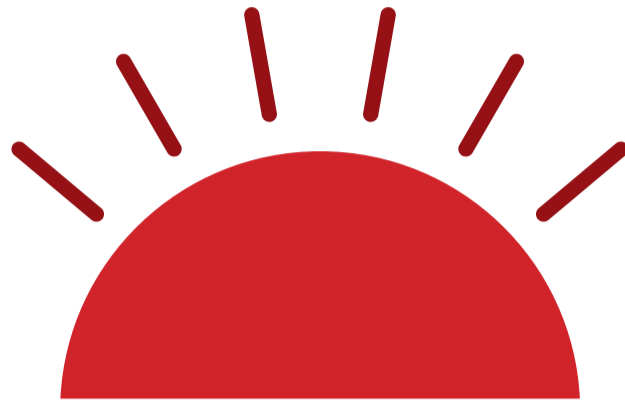


"I've got a running tab with my coffee lady. It's great."



"I took it to the cross and became a J-freak."

**PEOPLE SLEEPING
ROUGH MAKE
CONNECTIONS WITH
PEOPLE IN THEIR
NEIGHBOURHOOD**

"And the christians - they have helped me a lot."



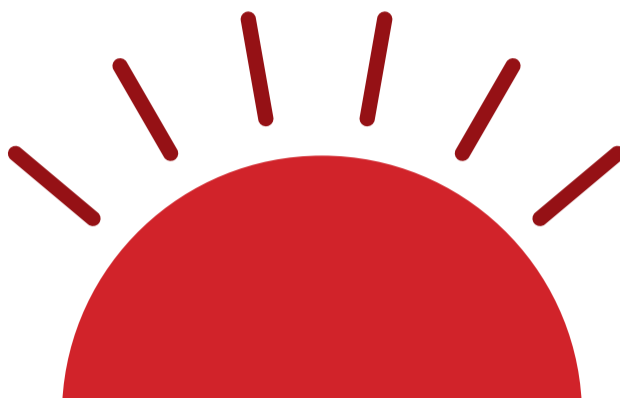
"I have a mate who delivers me food. He's the same person that takes me to AA actually."

"I keep my place real neat and they quite like me being there."

NEEDS

People need to connect with their new local neighbourhood because they need to feel a part of that community.

"I like to be self
reliant. It makes me
feel proud to do
things on my own."



**MANY PEOPLE HAVE
A STRONG SENSE OF
INDEPENDENCE & TINO
RANGATIRATANGA
THROUGH THEIR
EXPERIENCE ON
THE STREET**

"My cousin wanted
me to stay with him.
But I don't like being
a burden."



"I am
a legend"



"I've got
self-taught
knowledge"



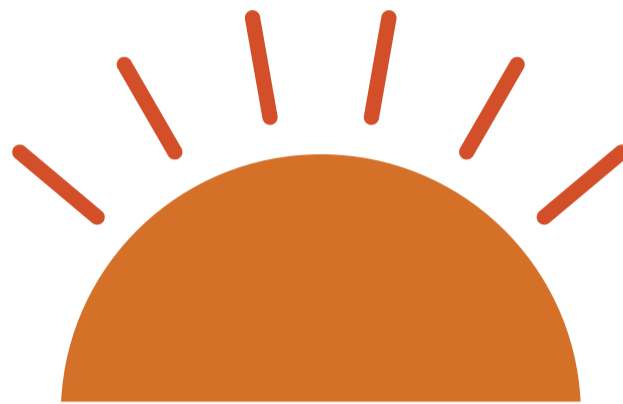
NEEDS

Young independent streeties need to feel a sense of control over the support they receive because for some people their ability to be independent and survive on the street is the only thing they are proud of.

People need reassurance that asking for help/support is ok because people feel like a burden.

"We had trouble with rent and everything and the landlord said "if you can't pay the rent, you are out".

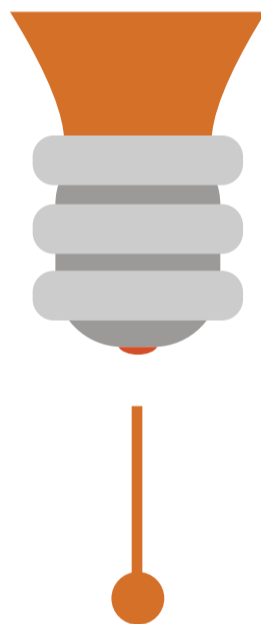
"I don't want to pay rent and have to rely on the Mission to eat."



PEOPLE CAN'T AFFORD TO PAY RENT AND LIVE

"I haven't lived in a place more than 3 months because of rent issues."

"I wouldn't have enough money to buy a fridge or put things into the house. I would only be able to get food."



"How am I gunna fuckin' afford to eat and pay rent?"

"I know that I wouldn't have enough money for everything, even if I didn't have a drug problem."

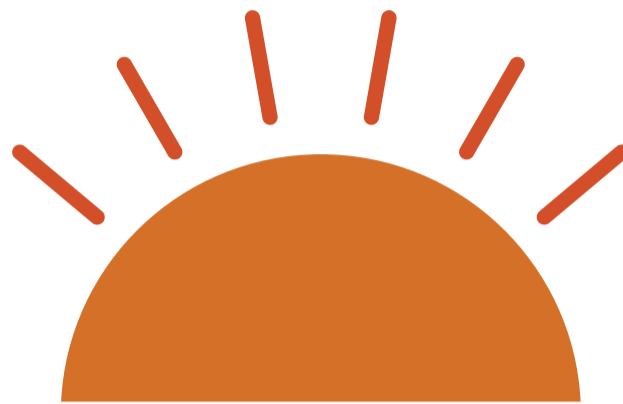
"You have to pay this and pay that. You lose the key."

NEEDS

People who are thinking about moving indoors need reassurance and certainty that they can pay their rent and buy food and live well because otherwise they will feel like they will fail.

People who are moving into housing need help setting up because they have very limited resources.

"I get bored being in a house all day."



"Sitting by myself all day with just a TV is not a life."

MOVING INDOORS IS A HUGE ADJUSTMENT - THE BOREDOM CAN BE KILLER

"You've got to have something to pass the time."



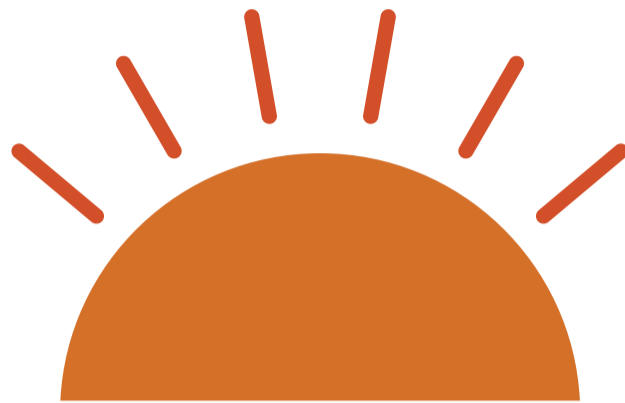
"The TV will help me pass the time away."

Sometimes it gets boring - I want to look at grass from my house."

NEEDS

People who are housed need support to find ways to counter boredom because they haven't had the opportunity to develop interests when on the streets.

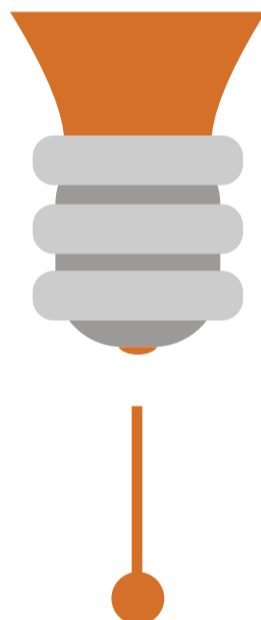
"If i go indoors then I can't go back out."



"Even though I want a place, I don't think it will work out."

THE IDEA OF MOVING INTO HOUSING CAN BE VERY SCARY

"It's too much of a big step to move into a big house. Unless it was with friends."



"The hardest bit would be waking up my mind. Getting my head into gear (moving indoors)."

"I won't be able to afford it."

NEEDS

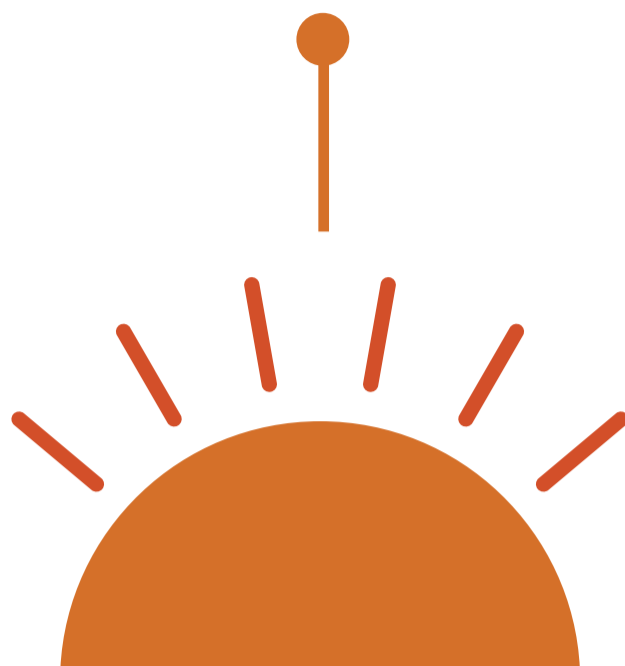
People who have never had a tenancy need reassurance that they will get practical ongoing support because they are not sure what is involved and if they can handle it.

People who have had tenancies fall over in the past need reassurance that they will be supported because they fear failing again.

"It gives me that safety feeling. I know I'm going to be extra safe."

"I like the intercom, it is more secure."

"I don't want to go to another bloody house. They are not nice people there."



SECURITY AND SAFETY IS A BIG ISSUE FOR PEOPLE WHEN THEY ARE HOUSED

"For safety, I'd leave the TV on all night."

"I feel safe now coz there is a security guard on 24/7 at nights now."



"It's safer in apartments. People can't climb into your window."

"I'd like an apartment looking down. Safer, up high."

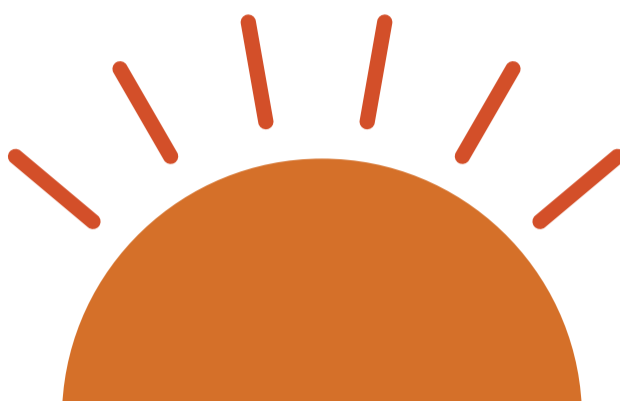
"I don't want to open the door late at night."

NEEDS

People in housing need good safety and security measures because unwanted visitors are a major concern.

People need to feel safe without having their privacy invaded because their home is their private space.

"That's all I need now - to get my TV working."



"I began painting and gardening."



MAKING A HOME IS EXCITING AND IMPORTANT TO PEOPLE



"That's what life's all about. Good food, friends and conversations."

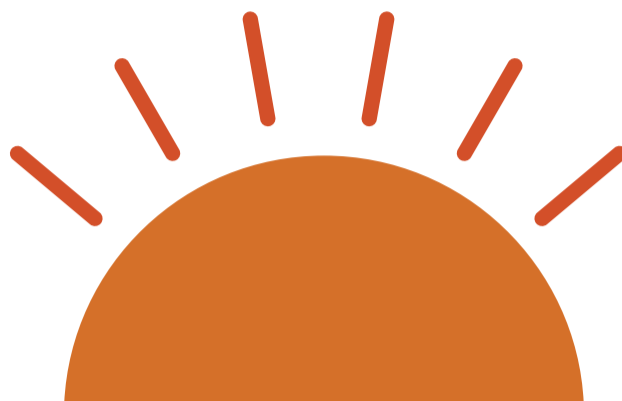


"I was excited to furnish my place."

NEEDS

People who have moved indoors need to make their house a home, including support to obtain the basics because they have nothing to start a home.

"When we first moved in I really was scared. I used to do the walk around, just looking."



"At first I didn't want to be inside - all closed in."

THE FIRST FEW DAYS INSIDE ARE HARD



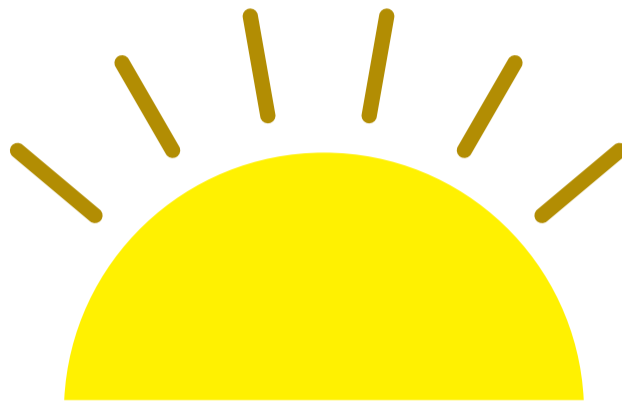
"It took me a few days for me to stay there"

"It was strange. It felt weird walking to a house that was mine."

NEEDS

People who have just moved indoors need extra support in the first few days and weeks, because it is a scary transition for many people.

"I knew Grey's Ave would cut out that problem for me. So I went hard with that one."

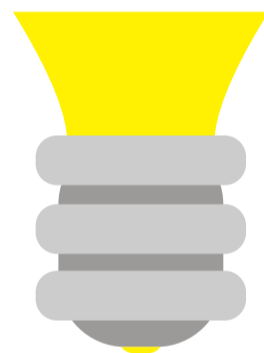


"I want to live with people I choose to live with."

PEOPLE WERE VERY CLEAR ABOUT WHAT KIND OF HOUSING AND WHERE THEY WANT IT.

"It was the city mission's fault - they put me in the wrong place."

"A boarding home that caters for my age."



"I can't think of anywhere that I lived that I would call really good."

"I didn't have any choice, I just had to wait."

"I'd open a community hall for all my friends."

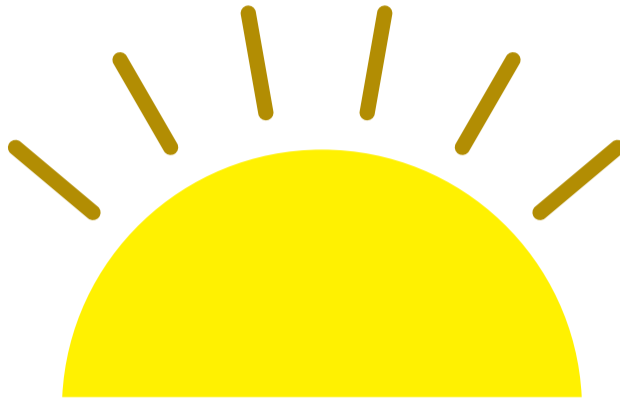
"I never got anything I liked. Too far out. Not suitable."

"But I never want to go into a mental home."

NEEDS

People need to have options and choices of where they live and of who they live with, because when they don't, the tenancy often doesn't work out.

"People need the option of living on their own because they enjoy being isolated and having their own space."

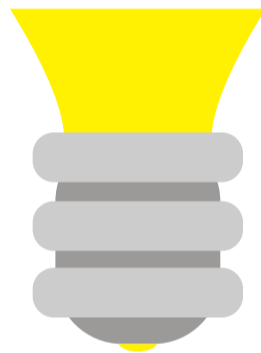


"I'll be paying half the rent and share the responsibility."

IT DOESN'T FEEL LIKE
A POSSIBILITY FOR
PEOPLE TO CHOOSE
TO LIVE ALONE OR
WITH OTHERS

"That was cool - I had my own space. I could put things down and know they would be there when I got back."

"Everyone would live in one big hall. Divided into 3."



"I'm happiest on my own, but being social is important to me."

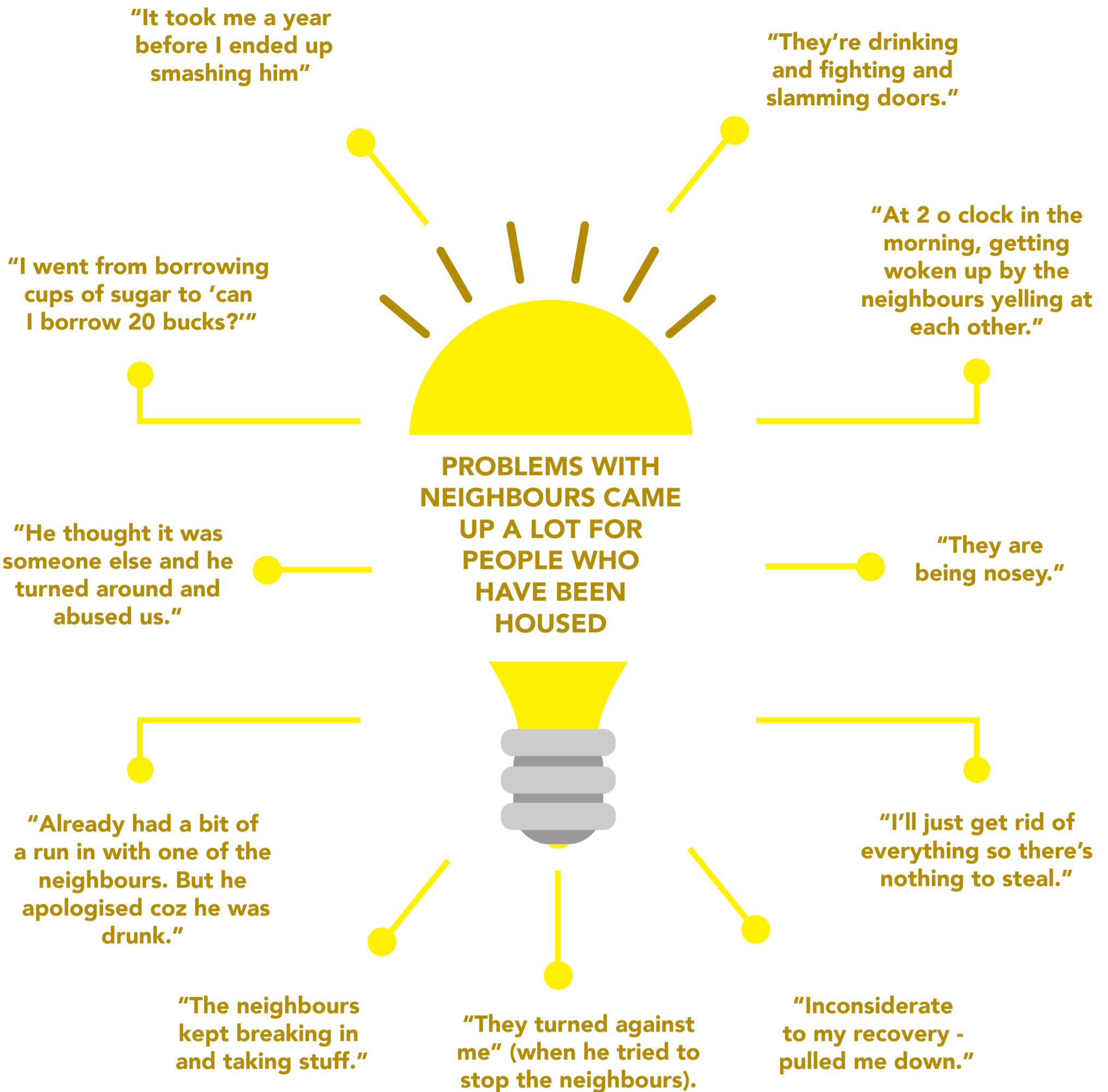
"And now I've got somewhere to live all on my own."

"I'd like to live with someone. My street Dad or my girlfriend."

"Me and my girlfriend are trying to go on a combined benefit and get a home together."

NEEDS

People need the option of living with others because people can feel overwhelmed by the responsibility on their own and can feel lonely.

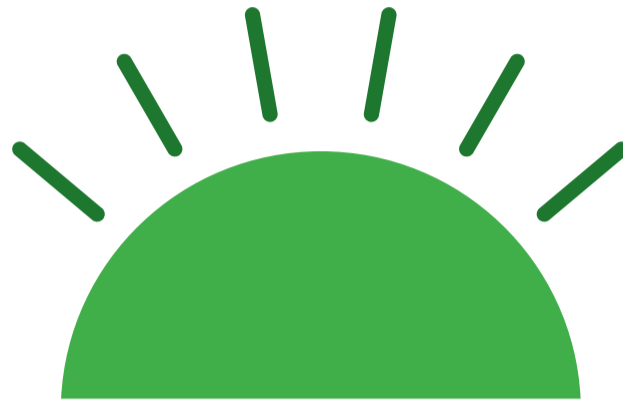


NEEDS

People need support when they are having conflict with their neighbours because sometimes it is really hard to deal with on their own.

People need to find ways to have positive connections because it can be very stressful when relationships with neighbours are negative."

"I'd like someone to talk to - who would motivate me to stay indoors."



PEOPLE LOSE THEIR HOUSING BECAUSE OF LONLINESS

"The case worker that helped me get into the house got another job. After that I had noone to talk to and depend on."



"I lost my last boarding house because I had lots of friends over. We weren't really allowed visitors."



"I was lonely in my place."



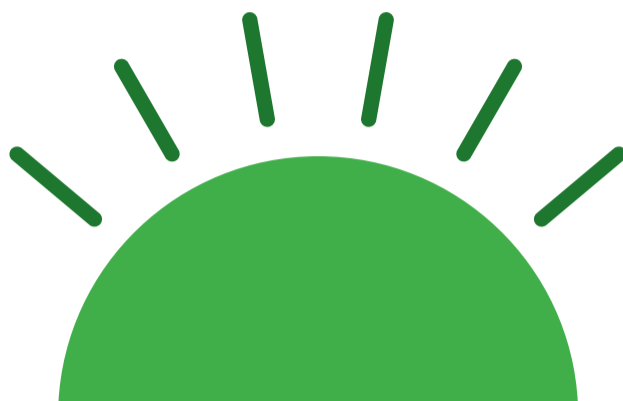
"I've got to go out to walk the streets, catch the bus."

NEEDS

People who move indoors on their own need more social connection and friendship because living alone can be very isolating after living on the streets and being a part of that community.

People who live on their own need to be allowed to have visitors because it is important to maintain friendships.

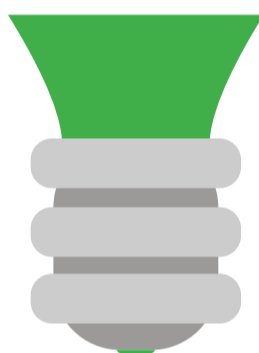
"I wouldn't leave anyone behind. They're like my family out here."



"I'll let you in coz you wanted help."



RECROCITY OF AROHA AND AWHI ARE AN INTEGRAL PART OF THE COMMUNITY



"They stay at mine sometimes. I house them."



"My friends - we're all in the same boat."



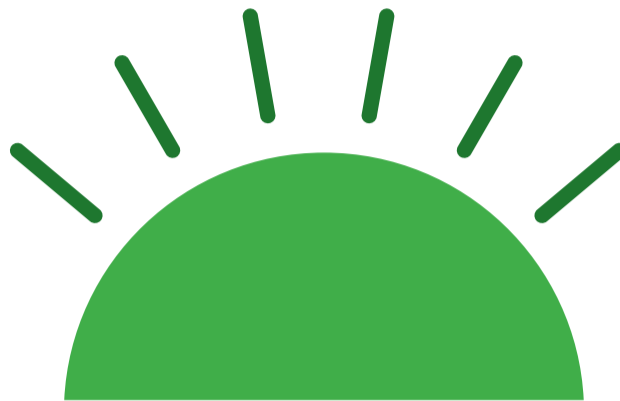
"I'd be inside some of the time at my friend's house when I was homeless."



NEEDS

Streeties who have been practicing Awhiha Mai, Awhina Atua as an important part of their survival and culture need to be able to continue to do this once housed without jeopardizing their tenancy.

"I always tell people straight up. I'd love to but I can't - my contract says. I keep a copy handy and show them."

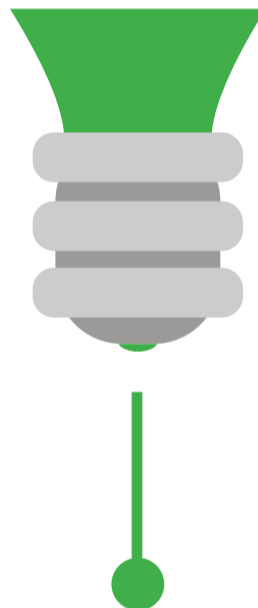


"I had to make up a big lie I had to get the flat manager and security guard involved."



PEOPLE EMPLOY A RANGE OF STRATEGIES TO MANAGE VISITORS WITH VARYING DEGREES OF SUCCESS

"I ended up just not going home."



"I just don't tell anyone where I live."



"A partner would have helped to say - go away now."



NEEDS

People need a range of successful strategies to manage unwanted visitors because dealing with unwanted visitors can be really stressful.

"After the fourth month then the homeless started coming into my house."

"It was like a fucking train station. I'd just go into town. I found myself doing that a lot."

"My mate was here for a week, then she brought her shit to my door."

"About 2 o'clock in the morning it was them 2 and my cousin with all their stuff. I said 'take it up.'"

"It was terrible in a way, having her there. It's just me, I can't say 'go away'."

UNWANTED VISITORS AND FEELING UNABLE TO SAY NO TO THEM WAS A HUGE PROBLEM FOR ROUGH SLEEPERS WHEN THEY WERE HOUSED

"It stressed me right out because of my mental disorder. It made me that worked up."

"I got home and there's a whole lot of people in my house. I don't know what they do. P piping or what."

"I was being Mr Nice Guy (allowing people to stay). I need protection."

"Next thing you know, they're there all fucking night."

"He's got my spare key."

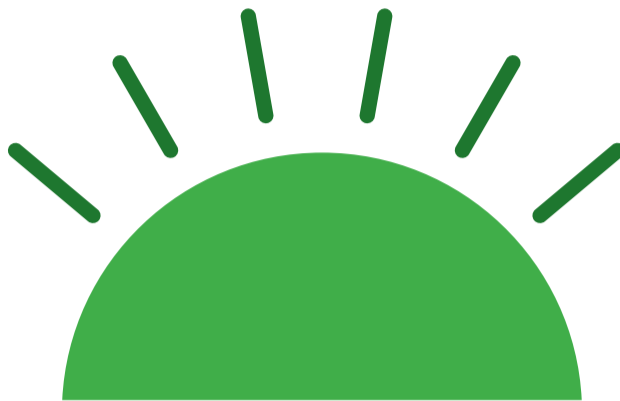
"He stood right in front of my door. I was dumbfounded."

"The friends that come over, they weren't that close friends."

NEEDS

People who have been housed need support with unwanted visitors because it is a very common happening and stressful for the leaseholder as it often jeopardises their tenancy."

"I actually thought 1 other person could come - I had 2 bedrooms."



"I had too many friends coming over."

MANY TALKED OF THE PAIN WHEN NOT ALLOWED VISITORS. THEY WERE UNABLE TO EXPRESS AROHA AND MAANAKI

"I've never had any parties or anything. That's why I can't understand what's happening."

"It was like a family gathering."

"If I invite people over, I'll get in trouble."

"They say you're the only one on the tenancy - but I'm allowed visitors."

"Brought guy back from PD back to my room. He tidied my room."

NEEDS

People need to be able to show aroha & manaaki to their friends sleeping rough because it is important to them and their right in their own home.

"I had kids with another streetie. I'm not sure how old they are."

"At least I got one thing right in my life (my son)."

"I just want to get in touch with her."

"When I was hard out drinking, I had a photo of him. I used to go to sleep with it in my heart."

"I was lost. I was moving away from my children."



MANY PEOPLE ARE HURTING BECAUSE THEY ARE NOT POSITIVELY CONNECTED WITH CHILDREN

"WINZ could see I needed to be with my children. But they could see I was heading this way."

"I'm in need of help like that because I have very little interaction with my kids."



"One time we had an argument and I thought 'fuck - even your kid's running away from you.'"

"It was good to see my kids. Keep them together"

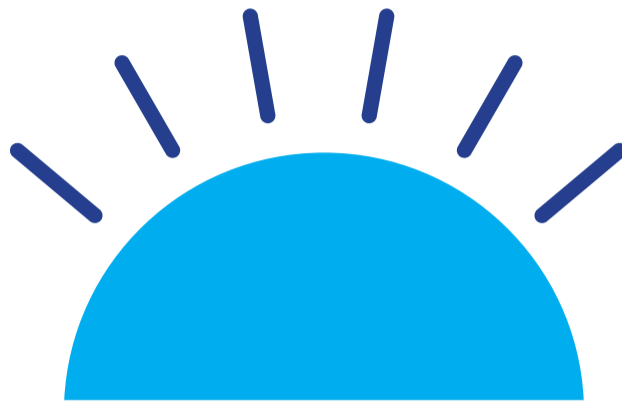
"I've got a 21 year old daughter in Oz. I haven't been in contact with her since she was 5 or 6."



People need to be supported to connect with family because the pain of disconnection or bad relationships can be debilitating.

People with children need to be connected with them in a positive way because they want to be good parents.

"I feel supported by my friends. I've got someone to lean on like the song."



"I've met some amazing people on the streets."

**STREET FRIENDS
ARE REALLY
IMPORTANT FOR
SUPPORT &
CONNECTION**

"I liked it out there. I had a family that supported me."



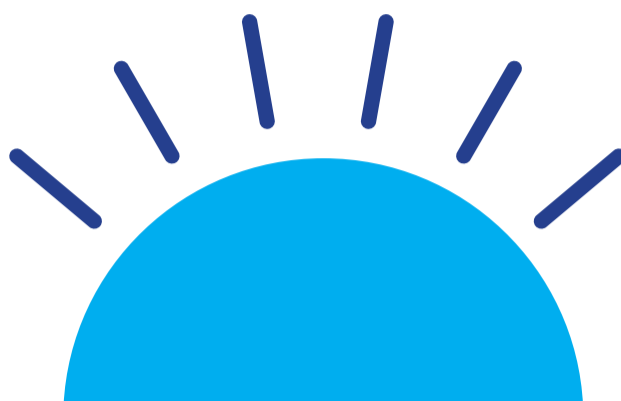
"It's good to have someone to talk to that's not an egghead."

"Maintaining friendships is important to me."

NEEDS

People need to be able to remain connected to their street friends, because they are their main support.

"Mum wants to come see me and i said 'nah, i don't want you to see me in this state."



"Once I'm housed it'll be better, then they can come and see me."

MANY PEOPLE WANT TO CONNECT WITH THEIR FAMILIES BUT FIND IT DIFFICULT WHEN THEY ARE ON THE STREET.



"My son wants me to come back. But I don't want to. Too much ? with my Mum."

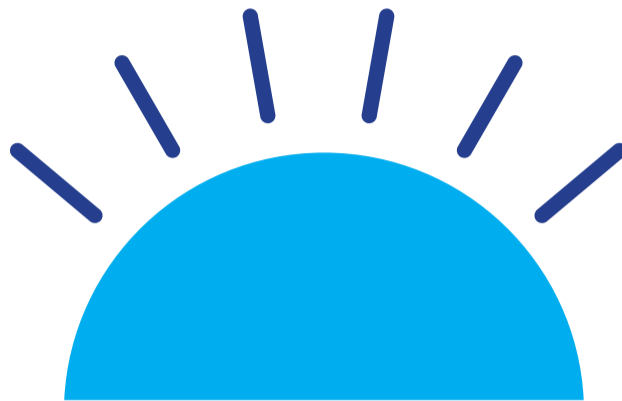
"She didn't want to see me on the street. She was embarrassed for me and I was embarrassed for her."

"I moved in and rung mum up, I said 'I've got some good news' she came round the next day."



People need to feel proud of how they are living their lives because that makes it easier to reconnect with family.

"I have a brother
in the South Island
somewhere."



"The only ones
I can trust
- Family."

PEOPLE TALKED
ABOUT FAMILY, BUT
WERE OFTEN
SEPERATED BY
DISTANCE AND
DISCONNECTED.

"All my
relatives have
moved to
Australia now."



"I'm the only one
in my whole
extended family
that hasn't been to
Taranaki."

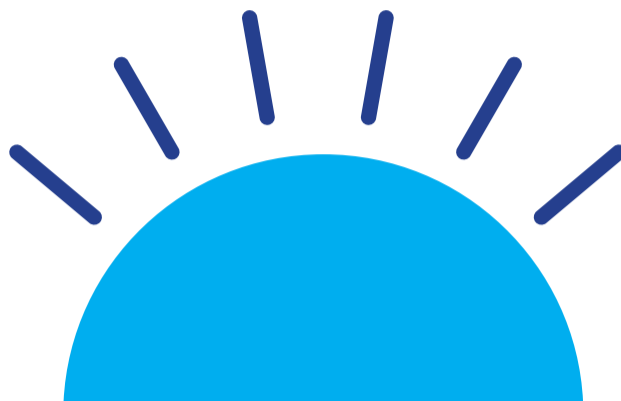
"My sister in
Christchurch, she's the
only one I trust."

NEEDS

People need help to
reconnect with family who
live far away because they
don't have the resources to
do it themselves.

Maori need help to
reconnect with wider
whanau and ancestral lands
because they feel a sense
of loss and disconnection.

"My family's all good,
but they bring all
their friends round."



"It was my family
that kept making
me do that."



**SOMETIMES FAMILY
MEMBERS CAN HAVE
A NEGATIVE IMPACT
ON PEOPLE'S LIVES.**



"I know what
hardness is and I think
that has a lot to do
with how your family
treat you."



"I wanted to get away
from my parents and
my family. I became
their cleaner."



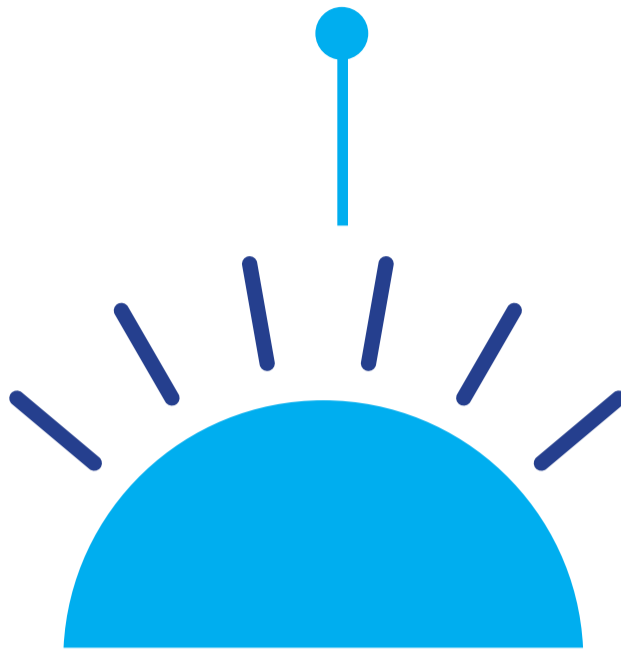
NEEDS

People need to have positive connections with their family members because those family members can impact negatives on their lives.

"X supports me in a way that is different. Knows when I am going to flip out - do you want to."

"It's nice when we're both having a good day."

"My partners all left me coz they were all hopeless."



PARTNERS ARE IMPORTANT TO INCLUDE AND WORK WITH TOO

"He's my man. The love of my life."

"My GF is still on the streets and that can be quite stressful."



"Me and my partner have been together for 5 years. He talks to me when I'm having a shit day. He puts a smile on my face."

"If i'm having a bad day and I can't find any of my other support people - then I talk to my partner."

"I have communication issues. That's why my relationship breaks down."



People who are single need to find ways to develop intimate partner relationships because they see this an important goal in their lives.

People who are in volatile relationships need support to strengthen their relationships because they get a lot of support from a positive relationship and relationship problems can threaten tenancy.

"I've thought about studying to be an Early Childhood Education teacher or a barrista. That is my dream."

"I was sort of thinking why don't I study but I'm on the streets so that put me back."

"I want my benefit sorted. Keep me out of mental hospitals and find me a boarding home that caters for my needs."

"If I settled into a house and my foot healed. I'd like to look for a job or a course."

PEOPLE HAVE HOPES & DREAMS BUT THAT ISN'T ALWAYS WHAT PROFESSIONALS ASK ABOUT

"I want to have a partner from outside of my circle. Not someone useless."

"Eventually I would like to get back to work, get healthy, concentrate on myself."

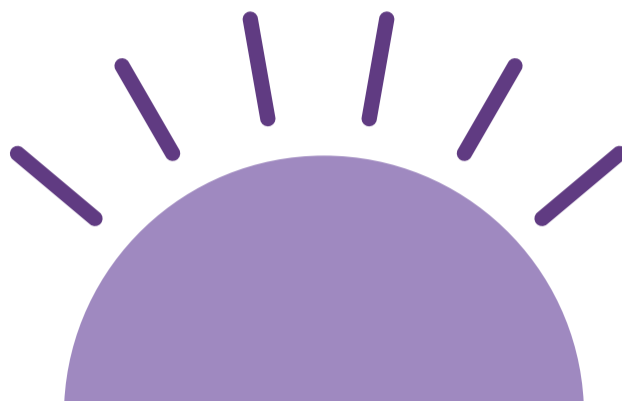
"It's always been my fantasy to stand on my lawn."

"I wanted to get my own place with my children."

NEEDS

People need support to identify and work towards their hopes, dreams and aspirations because they have been marginalized and focusing on survival while on the streets.

"Need someone to come round everyday for the first 3 months after being housed."



"The people that come round weekly to see if you're alright. That would be a good thing."



PEOPLE IDENTIFIED THE TYPES OF SUPPORT THEY WOULD LIKE TO MAINTAIN THEIR TENANCY

"Support I want; wine, to pay bond, automatic payments to be set up."



"Enough support. I'd like to have a person to talk to everyday - the same person would be used."



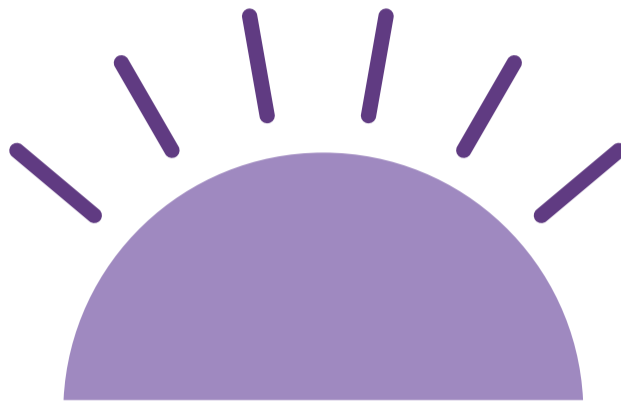
"I get rent, doctors, prescriptions, power, any arrears and maintainance paid by redirection."



NEEDS

People need support to live in their home and maintain their tenancy because there are lots of new things to pay for and figure out.

"I go to Lifewise for feeds and to the mission to see my caseworker."

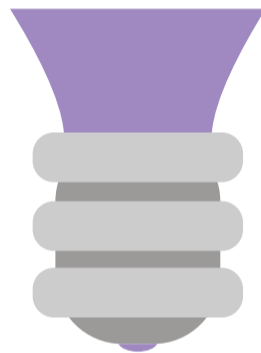


"One of my support workers helps me with the housing, the other helps me with everything else."

PEOPLE ARE ACCESSING DIFFERENT SERVICES BASED ON THE REPUTATION OR SKILLS OF INDIVIDUALS TO GET THEIR NEEDS MET.

"I would like it to be a female, it just makes me feel better."

"Felt it was 'not really allowed' to go to both ACM and Lifewise."



"I've been keeping in touch with both workers over the year."

"It makes it easier for me that I can work with both organisations (Lifewise & Auckland City Mission)"

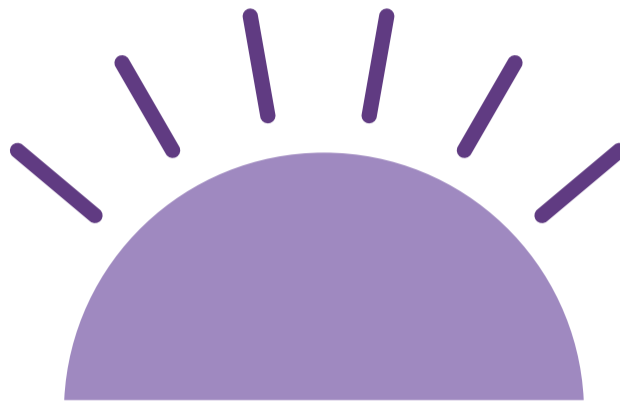
NEEDS

People who want support need to be able to choose who they work with and for what because they know what works best for them.

"I tell my support worker my everything."

"When you have someone to talk to, you are not alone."

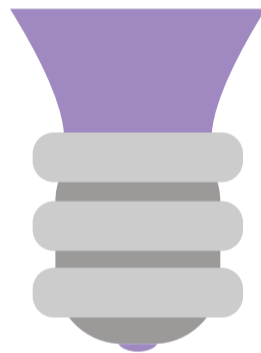
"She actually made me feel better about staying here."



WHEN SUPPORT PEOPLE AND PROVIDERS TAKE THE TIME TO TALK, IT REALLY HELPS.

"She is one of those ones - you talk to her and you feel better."

"I come up to Lifewise to see CADS. An hours chat."



"She helps me out so much. I talk to her for ages."

"I just go down and talk to her in the office and I leave a mess."

"I like to talk to someone and get my frustrations out."

"I have her number and she has mine."

"One of my lawyers. We spend a lot of time talking and laughing."

NEEDS

People need someone to talk to outside of their family or friends because it makes them feel supported and heard.

"They've seen me through the years. I remind them that I'm trying to keep out of trouble. It's just a bit of inspiration."

"I felt like I let her down in a way. She was so excited when I got a house."

"I always keep in touch with people at Detox."

"Gee i'm lucky to have her. I had everything because of her."



THE QUALITY OF THE RELATIONSHIP WITH SUPPORT WORKERS MAKES THE DIFFERENCE

"They are great friends and I connect with them often."

"Even when he's not working, he'll pull over in his car and say 'how's it going?' it makes me feel part of the community when he does that."

"It's more person to person. He's not just doing it because it's his job."

"My social worker got to know me first, so it was alright."

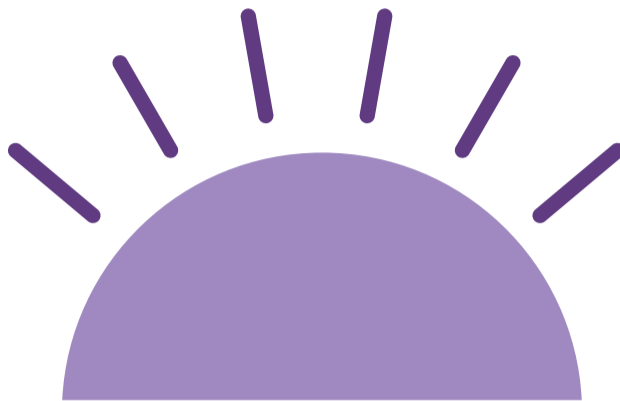
"The Auckland City Mission has always been my home."

"The way she talks wasn't scary."

NEEDS

People need to have a good rapport with their support worker, because it builds trust and confidence and commitment to an effective working relationship.

"Someone took me shopping from Lifewise. They just took me once. They didn't come last time."



"I'd tried getting help from other places in the past."

PEOPLE FEEL LET DOWN A LOT

"It's frustrating that other (younger) people are getting housed before me."



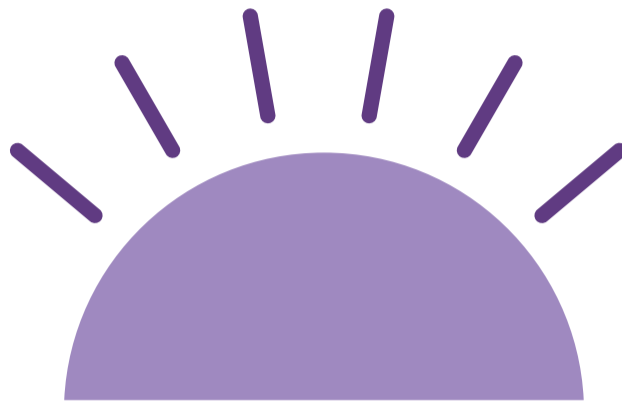
"My keyworker never came back."

NEEDS

People need their support workers to do what they say they will because it helps to build trusting relationships and people don't feel let down.

People accessing services need to understand the processes and mechanics (transparency) because if they don't, they feel like they are being treated unfairly.

"I saw my support worker every week. He just kept repeating himself."

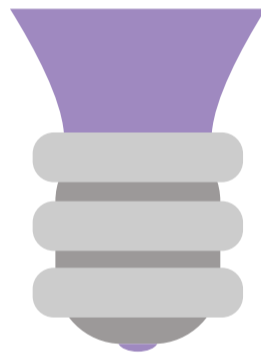


"We had a talk. I wanted her to be my case worker. All she wanted to do was take me to detox."



PEOPLE OFTEN FEEL LIKE NO ONE'S LISTENING

"I kept telling her. I need help but not through the doctors and all that."



"People think I'm dumb. But you have to be there to listen to the whole story."



"He didn't understand that I was desperate. I wanted to know exactly where I was on the list."



"I got shown the same place twice. I said I didn't want it the first time!"

NEEDS

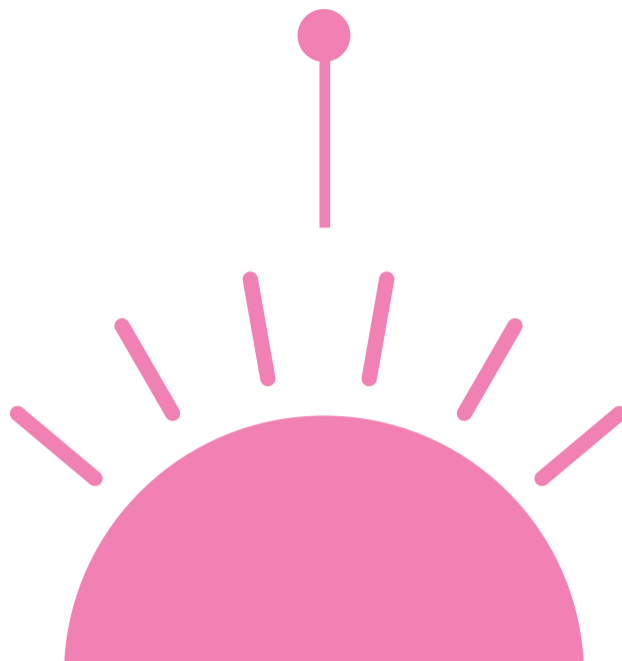
People using services need to be listened to and heard because workers can make assumptions which can make people feel frustrated.

People need to be supported to work towards their own goals because they know what is important to them.

"They organise some of your business for you. But you've got to go to WINZ to get the food grant first."

"My support worker came in when there was a complaint with the building manager."

"They helped set me up with furniture."



"My support worker helps me with everything. Like he takes me to the hospital."

A LOT OF WHAT PEOPLE NEED HELP WITH IS PRACTICAL THINGS

"We get everything for free. Blankets worth 50 bucks for free."



"I go to James Liston for clothing and showers."

"The Mission gave me furniture too."

"They don't fund homelessness down there. Not like in the city."

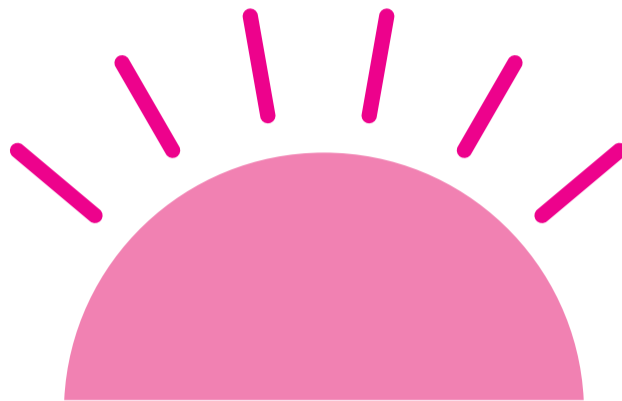
"My papers are on my emails, I don't have a phone."

NEEDS

People need to know that the practical support they are used to receiving will continue once housed because they feel it will be harder to get support once indoors.

"I stay there 2 or 3 times a year for respite with my drinking. Tones everything down for me."

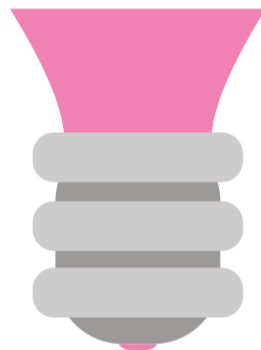
"Once a month, I get assessed and they see how my behaviours been."



PEOPLE USE A RANGE OF SERVICES, BUT ARE NOT ALWAYS AWARE OF WHAT'S AVAILABLE.

"I go and talk to the Taylor House when I need help."

"Go to the doctors that's all you can do (for support)"



"I've got someone at the Mission looking into it."

"I also had CADs - counselling for me and my drugs."

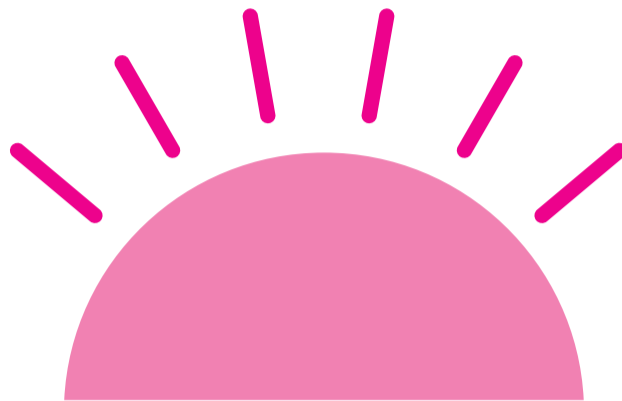
"They worked with my doctor to regulate how much drugs I take."

"I had a case worker. You just had to sign up and go to the meetings, like WINZ."

NEEDS

People need to be informed about what's available because they need to be able to have all the information to make the best decision for them.

"I can't afford my prescriptions."

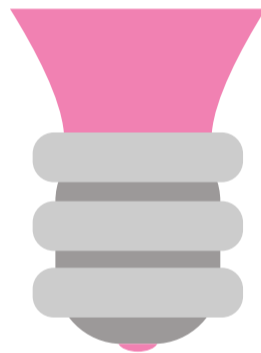


"I've got cancer, but I don't do anything."



IT CAN BE REALLY DIFFICULT FOR PEOPLE TO ACCESS HEALTH AND THE SERVICES THEY NEED

"Haven't been to the doctors in years."



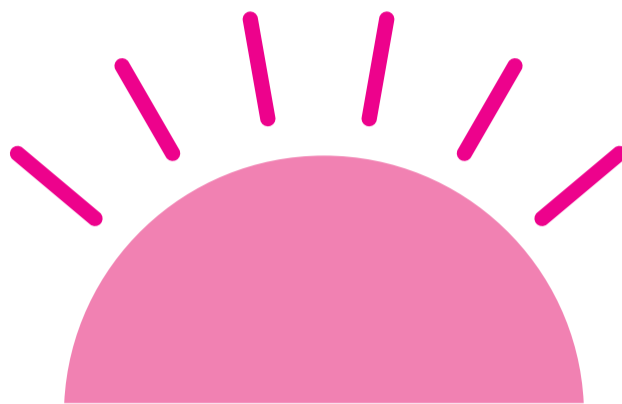
"It's been 3 years since I broke my foot. I've got to live with the pain."



NEEDS

People with existing physical health conditions need ways to access health services because there are many barriers.

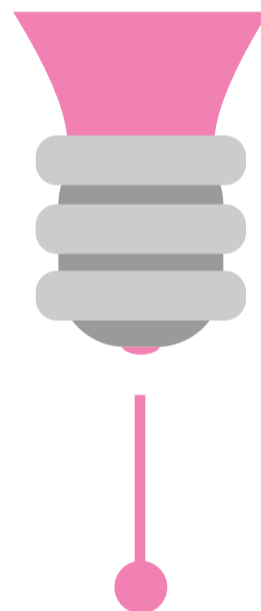
"You realise that one of them talks more to you than the others. That's your case worker."



"Now those idiots I've got lots of people working for me but nothing happens."

ALL THE SERVICES AND CASE WORKERS CAN BE CONFUSING

"I thought she was my case worker but it turns out she wasn't."



"My keyworker doesn't feel like it's her job."

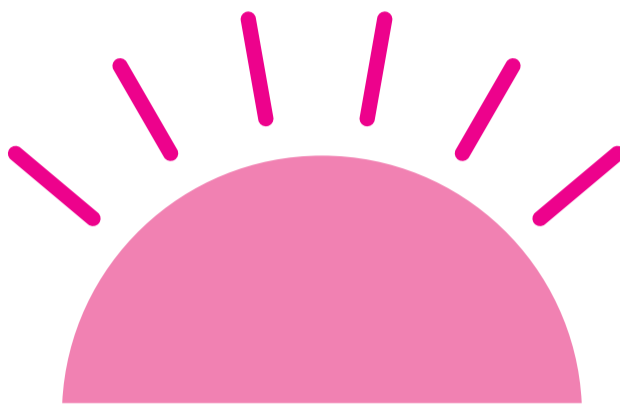
"I was working with someone from Lifewise, but I didn't say anything to the Mission."

NEEDS

People who are using multiple services need these providers to communicate with each other because stuff is falling through the cracks.

People need to be clear who their case worker is because sometimes they see lots of different people and they don't know who's doing what.

"I don't like to get violent, but I'm running out of patience."



"Now those idiots want to house me, but nothing happens."

IT CAN OFTEN TAKE TOO LONG FOR A RESPONSE

"The waiting list turned out to be two years."

"The police came 3 days later. That was a joke."



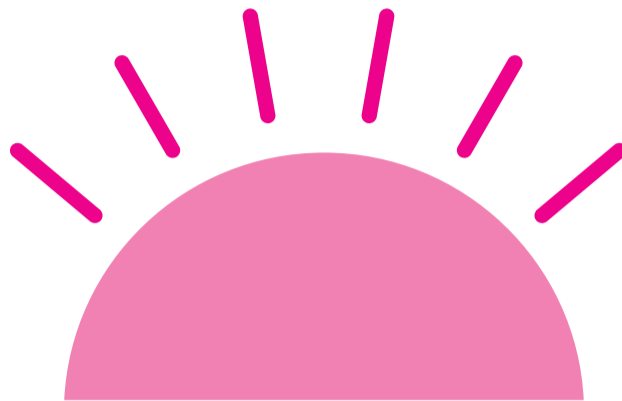
"Everyone's got high hope when they get out of here. But the longer they stay, the harder the fail."

"I was on the waiting list for 14 years."

NEEDS

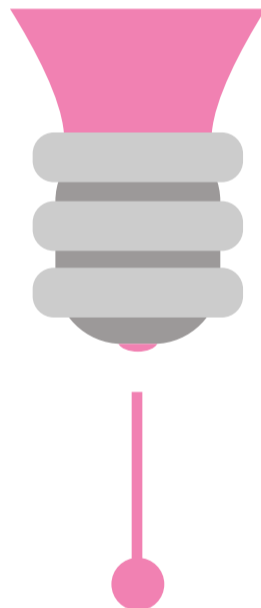
People need timely services because it's very frustrating and people lose hope when things take a long time.

"They gave me about 2 pages of all these places where you could live."



"The church in South Auckland found an abandoned building for me to stay in."

**MANY PEOPLE
NEED PRACTICAL
SUPPORT TO
FIND A HOUSE**



"He gave us about 5 or 6 sheets of rental apartments. We had a look but we didn't go any further."

NEEDS

Some people looking for a house need more direct support to access housing because it can seem overwhelming to be given lists of houses/boarding homes to ring yourself.