped to manage a group of people who are in need of intensive support. It may also suggest that housing young people with mental, intellectual or personality illnesses not only has adverse complications on the individual but also on the household or neighbourhood.

Followed closely behind at **42.86%** is the group defined as substance abusers. Again this may suggest that SAAP services are not equipped to house this need group as intensively as they need to be and again they may be seen as difficult to manage due to the effects they may have on the household or wider environment.

- o "... we have to be careful as they may engage with a dealer in the area."
- o "... they are easily irritable."
- o "... difficult with the Guardianship Order."

Both percentages could raise concerns about SAAP's capacity to house young people with extremely high and complex needs, or whether SAAP is designed to produce positive outcomes for particular types of client and not others.

There is an obvious need for an increase in service provision in relation to supporting young people who suffer mental illness or who are substance abusers. At the minimum, there is a need to integrate specialized services into the current system better and more intensively. Ideally, there is a need for a specialized service that accommodates and supports young people with mental health or substance abuse issues.

**Chart 6.1** Displays the direct and indirect disadvantages that accommodation providers and the system in general have in place for young people leaving the emergency services.

CONDITIONS/FEATURES	TOTAL NUMBER	PERCENTAGE
We disadvantage those not willing to work on issues/don't engage in the process. Take on those with potential to engage.	5	35.71%
House rules based on safety/respect are hard for young people to live with, disadvantaged if not followed. Workplace and house tensions.	5	35.71%
Little action-research models available. Inconsistent information. Need different models.	2	14.29%
Long process, low turnover; disadvantage those waiting.	2	14.29%
Private rental is expensive/competitive.	2	14.29%
Assumption of persistence with contact for those on waiting lists. Assume that they found alternative accommodation if contact is not maintained.	2	14.29%
Over 18s aren't housed/aren't as big of a priority.	2	14.29%
Financial requirements.	2	14.29%
Tenancy requirements/lease.	1	7.14%
Services not working with families where possible.	1	7.14%
Location, distance/centralized services.	1	7.14%
Disadvantage those needing partner support, don't house partners.	1	7.14%
Being entrepreneurial.	1	7.14%
Those without a SAAP assessment are disadvantaged.	1	7.14%
Criteria may disadvantage.	1	7.14%
Young people classified as too complex.	1	7.14%
Focus on housing.	1	7.14%
Negative assumptions made between services, little information sharing.	1	7.14%
Service paranoia about tendering.	1	7.14%
Those with independent living skills, needs aren't high enough.	1	7.14%
Lack of privacy for residential.	1	7.14%

**Chart 6.1** reflects a tension in regards to house rules, between safety concerns and how they may impose on an individual's liberty (35.71%).

- ⊖ *"Yes, some house rules are unrealistic."*
- ⊖ *"House rules that are usually based on safety and respect are hard for young people to live with because of their complex issues."*
- ⊖ *"... some people have to have time-out of the service. You can argue either way but we place boundaries on safety."*

The concept of mutual obligation may be seen as surfacing in the agency response relating to the need for young people to 'engage' in the process of working at their issues (35.71%).

- ⊖ *"Support is a condition of tenancy here and some young people just want a house."*
- ⊖ *"... they (young people) are forced to accept support."*

These attitudes are concerning as they are perceived as shifting the accountability from the service provider to the young person. A suggestion that could be made is an increase in the claim of accountability from the services. Another suggestion would be to review and change house rules so that they satisfy safety concerns and are not heavily influenced by asset management.

Other interesting points raised in this chart raised concerns of unfair expectations placed on young people, either by having to fit particular criteria or by the assumption that they have the capacity to be persistent.

- ⊖ *"The system punishes clients ... don't take people who are independent and those who are too complex."*
- ⊖ *"... there is an assumption of persistence as we request for them to keep in contact with us."*
- ⊖ *"System wide, it is hard to fit people in, some young people need different models."*

A way that the sector may approach these issues in the future could be to increase housing opportunities for young people that utilize different models, so the 'choosing' of a client based on possible outcomes, ability to engage and the assumption of persistence is minimized.

**Chart 7.1** Illustrates the general term set by agencies that are required for young people to access or sustain residency/tenancy.

GENERAL TERMS	TOTAL NO.	PERCENTAGE
Financial requirements, income, rent.	9	64.28%
Engage in support, and maintain contact.	8	57.14%
Must want support/counselling.	4	28.57%
Their age.	4	28.57%
Homeless or at risk of.	4	28.57%
Must/encouraged to have/work towards a day program.	3	21.43%
Demonstrate a readiness for the property/area.	3	21.43%
RTT legal document/lease agreement.	3	21.43%
No overnight visitors or no visitors. Not have anyone live with them.	3	21.43%
No drugs or alcohol.	3	21.43%
Curfews.	3	21.43%
Visiting hours or negotiate with staff.	2	14.29%
Sleep here at least 5 nights a week/ certain number of nights out.	2	14.29%
No threats violence or intimidation/safe environment.	1	7.14%
No weapons or pornographic material.	1	7.14%
Don't focus on what they can't do and the consequences.	1	7.14%
Out of the house between set times.	1	7.14%
No pets.	1	7.14%
Clients are responsible for food and utilities.	1	7.14%
Contribute to domestic tasks.	1	7.14%
Don't permit visitors in bedroom without doors open.	1	7.14%

**Chart 7.1** reflects similar results as **chart 6.1**, with a predominant focus on the client's need to engage (57.14%) and desire for support (28.57%). This reiterates the minimal accountability that seems to be adopted by service agencies, by transferring responsibility on the young person, when ideally it should be emphasized that **both** parties are needed to work together toward a co-operative relationship.

- o "Willingness to work with worker ..."
- o "The reason they are here is to work on issues, accept support from staff."

The category that had increased in this chart was the financial requirement needed to access and stay within accommodation.

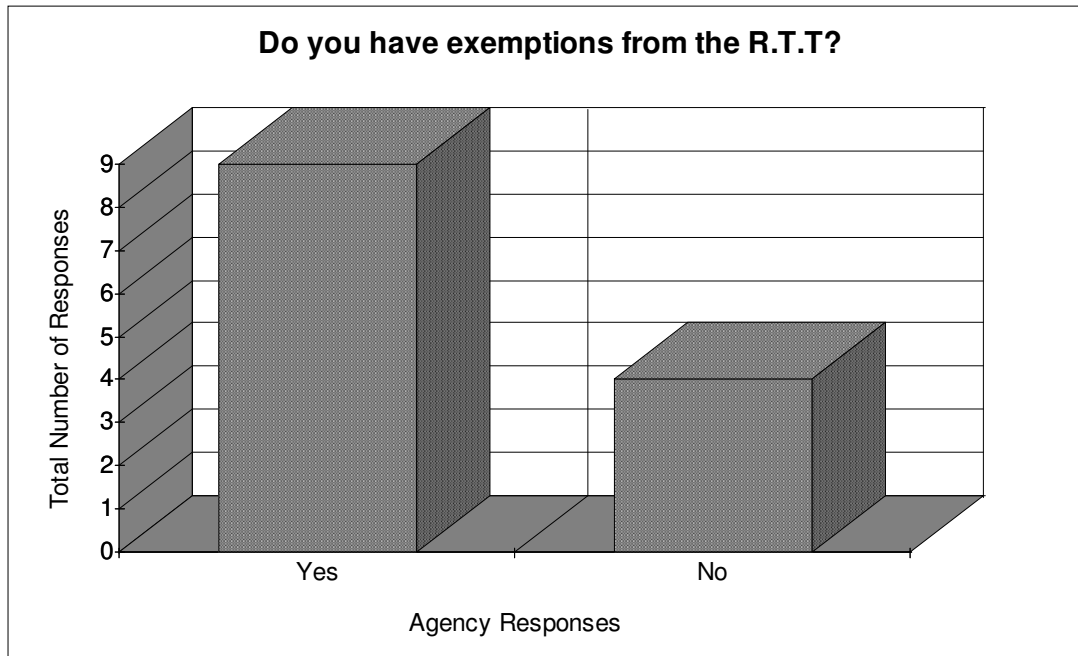
- o "Must be able to get income."
- o "Before assessment they need an income otherwise it's a waste of their time and ours and prevents them from telling their story 100 times."

This is consistent with the notion that the sector has a significant financial focus and must charge young people to cover their costs. Financial requirements are a reality that young people must face, however if they are deficient in their finances services should - if they haven't already - adopt an advocacy and/or brokerage role to assist the young person in acquiring income entitlements.

Another issue connected to this category is the level of assumption surrounding the young person's financial capacity to sustain these financial requirements, and the flexibility surrounding the assurance to minimize young people living in poverty whilst in housing.

An approach that could be adopted to best manage such issues is the level of rent to be dependent on the young persons' income (and hopefully to not live in poverty) should not be more than 25% of their income. Consideration of breaches or their level of debt repayment could be implemented to minimize the occurrence of young people living in housing stress. This approach would be consistent with the individual, client based perspectives that direct practice tends to adopt. To make such approaches possible there needs to be additional funding towards services being able to cover their costs.

**Chart 8.1** Illustrates the number of agencies who believe that they have exemptions form the Residential Tenancies Act.



Some

agencies have exemptions from the Residential Tenancies Act, such as:

- o Lodging bonds with the R.T.T.
- o 14 days of arrears signals the formal eviction process.
- o Subletting is prohibited (**2 agencies**).
- o Regular landlord inspections.
- o Tenant can leave whenever they want.
- o Can evict instantly.

**Two agencies** specified that they had exemptions or operated under other authorities. The first was C.F.C exemptions (short term lease) and the other operated under Boarding House Legislation and Council Regulations.

**Chart 8.1** demonstrates that the majority of service providers have exemptions from the Residential Tenancies Act, which in turn increases their power not only to begin the eviction process or to discontinue a lease; it effectively increases their power within the client-worker relationship. It could be suggested that some of these exemptions minimize the possibility for young people to attempt to recover and revive their accommodation. It could also be that agencies may adopt an approach that is heavily influenced by an asset-management perspective, a possible product of poor funding or economic rationalist policies.

- o *“These exemptions are more about acting quickly to cut losses/close monitoring.”*

A positive aspect in regards to the payment of rent/board is the effectiveness of Centrelink's Centapay initiative, which could be said, assists young people in their financial management by automatically transferring their board or rent payment from their account. Many agencies gave the impression that they were pleased with the positive results (reduction in arrears and reduction in conflict connected to payments) that stemmed from Centapay.

- o "Centapay solves the issue of arrears."

An area of concern is the use of language in regards to evictions. It was noticed that some agencies referred to themselves as having a no eviction approach. However, they have the capacity to not renew a short-term lease. This use of language could create confusion for some young people and it could also be seen as a process that is a lot neater and tidier and probably more politically correct, in comparison to the ugly imagery that the word eviction can conjure up.

**Chart 9.1** *Illustrates the main factors that service providers believe lead to the demise of many accommodation placements for young people.*

MAIN FACTORS	TOTAL NUMBER	PERCENTAGE
Emotional Immaturity. No boundaries/poor boundaries (friends/peers, decision-making, age).	9	75.00%
Isolation/loneliness/boredom.	3	25.00%
No commitment to the tenancy/placement. Do not engage.	3	25.00%
Huge/unrealistic expectations on young disadvantaged people.	3	25.00%
Minimum/poor incomes.	3	25.00%
Lack of integrity in the system and the people in the system. Institutionalised and broken by past workers.	2	16.67%
Incapacity to budget.	2	16.67%
Clashing needs of share accommodation/site mix.	2	16.67%
Too expensive to live alone decently.	2	16.67%
Lack of available and accessible support/exit points.	2	16.67%
Bad houses/accommodation.	2	16.67%
Property damage/arrears.	1	8.33%
Family conflict/stress/step parenting.	1	8.33%
Drug and alcohol issues.	1	8.33%
Violence, abuse towards staff.	1	8.33%
Bad assessments.	1	8.33%
Neighbour issues.	1	8.33%
Cannot be simplified.	1	8.33%

**3 agencies** reflected upon what they felt the system/agencies need to help young people sustain their accommodation. They include the:

- o need to help people build resilience;
- o need for more jobs,
- o traineeships and more extensive Centrelink provided programs,
- o an allowance the same as New Start
- o involvement in and affordability of sports; and lastly
- o the need for appropriate day programs and activities that interest and motivate young people.

**Chart 9.1** illustrates that agencies have an understanding of the adolescent stages of development that clients are

confronted with (75%). **One in four** agencies believe that isolation, unrealistic expectations and poor incomes all contribute to the demise of many accommodation placements for young people. This demonstrates agency awareness about various ecological factors that influence placement breakdown.

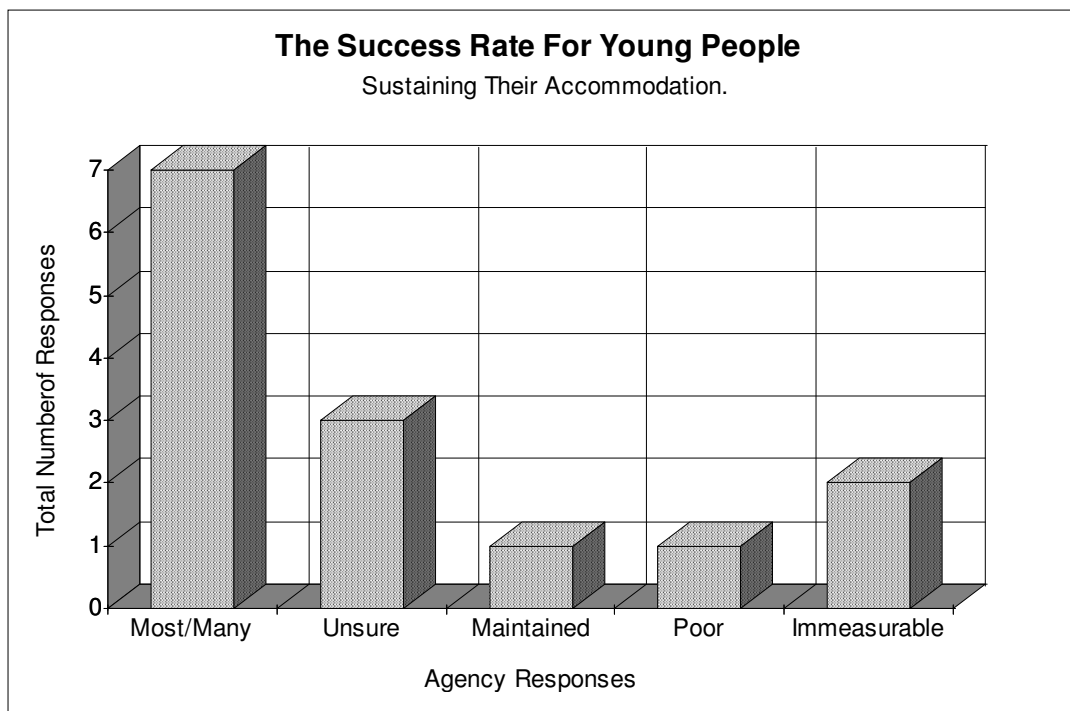
- o *“Huge expectations on young people who are disadvantaged and on minimum incomes.”*
- o *“Immaturity, not assuming that they should be mature.”*
- o *“Unless they share, it’s very hard to live independently and anything under \$100, I wouldn’t put my dog in.”*
- o *“Peer stuff, they want belonging.”*

These statements also demonstrate empathy toward young people and perhaps an underlying desire to do more, which could suggest a need for the Government to increase social expenditure.

- o *“How I use power is very important ... Residents have only been exposed to two institutions, the family and school, so I am either seen as a parent or a teacher.”*

This statement relates to the idea that young people have difficulty in categorizing adults, therefore they group them together. However this statement was made in a positive sense as the participant adopted it as an opportunity to expose young people to positive adult figures. The reference to power was made in a positive way and perhaps should be similarly adopted by other agencies (if not already).

**Chart 10.1** *Demonstrates agency representative beliefs in regards to their success rate for young people sustaining accommodation or moving onto something positive.*



**Chart 10.2** *Displays the additional comments that service representatives made in relation to Chart 10.1.*

AGENCY COMMENTS	TOTAL NUMBER
Problems with exit points from outreach to Housing Trust and private rental.	2
Outreach is hard/different.	2
Success is hard to define/measure (personal goals).	2
Positive moves are to public housing.	1
More research needed in regards to tracking.	1
People still come back to keep contact.	1
Positive experience even with difficulties along the way.	1
Have many that don't do well.	1
Many go back to school, work.	1
Majority stay with us for a while.	1
Poor options = poor outcomes.	1
Transitional is, you're in transit.	1
Girls do better than boys.	1
It's cyclical.	1
Hope they move on well, it's hard to say.	1

**Chart 10.1** suggests that the majority of young people accessing SAAP services are successfully sustaining accommodation or progressing to something positive. This contradicts the experiences of the young people in the emergency services, with both SAAP residential and outreach not even being sustained for two months. This could mean a variety of things but the factor that stands out is that it is likely that the majority of the young people accessing SAAP longer-term services are not from the emergency services.

However a number of the responses from agencies included statements that suggested they were unsure:

- o *"majority ... I hope they move on well, it's hard to say."*
- o *"... don't know."*
- o *"Like to think yes ..."*

This may suggest the need for improved monitoring of service users and research associated to that. The language used to articulate the question was problematic in some cases, particularly in reference to the term 'success'

- o *"Success is hard to define ... doing something they want to do?"*
- o *"Hard to measure, their personal goals are theirs."*
- o *"In relation to transitional, you're in transit."*

The lack of exit points and options seem to have an impact on those placements that are not "successful"

- o *"Lack of options makes it increasingly more difficult"*
- o *"Poor options equal poor outcomes."*

These statements suggest that there is a need for more suitable, affordable and accessible housing if the goals are to create positive outcomes. It could also suggest the shift in accountability to the ecological crisis. The shortage of agencies and the sector of adopting degrees of ownership and accountability seem to be a strong theme and issue. Perhaps a new approach would be to revise the current accountability systems.

**Chart 11.1** Shows what service providers believe needs to happen within the youth accommodation sector to increase the probability of successful placements for young people.

SERVICE PROVIDER RECOMMENDATIONS	TOTAL No.	PERCENTAGE
Better information sharing, cross-pollination of ideas, transparency. Openness about service delivery. Improve communication within sector. Management and ground workers.	8	66.67%
More resources, funding, more resourceful political environment, to be able to do more. More workers and appropriate housing. More exit points.	7	58.33%
More of a dispersion of specific services/housing, not everything concentrated in specific areas.	5	41.67%
Adequate research on models before their implementation. More research. Action-based research. Other models.	4	33.33%
Work together as a sector better/integration/collaboration. More forums.	4	33.33%
Stop hand-balling young people.	4	33.33%
More accountability in staff and agency roles in creating tension. Get out of the blame the young person culture. Accountability experimentation	3	25.00%
More training needed, more sector and staff knowledge.	3	25.00%
Focus on the right/needs of the young person.	2	16.67%
A disability housing service with ASIS/Specialized mental/psychiatric service.	2	16.67%
Introduce other professions into the sector to gain varying expertise and perspectives	2	16.67%
More programs/initiatives (parenting, complex needs).	2	16.67%
Have more broad rules, more scope and flexibility. Holistic.	2	16.67%
Good case management.	1	8.33%
Rotating team of staff for residential across the services.	1	8.33%
Be more creative, open to change.	1	8.33%
Increase Youth Allowance.	1	8.33%
Workers getting paid better money. Value non-public sector.	1	8.33%
Consistent client case loads across the sector.	1	8.33%
More money into early intervention.	1	8.33%
More questioning of policies where appropriate.	1	8.33%
Try to reduce the gap between Social Workers and Youth Workers.	1	8.33%
More access to staff and counselling in drop-in centres.	1	8.33%
Sector being socially active.	1	8.33%

The following lists what agencies believe young people need to do to increase the probability of successful placements. ( ) Indicates the number of agency responses.

- o They are doing what they can with limited options. (1)
- o Give services more feedback; learn how to voice their grievances. (2)
- o Take greater responsibility, play by the rules. (2)
- o They are young, the nature of their age, it's about experiencing, not set up. (5)
- o The ability to develop relationships with workers, be more open to support. (2)
- o Hard to say, they have a lot of issues, they are in crisis. (2)
- o Be persistent/motivated to change. (2)
- o Have an idea of the property they want. (1)
- o Be 30 years old in an 18 year olds body. (1)

**Chart 11.1** reflects the provider-defined needs for the sector. It is evident that there is an intense need (66.67%) for more transparency between services that is inclusive of increased information sharing and openness about service delivery. This insinuates that the current sector dynamics are hidden and closed.

- o *"We need to learn to play to play together better."*

- o *"Have more power as a sector if we joined together. It's segregated, everybody wants the best for their agency."*
- o *"Services operate in isolation with each other and are dishonest about issues which are part of it."*
- o *"More info-sharing, having information is helpful."*

This category is significant as it exposes a common link between services and can be perceived as a wish to move toward greater accountability as a sector. A way of approaching this issue is to increase service integration and collaboration. This could be achieved through a number of ways and more research is needed to explore the possible avenues. Perhaps by having inter-agency meetings that encourage the involvement of youth workers would be effective in communicating the methods of direct practice. More conferences involving discussions of sector issues could also be effective.

- o *"Managers tend to meet often but people on the ground. What are their ideas? Release the isolation."*

The need to increase resources (**58.33%**) may reflect a sector that is struggling to keep up with demand and are struggling to 'do more with less'.

- o *"There is potential to increase capacity."*
- o *"More workers working more intensively with clients to increase the probability to succeed."*
- o *"Additional properties in reasonable and good quality, with a reasonable neighborhood."*
- o *"...all SAAP is fairly stretched, am scared about being so stretched, being so stretched is a band aid solution."*

It is apparent that there is a need to increase funding so that the capacity and quality of service increases, and for more exit points to unclog the services and promote better outcomes for young people. What were connected to the lack of resources were the occurrences of 'handballing' clients.

- o *"Stop the shuffling around, we're out of touch by doing so."*
- o *"...too many people involved, they haven't formed relations and there is handballing due to resources."*

Another area that stood out was the need for the dispersion of specific services across areas (**41.67%**).

- o *"Need for a residential service in the city for repeat clients from the emergency services and reasonable rent... On top of the emergency services."*
- o *"...the West doesn't have much."*
- o *"...to set up types of accommodation where they (young people) are not set up to fail."*
- o *"We need emergency services in the South, not just in the city."*

These comments also suggest that there is a need for the awareness and sensitivity toward the cultural differences between regions and suburbs.

Additional research was also significantly highlighted as an area that needs development, together with the development and review of models (**33.33%**).

- o *"Increase the capacity to collect data, statistics; a voice at a policy level."*

It is suggested that the best approach for research in the area is practice-based so that a better understanding and appreciation grows within the relationship shared between direct service providers and researchers.

Perhaps if better relationships were cultivated between research and practice then responses such as the following would have more of a basis to be challenged:

- ø *“...theory does not relate to reality.”*

The introduction of differing expertise was also raised and was an interesting approach as to how to think and react more creatively.

- ø *“We need to diversify our philosophical base ... different levels of expertise.”*
- ø *“Need to incorporate more perspectives like skilled personal mentors, psychologists and social workers.”*

## **REFLECTION ON THE INTERVIEWING PROCESS.**

There were aspects of the interviews that were observed but not systematically recorded for both clients and service providers that will be featured in this summary.

### **YOUNG PEOPLE**

Not all young people who were contacted participated in the study but for those who did participate, the majority were responsive in the interview. It seemed as though they perceived the interview as an opportunity to vent their concerns and experiences to a worker who they knew was listening to them intensively. It came across as being quite therapeutic for them. Many participants held inhibitions at the commencement of the interview but exposed more of themselves during the interview. A considerable number commented on how it was beneficial to talk to someone and know that they cared. This shows young people's intense need to be heard. This intense need should be regarded as a part of their essential adolescent development.

There were a number of individuals who did not enjoy a smooth interviewing process and seemed to either become agitated about the probing involved in the interview or; simply found the interview difficult because they did not want to reflect on negative experiences. The length of the interview was a concern for some male participants. It was noticed that the level of comfort increased with individuals who were interviewed on more than one occasion and were usually more responsive than in the previous interview. This could be associated with a number of reasons but the most likely is because they had become accustomed to the interviewer and the interviewing process and could navigate themselves through the experience more easily.

### **SERVICES**

All agencies that were contacted participated in the study, which suggests a sector-wide desire to advance decreasing the occurrence and effect of the revolving door concept. It often seemed during the interviews there was a lack of responsibility adopted by the agencies in relation to placement breakdown. Many agencies made reference to the environmental factors that contribute to the breakdown of placements: which does reflect an understanding of ecological perspectives.

Many services were very open during the interview and excited about the research. There were a number of services that went out of their way to provide additional information about the service they worked for. This information included asking other workers about their perspectives, giving copies of information forms and tenancy/resident agreements and process forms.

However, there were a few agencies that appeared to be guarded about what they disclosed during the interview. One agency representative frequently asked whether confidentiality was going to be maintained. There were a few agencies that were not inclined to generalize about their clients and came across as being indistinct about specific questions or terms. This could be a deficiency of the interview questions and terms but could also demonstrate an agency reliance on the individual approach, which is not as useful in research.

It was noticed that the services seemed to be fairly segregated; they were either outreach, residential or emergency, indicating that services were viewed in isolation from one another. There seemed to be nominal linkages between emergency accommodation and residential and outreach services which may require an increase in service collaboration and integration.

Two services photocopied the interview notes. One of those agencies asked for a copy of the responses that were going to be used in the research. This information was faxed to the representatives, who made their own alterations and asked that the altered copy be used. The second agency held the interview in a staff meeting with eight workers. This could indicate guardedness but equally it could be that these agencies held a genuine interest in their contribution to the research.

Overall, the response to the research has been well received and seems to have stirred curiosity in relation to the main findings of service provider attitudes, as many services enquired about whether there were any similar viewpoints. Only one agency representative seemed to be unenthusiastic about the research, by isolating it from direct service provision. This could have been due to a perception that research was not action-based. In this case there seemed to be a presence of a research/theory versus direct practice attitude. However in stating this, the majority of service interviews were positively received.

## SUMMARY

The findings of the research reveal that the majority of young people from the emergency services shared the following experiences:

- ⦿ Have been homeless for a considerable amount of time.
- ⦿ Have fully experienced the revolving door theory and are young people in crisis not just young people lacking shelter.
- ⦿ Alternative accommodation options that are poor or minimal.
- ⦿ The average stay in the emergency services is **1.75 weeks**, while **27.59%** of young people stay at the emergency services for 2 weeks.
- ⦿ **43.33%** of young people leaving the emergency services because they had to leave.
- ⦿ **63.33%** stated that the workers at Burdekin and Chisholm are good and friendly; **33.33%** stating that the workers are helpful and supportive. **33.33%** of participants stated that there is room for improvement.
- ⦿ **16.67%** of young people commented about not liking particular staff at Burdekin or Chisholm.
- ⦿ Have had difficult experiences in relation to the acquisition of accommodation.
- ⦿ SAAP residential services may not be designed to accommodate and support young people from the emergency services.
- ⦿ Appropriateness of accommodation in a house structure and in boarding houses is questionable.
- ⦿ Intense dependence young people have with their peers.
- ⦿ Most accommodation accessed was fully furnished or had everything, however it is unclear what constitutes a place as being "fully furnished" for young people.
- ⦿ **The accommodation that young people experience is either negative or positive.**
- ⦿ Majority of accommodation placements were not where young people wanted to go but had little choice.
- ⦿ Young people had a need to feel a sense of ownership and belonging to the accommodation
- ⦿ Location was important to young people.
- ⦿ A need for accommodation to be more permanent and affordable.
- ⦿ **Many young people have a desire to live specifically in a house, however others found this isolating.**
- ⦿ Young people are likely to stay longer in housing that gives them a sense of ownership or belonging to the property as demonstrated by the **4.63 to 12 month** range of occupancy.
- ⦿ **11** accommodation placements in SAAP residential only lasted for an average of **1.86 months**.
- ⦿ Need for an increase in support for those living independently.
- ⦿ Combination of three factors for many placement breakdowns: young people lack the skills of contributing to relationship recovery; that the people they share accommodation are inappropriate and contrast in their needs; and that there is a deficiency in the service provision in relationship mediation.
- ⦿ Majority of placements that end, are not ended on a positive note but to re-enter the revolving door.

- ⊖ Many young people in private rental have bad experiences with their landlords.
- ⊖ There is a need to be more intensive support for those with drug and/or alcohol related problems or the need for young people to have access to properties that are not as drug concentrated.
- ⊖ Young people have minimal financial capacity.
- ⊖ The majority of young people do not think that the services could have done anything to help sustain the placement.
- ⊖ The majority of young people may believe that the breakdown was out of their control, or that they may be uncomfortable with the connection between the breakdown and them.
- ⊖ Young people's perceptions of what they consider safe is questionable and is not necessarily consistent with the definition provided earlier.
- ⊖ Some individuals struggled to describe and define why they felt safe.
- ⊖ Many young people either feel one of two extremes: disappointed or happy about the demise of their accommodation.
- ⊖ Many young people's future accommodation is undefined.
- ⊖ Young people associate service-defined support as being primarily concerned with their physical needs and linkages to other services:
- ⊖ **13.33%** of people did not know what was meant by the services when they would state that they would offer support.
- ⊖ **16.67%** of client stated that they had lost faith the supports provision within the sector.
- ⊖ Just over one in five young people associated support with being needs based.
- ⊖ There are differences between what supports young people are receiving and what they would like to receive. Accommodation still remains on top of the list.
- ⊖ There is a need for therapeutic services and focus on the worker-client relationship as being desired in an open, empowering, lasting and casual manner.
- ⊖ Need for household items.
- ⊖ Majority would be interested in work if accommodation were not an issue for them
- ⊖ Majority of young people do agree with the no home, no job; no job, no home cycle.
- ⊖ Does housing come before employment? **43.33%** of young people believe that housing comes before employment.
- ⊖ Year 10 seems to be a critical year in education and it is the year that many young people decided to leave in or at the end of
- ⊖ Many young people associated their schooling with negative experiences and inconsistency.
- ⊖ There is a heavy reliance on Centrelink payments and benefits and is the sole incomes for the majority of young people
- ⊖ Young people believe that there is a need for motivation, organization and determination on their behalf.

**The findings of the research reveal that the general service provider views and are listed below.**

- ⊖ They are as flexible as they would like to be.
- ⊖ That their relationship is T.A.P. and C.C. is an important aspect of their service provision.
- ⊖ The majority provide supported accommodation.
- ⊖ Majority of agencies have exemptions from the R.T.T.
- ⊖ That house rules can cause tensions.
- ⊖ Centapay was highlighted as a positive scheme and was linked to the decrease of arrears.
- ⊖ There is an expectation for young people to satisfy financial requirements.
- ⊖ That accommodation and support provided to young people is affordable, appropriate and safe/accessible (depending on the support or accommodation response).
- ⊖ That accommodation is affordable in comparison the private rental market or in relation to SAAP design.
- ⊖ That there is a lack of exit points for young people.
- ⊖ There is an expectation for young people needing to engage in the process of working at their issues and to desire support.
- ⊖ The majority of young people are successful in sustaining their accommodation or moving onto something more positive.
- ⊖ 25% of agencies believe that: isolation, unrealistic expectations or poor income contribute to the demise of young people's accommodation placements.
- ⊖ The majority believe that adolescent development and maturity level contribute to placement breakdown.
- ⊖ There is a need for more open sector collaboration, communication and integration.
- ⊖ There is a need for more resources and funding.
- ⊖ There is a need for more research.
- ⊖ There is a need to introduce different expertise in the sector.

All findings listed are at some level a factor that contributes to the demise of young people's post emergency accommodation placements. As an exploratory study the findings highlight what is occurring. It is apparent by the number of findings that the factors are not in isolation from one another but are intertwined and highly complex issues needing further exploration.

#### **LIMITATIONS**

The time frame of the research did not allow for in depth analysis of the results, such as investigation into age or gender variables. The exploratory nature of the research in such a restrictive time frame barely scratched the surface of the various and multi faceted issues. The representation of young people was also limited to those who had returned to St John's Youth Services during the time of the participant recruitment. A substantial amount of questions required participants to recall experiences; this may or may not accurately reflect the experience.

It is suggested that future research is more focussed and selects one sampling frame in order to bring focus to the population. Further exploratory descriptive or interpretive studies could inform study areas. A longitudinal study that follows young people through the different stages of their experiences would not be so dependent on their recollection of past events in a cross sectional period.

**RECOMMENDATIONS**

- ⊖ The introduction of an independent, government funded regulatory body that inspects the roles, services and functioning of service providers, which integrates consumer (young people) consultancy in the process
- ⊖ Continuing and increased maintenance and investment into the current Youth SAAP sector.
- ⊖ More services or different approaches toward family reunification within cases where it is appropriate.
- ⊖ Funding of new initiatives for young people with highly complex needs.
- ⊖ Action-based research surrounding the current systems and models in place as well as alternative models.
- ⊖ Advocacy that supports young people in the private rental market, to preserve and promote young people's rights as tenants.
- ⊖ The use of empowerment models in direct practice.
- ⊖ The formation of a partnership between the sector and a financial/budgeting agency.
- ⊖ A specialized male service, providing positive male role models.
- ⊖ More focus and importance brought to the client-worker relationship.
- ⊖ Annual forums and conferences open to all youth accommodation stakeholders and other involved parties.
- ⊖ Emergency services to increase the maximum stay to 4 weeks.
- ⊖ Greater dispersion of outreach properties in a variety of socio-economic areas.
- ⊖ SAAP outreach to have access to starter kits for young people that provide house necessities for young people for household goods to reduce focus on asset management. (e.g. linen, cutlery, cleaning goods).
- ⊖ Services to increase outreach visits to young people living independently in accommodation to help create attachments to the accommodation and decrease the probability of isolation.
- ⊖ Centrelink and other services to place increased emphasis on the social and personal benefits of employment.
- ⊖ Research that involves young people in different education models and increased supports and information to young people wanting to return to a form of education.
- ⊖ Increased use of positive language across the sector, instead of restrictive statements
- ⊖ Eviction notices to be hand delivered in outreach properties.
- ⊖ The encouragement of suitable day programs for young people who are ready for the steps toward self-actualisation (But for services not to make it compulsory for young people to leave the service during the day).
- ⊖ Increased funding into the residential accommodation area to increase staff capacity/accessibility.
- ⊖ For the system to appreciate that young people should be permitted dependence during various stages of their journey in an effort to become independent.
- ⊖ For the sector to decrease the overwhelming expectations placed on young people, which people in the most supportive of settings would find difficult to manage.
- ⊖ More transparency within the sector, more information disclosure and research into how disclosure can be best developed and endorsed.

- ⊖ Accountability to be placed on service providers not young people, in relation to accommodation outcomes. Increase in the language that connects service providers to accountability.
- ⊖ More belief in the power of the client-worker relationship as an integral part to positive outcomes. More direct contact between workers and young people on both official and casual visitations.
- ⊖ Development of initiatives that have a dual focus on housing and social inclusion. This includes the development of an accommodation site that incorporates education, training and employment.
- ⊖ Longer-term specialized accommodation for those suffering psychological illness/ess.
- ⊖ An increase in Youth Allowance that minimises housing stress.
- ⊖ A focus not just on housing/accommodating young people but assistance in creating an environment that young people can live in and grow an attachment to. Assisting the acquisition of household necessities.
- ⊖ More therapeutic services within the current Youth Accommodation services.
- ⊖ Development of neighbourhood initiatives integrating young people and the communities they are living in. Work within the current political frameworks by endorsing community ties; more concern with community connectedness.
- ⊖ Research surrounding the possibility of more adequate and affordable youth accommodation (residential, outreach and emergency) to be divided in proportion to need into: north, east, south and west regions; to promote accessibility and cultural sensitivity.
- ⊖ Introduce various professions into the sector to gain different and creative perspectives and approaches to service delivery.
- ⊖ More focus on the needs of the young person as being their human rights, therefore not meeting them would constitute human rights abuse.
- ⊖ More focus on client-defined needs.
- ⊖ Revision of the language used in the sector, such as support. Consultancy between all stakeholders as to how each different group defines terms and the integration of all perspectives for a 'common language'.
- ⊖ The creation of youth employment schemes in a variety of industries.
- ⊖ The emergency services to revise their time-out of the service policy.
- ⊖ Mentor training for human service professionals.
- ⊖ The deregulation of house rules in residential services to include only the basic and essential safety concerns.
- ⊖ Interchangeably utilize an eco-systems approach with a client-focused approach for service delivery. All professionals to appreciate and continue to appreciate the importance of both direct service delivery on an individual level and research on a broader ecological level and how they interconnect. The practice of holistic models
- ⊖ To increase the familiarization between services, their workers and young people. All stakeholders to be equally informed and be open in their interactions.
- ⊖ Increase the power of young people to choose workers that they believe will work better with them.
- ⊖ Increase communication between the service providers and the central referral agency.
- ⊖ Creation of a monitoring program, where by contact is maintained beyond service delivery and young people (past and present service users) can continue to communicate their experiences.

- o The development of a specific program or joint initiative with a transport provider, that specializes in the *essential* transportation of people, including young people to: services, hospitals, inspections etc.
  
- o Not to place too much focus and energy into defending or promoting the economically rationalist state we practice within but adopt more constructive approaches that try to look toward alternatives for service provision that integrate both the financial and social economies.

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**APPENDIX 1**

**PARTICIPANT INFORMATION SHEET**

## **PARTICIPANT INFORMATION SHEET**

**Research Title:** *“What are the factors contributing to the breakdown of young people’s post-emergency services placements, which as a result compels many to return to emergency accommodation in Adelaide.”*

You are invited to take part in a study looking at your own personal experiences in relation to getting and keeping accommodation after you left Burdekin/Chisholm Place. This study aims to look at whether there is suitable post-emergency accommodation for young people to assist *you* in your longer-term accommodation. The purpose of this study is to draw attention to what support young people need and want and communicate that alongside what is actually available to you. If you think that there are gaps in services, hopefully this will be part of the process of trying to fill those gaps. It will also be asked of you to share some of your hopes for *your future*.

If you decide to participate, you will be asked to involve yourself in a confidential interview, which will take about 40 minutes to complete 25 main questions. Once the interview is finished an allowance of \$X will be made out to you to offset any costs you might suffer while attending the interview.

If you agree to participate, the interviews will be held at either Chisholm or Burdekin Place in a private room. There are no direct risks associated in taking part in this research. However, there is a possibility that the questions may trigger negative experiences, which may be uncomfortable for you. If this is the case it is more than all right to pass or take a break on the questions that become distressing for you.

You are entitled to withdraw from the voluntary interview at any time without prejudice. The Confidentiality, Mandated Reporting and the Privacy policies of St. John’s Youth Services (Chisholm/Burdekin Place) guide this research. The release of any information that connects participants to their responses is prohibited and is assured through the data collection process. Anything you say in the interview will not affect your accommodation.

## **CONSENT TO PARTICIPATION IN RESEARCH**

I, \_\_\_\_\_ request and give  
(First or given name) (Surname)

consent to my involvement in the research project:

Why accommodation placements breakdown after emergency services.

(Short title of the research project)

I understand the nature and purpose of the research project, especially as far as it affects me. I give my consent voluntarily.

I realize that the interview may cause discomfort and that it will take about 40 minutes of my time. I understand and am satisfied with the explanation that I have been given and have been provided with an information sheet.

I understand my involvement in this research project may not directly benefit me and that I may withdraw my consent at any stage. I understand that any payment made to me is an allowance to offset any costs I might have while attending.

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Signature of research subject:

\_\_\_\_\_ Date: \_\_\_\_\_

Signature and printed name of the witness:

\_\_\_\_\_ Date: \_\_\_\_\_

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**APPENDIX 1**

**CLIENT SURVEY**

Name: \_\_\_\_\_ Age: \_\_\_\_\_ . Session Number: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ /03

**SECTION ONE: Length of Homelessness and the St. John Connection**

**1. How long has it been since you left home?**

Weeks \_\_\_\_\_ Months \_\_\_\_\_ Years \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2. How many times have you come to Chisholm/Burdekin?**

\_\_\_\_\_  
\_\_\_\_\_

**3. How many times have you needed to stay here but could not because it was full?**

\_\_\_\_\_  
\_\_\_\_\_

**4. a. In your last visit here, how long did you stay?**

Days \_\_\_\_\_ Weeks \_\_\_\_\_ Months \_\_\_\_\_

**4. b. Why did you stay that long?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**5. What do you think of the workers and services at Burdekin/Chisholm?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**6. If you could, describe to me, what was/is it like to get accommodation after Burdekin/Chisholm?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECTION TWO: Post-Emergency Accommodation and Service Experiences.**

**7. After you left Burdekin/Chisholm, where did you go to stay/live?**

SAHT                      Private Rental                      Family                      Community Housing

Friends                      Boarding                      Prison                      Student Housing

Home/Parents                      Home/Partner                      House                      Caravan Park

Share Accommodation

Hospitals/Health Facility

\*\*\*\*\*

**SAAP:**                      Louise Place                      Rubys                      Coolock House

**MALVERN HOUSE**

**BURLENDI**

**CROSS ROADS**

**JUNCTION HOUSE**

Port Youth Accommodation

Centacare

Outreach (with who)

Other/s: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**8. a. What type of housing was it?**

Unit      House                  Flat                  Hostel                  Apartment

Caravan      Other \_\_\_\_\_

**8.b. How did you feel about your new place when you first moved in?**

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**8.c. What furniture did it have in it?**

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**9.a. Was it where you wanted to go to?**

No                      *(Go to question 8.b.)*

Yes                      *(Go to question 8.c.)*

Unsure                      *(Go to question 8.d.)*

**9.b. If not, where did you want to go and why?**

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**9.c. If yes, why did you like this place?**

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**9.d. If unsure, why are you uncertain?**

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**10. How long did you stay in \_\_\_\_\_ for?**

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**11. Why did \_\_\_\_\_ not work out?**

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**12. Do you think the services could have done anything to help you stay there? If so, what?**

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**13. Do you think that there was anything you could have done to help yourself stay there? If so, what (e.g. behaviourally)?**

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**14. Did you feel safe in your last housing arrangement? Please expand.**

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**15. How did you feel when your place didn't work out?**

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**16. Where do you think you will go from Chisholm/Burdekin after your stay here?**

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**SECTION THREE: Client Hopes and Views**

**17. What do you think it means when people say that they will “offer you support”?**

- |              |                 |               |           |
|--------------|-----------------|---------------|-----------|
| Money        | Meals           | Accommodation | Transport |
| Case Manager | Youth Worker    | Advocacy      | Outreach  |
| Counselling  | Health/Medicine | Family        | Friends   |

Other/s: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**18. What do you think support should mean? What do you want it to mean?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**19. If accommodation/housing was not an issue for you, what would you be doing/what would you want to be doing?**

- |         |            |      |                         |
|---------|------------|------|-------------------------|
| Working | University | TAFE | Training/Apprenticeship |
|---------|------------|------|-------------------------|

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**20. People say that there is a “No home..... no job..... no home” cycle. What do you think they mean? How do you feel about the statement?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**21. How far did you get in your schooling? And if not currently in education, why?**

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**22.a. Is getting and keeping a job an issue for you?**

Yes                      No                      Unsure

**22.b. Why? Please Explain (sort of job and hours, if applicable).**

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**SECTION FOUR: Centrelink**

**23. a. Do/Did you receive Centrelink Benefits/pensions?**

Yes                      No

*(If yes, go to question 23.b., if not got to question 23.c.)*

**23.b. If yes, which benefits/pensions do/did you receive?**

Youth Allowance              Disability Pension              Single Parent Benefit  
Sickness Benefit              Parental Benefit              Other \_\_\_\_\_

**23.c. Do you receive any other income?**

Yes                      No

**24.a. How much is your fortnightly income? \$ \_\_\_\_\_**

**24.b. Have you been breached by Centrelink? If so, for what reason; how much have you lost; and for how long?**

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**Section Five: In Reflection**

**25. Having had your experience/s what do you think needs to happen and be provided to you to help you become what you want to be/where you want to be?**

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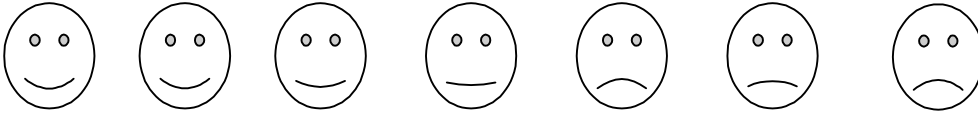
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## Participant Feedback Questionnaire.

*Please circle how you feel.*

**1. The interviewer explained the conditions of the interview clearly to me?**



*Strongly  
Agree*

*Agree*

*Slightly  
Agree*

*Unsure*

*Slightly  
Disagree*

*Disagree*

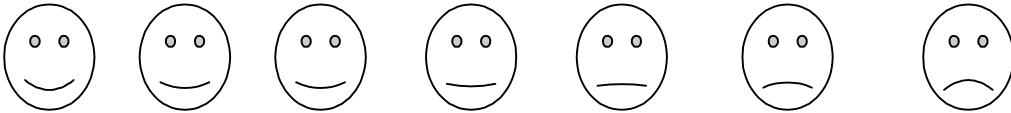
*Strongly  
Disagree*

**2. Confidentiality was explained to me before the interview began?**

Yes

No

**3. All the questions can be linked back to the research topic?**



*Strongly  
Agree*

*Agree*

*Slightly  
Agree*

*Unsure*

*Slightly  
Disagree*

*Disagree*

*Strongly  
Disagree*

**4. Did you find it difficult to answer any of the questions asked?**

Yes

No

*If yes, was this because (please circle):*

*a. The questions were too personal.*

*b. Because I did not know.*

**5. What was the best thing about the interview?**

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**6. What was the worst thing about the interview?**

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**10. The interviewer listened to me well. I felt heard and respected.**



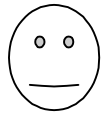
Strongly  
Agree



Agree



Slightly  
Agree



Unsure



Slightly  
Disagree



Disagree



Strongly  
Disagree

**APPENDIX 3**

**SERVICE PROVIDER GENERAL QUESTIONS**

**Areas for Discussion: Service Providers**

**GENERAL QUESTIONS**

**1. What role does your agency play in accommodating young people from the emergency services?**

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**2. From your agency's perspective is the accommodation/housing that young people move to from the emergency services,**

<b>Appropriate</b>	<i>YES</i>	<i>NO</i>
<b>Safe</b>	<i>YES</i>	<i>NO</i>
<b>Affordable</b>	<i>YES</i>	<i>NO</i>

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**3. Is your agency able to respond flexibly to diverse needs as much as you would like it to?**

*YES*                      *NO*

**How/Why?**

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**4. Are there any particular need groups that are difficult to place?**

*single mothers*

*substance abusers*

*suffering mental illness*

*pregnant*

*escaping violence/abuse*

*offenders*

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**5. Do accommodation providers have conditions in place that disadvantage some young people leaving emergency accommodation?**

YES

NO

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**6. What are the general terms of agreement for tenancy?**

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**7. Are you aware of any agencies that have exemptions from the Residential Tenancies Act.**

*YES*

*NO*

**If so, what sort of exemptions are they?**

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**8. Setting aside accommodation, do you think the services provided to support young people in longer-term accommodation are:**

**Adequate**

*YES*

*NO*

**Please expand:**

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**Affordable**

*YES*

*NO*

**Please expand:**

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**Accessible**

*YES*

*NO*

**Please expand:**

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**9. If you had to simplify the situation, what do you think are the main factors that lead to the demise of many housing arrangements for young people?**

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**10. In your experiences what do you think the success rate is for younger people sustaining their housing arrangement?**

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**11. What do you think needs to be done either by service providers or young people (or both), to increase the probability of successful tenancies?**

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