

Better Health Network Parliamentary Inquiry Response

1 July 2025



259 Malvern Rd Prahan Tower

Principles

- Supported to actively participate in the codesign and consultation processes to support self-determination.
- Supported to participate in project governance to ensure that resident voices are heard in meaningful ways regarding decisions and processes that directly impact them.
- Trauma informed and culturally safe practices will underpin the delivery of the project.

Resident engagement/ codesign ensures that residents are:

- Aware of what is happening and what is planned for the future.
- Have a reliable source of truth
- Opportunities to be involved in key decisions impacting their lives.
- Opportunity to build and/or consolidate strong linkages between residents and Homes Victoria.
- New housing designs; adapting to living in different environments.

Project overview

- Strengths based approach, culturally sensitive and trauma informed
- Translating previous research to practice
- Utilisation of a robust evidence based methodology; replicability and scalability
- Adaptable, agile and iterative approach guided by resident feedback
- Partnerships; Homes Vic, academic and sector approach
- Opportunity to acknowledgement of the inherent complexity of the environment
- Design for the future

Key staff competencies;

- Recognition of residents' expertise
- Ability to share leadership journey with residents
- Staff with intersectional skills of professional quals and lived/living experience
- Competency in the OPHELIA (Health literacy methodology)

Learnings from activities to date

Residents

Engage early and co-design; before an offer of relocation

Recognise the importance of the individual journey

Acknowledge the grief and loss

Create a shared vision with residents – What does a new home look like in 12 months time?

Build trust; host respectful, culturally sensitive social in information sharing events based on resident feedback

Communities/Partnerships

Recognise and share expertise

Harness the power of our collective formal and informal data, particularly the grey literature

Problem solve together

Bring the right stakeholders to the table at the right time as determined by the residents

Permission and scope to operate "outside of the box" solution generation

Issue 1: Design to address safety and security concerns

Context

Better Start report

Resident insights

- Safety fear is a barrier to relocation
- Safety and security is a concern for residents remaining at 259 whilst relocation is occurring

Resident feedback

- Increased feeling of safety in new location
- Enablers include relocation with existing social support networks, building design features such as secure community gardens, pass protected lifts, support for resettlement

Opportunity to affect generational change

Application of gender specific design principles to support delivery of better outcomes for vulnerable children in First 1000 days

Issue 2: Diversity of the resident population

Context

Evidence based "case studies" describing health and wellbeing needs, health literacy and ability to engage in our rapidly evolving digital world

Resident insights

Case studies guiding the development of information sessions, preparation for moving and settlement support activities

Topics include; Rights as a resident, Difference between Community Housing and Social Housing, practical activities such as how to manage downsizing, Criteria for and how to apply for Special Consideration when relocating; what documentation you will need and who can provide it

Resident feedback

Residents providing positive feedback about the relocation process and the significant impact of both the Homes Vic and BHN team supports

The importance of settlement support, continuation of social connection

A home is the first step in the process to ongoing wellbeing

Supporting the needs of the remaining residents

Opportunity to affect generational change

Leveraging our systems for optimisation of a 4.0 world
Social enterprise café at New St Brighton

Optimisation of the Aged Care reforms

Issue 3: supporting security of tenure in new models of housing

Context

Moving from State govt public housing to Community Housing is presenting new opportunities and challenges for residents and providers

Resident insights

Residents needing information about the differences, their rights and responsibilities, additional costs and living in open plan environments

Sector insights

The investment in the build presents a model with tight financial controls which has the potential to influence the number of clients experiencing complex issues and increased supports for these residents to succeed in a new housing environment

Resident feedback

Residents happy with new housing environments

Sector feedback

Additional supports needed to ensure successful transition to housing

Opportunity to leverage the work in Towards Zero Strategy

Emerging issue with energy design and costs