

Stability First: a low-barrier, trauma-informed approach to supporting women experiencing homelessness

Amanda Greaney

CEO, Lou's Place Australia

Genavieve Sakr

Programs Manager, Lou's Place Australia

a place to
call home

Strengthening Services,
Sustaining Systems Change

STABILITY FIRST.

A LOW-BARRIER, TRAUMA-INFORMED APPROACH TO
SUPPORTING WOMEN EXPERIENCING HOMELESSNESS.



ABOUT LOU'S PLACE.



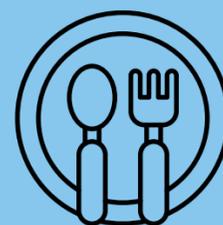
WOMEN-ONLY DAYTIME
DROP-IN CENTRE (REDFERN)



DROP-IN MODEL, NO
APPOINTMENT NEEDED



25+ YEARS IN THE COMMUNITY



SUPPORT INCLUDES:

- MEALS, LAUNDRY, SHOWERS, TOILETRIES, EMERGENCY CLOTHING
- DAILY ACTIVITIES
- CASE MANAGEMENT
- THERAPEUTIC GROUPS
- SERVICE HUBS



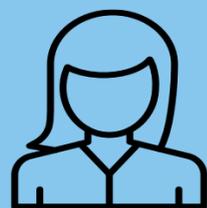
OUR VALUES.



AT LOU'S, WE WELCOME ALL WOMEN. WE ACCEPT AND RESPECT WOMEN WHATEVER THEIR CIRCUMSTANCES. WE BELIEVE IN DIVERSITY AND INCLUSIVITY, AND WE SEE THE VALUE INHERENT IN EACH WOMAN. WE WORK TO ENSURE THAT EVERYONE FEELS VALUED AND INCLUDED.



WE SHOW GENUINE COMPASSION AND EMPATHY IN OUR INTERACTIONS AND SERVICES. WE CULTIVATE A HOME-LIKE ATMOSPHERE THAT FOSTERS TRUST AND SAFETY. WE PRIORITIZE CREATING AN ENVIRONMENT WHERE WOMEN FEEL SAFE



WE ARE DRIVEN BY THE NEEDS OF THE WOMEN WE SUPPORT. WE ACT AS THEIR ADVOCATES AIMING TO AMPLIFY THEIR VOICES FOR THE GROWTH AND HEALING OF EACH WOMAN, AND FOR THE SECTOR AT LARGE.



LOU'S PLACE IS GUIDED BY ITS VALUES. WE ARE FLEXIBLE AND RESPONSIVE TO THE UNIQUE AND CHANGING NEEDS OF EACH WOMAN. WE PRIDE OURSELVES ON ENSURING THE PRIORITIES OF THE WOMEN COME FIRST. WE SEEK INNOVATIVE SOLUTIONS TO BETTER SUPPORT AND EMPOWER WOMEN.

WOMEN SLIPPING THROUGH SYSTEM CRACKS.

WOMEN ARE OFTEN SEEN AS:

- TOO COMPLEX
- TOO UNSTABLE
- TOO RISKY
- NOT READY

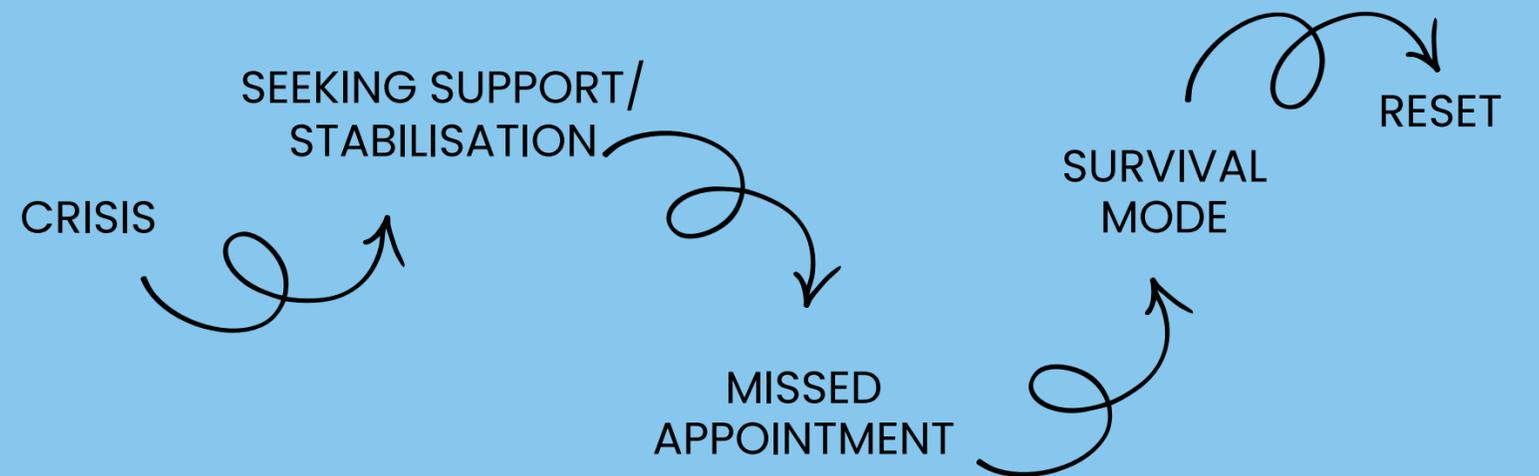
INTERSECTING FACTORS:

- DVF
- MENTAL HEALTH
- AOD
- FINANCIAL INSTABILITY
- SYSTEMIC DISCRIMINATION

HOW SYSTEMS ARE DESIGNED.

REFERRAL → ASSESSMENT → ENGAGEMENT → OUTCOME

BUT LIFE CAN LOOK LIKE:



THE CORE SHIFT.

INSTEAD OF:

PROVE STABILITY



GET SUPPORT



WE TRIED:

GET SUPPORT



BUILD STABILITY



WHAT WE MEAN BY LOW BARRIER.

LOW BARRIER MEANS:

- NO RIGID ELIGIBILITY THRESHOLDS
- ENGAGEMENT AT POINT OF NEED
- MISSED APPOINTMENTS ≠ SUPPORT ENDS
- FLEXIBLE CONTACT/SUPPORT
- PACE SET BY THE WOMAN
- PERSISTENCE OVER PERFORMANCE
- LOW BARRIER ≠ LOW ACCOUNTABILITY

WHY CO- LOCATION MATTERS.

EMBEDDED IN DROP-IN ALLOWS:

- EARLY NOTICING
- INFORMAL ENGAGEMENT
- REDUCED HELP-SEEKING BURDEN
- NATURAL CONVERSATIONS

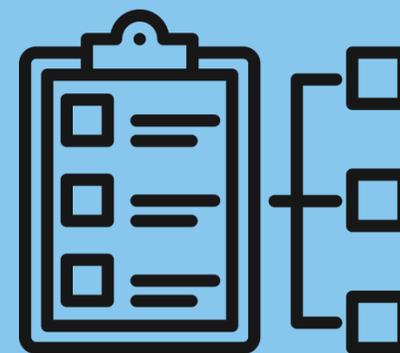
*RITA'S STORY.



HOUSING
INSTABILITY



COEXISTING AOD
+ MENTAL HEALTH



SERVICES
BREAKDOWN

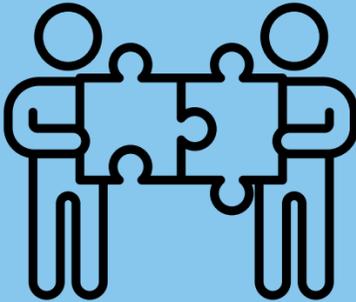


DOMESTIC +
FAMILY VIOLENCE

WHAT WE'RE SEEING.



LONGER ENGAGEMENT



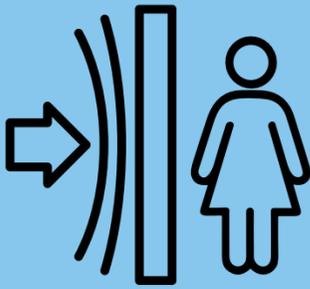
EARLIER INTERVENTION



FEWER SUPPORT BREAKDOWNS



WOMEN COMING BACK VOLUNTARILY



BARRIERS STILL SHOW UP

WORKING WITH OTHER SERVICES.

OUR AIM IS NOT TO REPLACE SERVICES, BUT TO COLLABORATE + INCREASE WOMEN'S CAPACITY TO REMAIN CONNECTED TO THEM:



SUPPORT WOMEN TO PREPARE FOR APPOINTMENTS



ATTEND JOINT MEETINGS



SHARE RISKS



COLLABORATIVELY PROBLEM-SOLVE



REPAIR BREAKDOWNS

SUPPORTING STAFF.

SUPPORTING THIS MODEL MEANS:



SUPERVISION + CLEAR RISK PROCESSES



PEER LEARNING + SHARED REFLECTION



FLEXIBILITY + SUSTAINABLE WORKLOAD



SPACE FOR CREATIVE,
'OUTSIDE THE BOX' THINKING



ENCOURAGEMENT OF SECTOR +
SYSTEMIC ADVOCACY

A GENTLE REFLECTION.



JOIN THE A PLACE TO CALL HOME CAMPAIGN.



SIGN THE PETITION