



Homelessness Investment – Brisbane Demonstration Project:

Amplifying the Voice of Service Users



MID SEPTEMBER
TRAINING

Build our capability

Learn how to ethically collect stories using MSC technique



SEPTEMBER – OCTOBER

MSC STORIES ARE COLLECTED & WRITTEN UP Data collection “sprint”

12 SHS services collect stories of change from Brisbane service users



END OCTOBER

APPROVED MSC STORIES

Submit and edit

Stories reviewed by CSIA + Clear Horizon (ethics, privacy + readability)



MID-NOVEMBER

STORY SUMMIT WORKSHOPS

Shared sensemaking

1 x Practice, 1 x Executive
Industry + DHPW together review stories, identify changes, select most significant + discuss reasons for selection.



Observations from the process

What changes were most important to service users: as a change to usual practice, this process sought to understand the program by asking service users what they saw as the most important.

Performance measurement: flipped upside down, the process put people at the centre and asked the investment system to work backwards to categorise change (as oppose to making people fit into categories).

The importance of qualitative data: Frontline people (organisations and contract officers) experience the world through narrative. This process gave legitimacy, structure and a methodology for using qualitative evidence.

Asking the right questions: the process challenged participants to think about how these stories fitted with their existing way of thinking about design + implementation of SHS investment + ‘performance management’.

Energised by a different approach: both Industry + DHPW representatives were energised by shared learning from service user



Outcomes identified by service users

12 outcome themes identified + grouped by Story Summit participants according to Maslow’s hierarchy of human needs.

ONE

Access to immediate service support

Housing solutions

Material basics

Improved safety + stability

TWO

Changes in physical + mental health + wellbeing

Improved relationships + social connectedness

Other flow on changes for children + families

THREE

Feeling more confident

improved sense of worth and responsibility

Improved hope + purpose

Independence

Autonomy + agency



Considerations for investment settings

Every service user is different. People are diverse – at different stages, making changes in different areas of their lives, at different times. Timeframes for change cannot be standardised + turned into effective targets for services.

Measurement – from proving worth to learning. Diversifying data collection beyond ‘proving worth or value’ towards collecting information that acknowledges the complex reality of homelessness will inform stakeholders of potential improvements that can be made to reduce homelessness.

Rethinking practice. “What I think is most important may not be the most important thing to the person accessing services.” Building a greater understanding of motivations + factors contributing to change is integral to a person-centred, outcomes-focus.

Prioritising lived experience at all levels. Regular + ongoing engagement with consumers + their stories by all levels of the investment system including staff in leadership roles will promote a person-centred culture.

Development opportunities. Shared sense-making processes led to reflections by participants about the development opportunities they would like to see available to the workforce.