

# HEALTH AND HOMELESSNESS *in Logan*

## Logan Zero Impact and System Gaps

Logan Zero has operated in Logan since 2021, with funding from the Ellen Whitty Trust Ltd. It aims to reduce and end homelessness by 2032, particularly for people experiencing rough sleeping, by:

- leading system change through collaboration
- working with partners to collect shared data
- connecting data into actionable insights.

Research by 99 Consulting found:

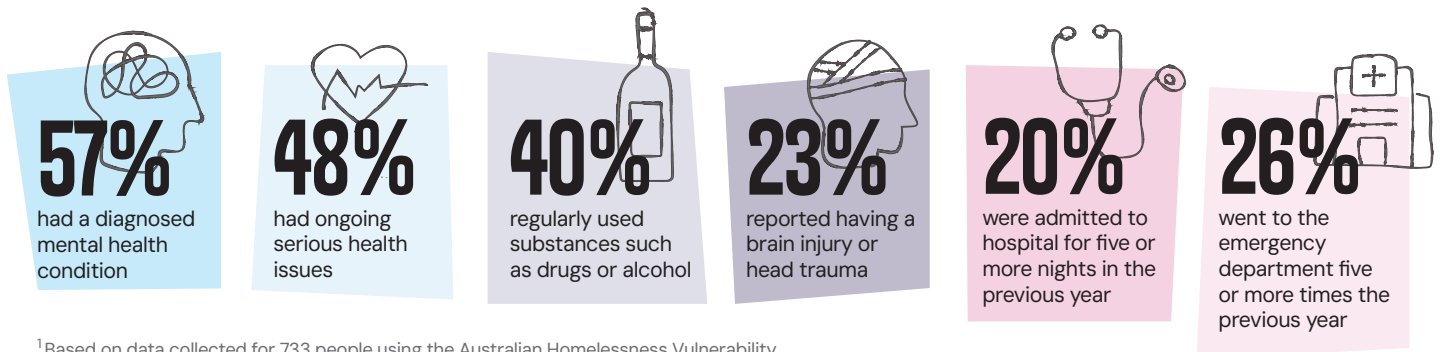
- Logan Zero produces significant benefits for individuals, services and systems in Logan
- there are significant gaps in Logan's health and homelessness ecosystem.

For more information visit  
**loganzero.org.au**  
or contact us:  
**E: [loganzero@yfs.org.au](mailto:loganzero@yfs.org.au)**  
**P: 07 3826 1500**

YFS acknowledges Aboriginal and Torres Strait Islander Peoples as Traditional Custodians of the lands we live and work on. We pay our respects to Elders past and present.

## Health and homelessness *needs*

Logan Zero data shows that many of the people experiencing homelessness in Logan also have high health needs.<sup>1</sup>



<sup>1</sup>Based on data collected for 733 people using the Australian Homelessness Vulnerability Triage Tool (AHVTT) in the 18 months between July 2024 and December 2025.

## Homelessness and health *service system gaps*

The growth in homelessness in Logan over recent years has not been matched by increased investment, despite clear need. The following elements are unavailable or under resourced in Logan:

### Outreach

- Homeless outreach services proportionate to need
- Health outreach services including nurses, GPs and other specialists

### Co-located or home visiting services (in-reach)

- Post-discharge home visiting health services
- Co-located health services in large complexes like Slacks Creek Community Housing
- Increased case management capacity for people with complex challenges

### Accommodation options

- Post hospital discharge rehabilitation/recovery transitional housing options
- Long-term supportive housing for people with ongoing health and other needs
- Social and affordable housing located close to health facilities

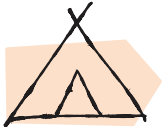
### Integration and coordination

- Referral pathways for more systematic responses
- Assessment and triaging of responses based on needs
- Collaborative planning and coordination at all levels including executives and frontline
- Integrated responses bringing together health, housing and homelessness services



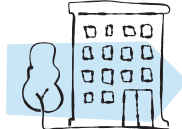
**Key elements of an effective  
health and homelessness system**

## Client journeys: Experiences of *rough sleeping* and health system interactions



**Maureen** contracted a very serious infection while living in a tent in Hugh Muntz Park, along with worsening mental health issues. Now housed at Slacks Creek Community Housing she shared her insights to help others understand her perspective.

**“The [hospital] treated by like just another homeless drug user”**



**Fred**, in his 60s, was diagnosed with cancer while living in Tully Memorial Park after living and travelling in his truck for years. Thanks to strong advocacy from health and housing workers he is now living in a unit near the hospital.

**“My chest is better in the house than in the truck”**



**Talia** and her partner were part of an extended family group living in Tully Park when their young child became seriously ill. After their child was discharged from hospital the family moved back into a tent, then into crisis accommodation, and is now looking for a permanent home.

**“YFS Outreach treated us as a priority because of the baby”**



**Jane** is an older woman who became homeless after a neighbourhood dispute. After a serious illness saw her admitted to ICU, the Logan Homelessness Outreach Team supported her into crisis accommodation and eventually a long-term home.

**“I would have left [the park] sooner if I could”**

Their full journeys are available on the Logan Zero website.



*\*Names changed for privacy*

## Shared experiences

Common themes emerge from Jane, Fred, Talia and Maureen's experiences of homelessness and health issues in Logan.

Histories of **trauma, homelessness** and **health issues**

Moving between **sleeping rough** and **couch surfing** or **crisis accommodation**

Health crisis resulting in **emergency presentation**

**Limited post-hospital support**

Worsening **physical and mental health** and **substance use** while sleeping rough

**Late diagnosis** of serious health issues

Discharge into **homelessness or insecure, unsuitable housing**

**Limited ongoing health support** in place once people are housed



## Key insights

Client journeys show the human impact of the gaps in Logan's health and homelessness service ecosystem.

Their experiences could have been improved through prevention, early intervention and coordination, specifically:

- more affordable and supportive housing options could prevent rough sleeping
- better access to health services would have enabled earlier diagnoses
- better training for hospital staff on trauma and homelessness would improve care
- coordination between hospital, homelessness and housing services would reduce people falling through the cracks on discharge and experiencing recurring health issues.

# LOGAN ZERO IMPACT CASE STUDIES

Logan Zero has led to significant benefits including establishment of:

## Logan Homelessness Outreach Team

The Logan Homelessness Outreach Team identifies rough sleepers and hotspots in the community. Outreach workers build relationships with people who are homeless to identify needs and support them to address barriers and build service readiness. They work collaboratively with other services to link rough sleepers with the rest of the system, including health supports.

In its first 18 months, the Outreach Team supported **1,068** rough sleepers across Logan who were not previously accessing support. Of these:

- 168 people were housed permanently
- 199 people were housed temporarily
- 130 people were referred for longer term housing support.

### Logan Zero's Role

Logan Zero put a spotlight on rough sleeping in Logan. Data demonstrated that many rough sleepers were not accessing support despite having significant, urgent needs. This led to the establishment of the Logan Homelessness Outreach Team in July 2023.

**"When I was growing up the word help was taboo. You didn't ask for help because it put a spotlight on your family. When I was living in the park, the thing that helped was having someone to just listen..."**

YFS Outreach client

**"...Outreach has built connections and trust... It means people are moving out of parks and into homes faster."**

Stakeholder

### Logan Zero's Role

Logan Zero's Hospital Discharges into Homelessness Forum in May 2025 brought stakeholders together to drive possible solutions, including the creation of a dedicated Working Group.

**"...The partners come together with solutions-focused approaches."**

Stakeholder

**"[There is more] awareness of services and supports available to support vulnerable community members."**

Stakeholder

## Logan Hospital Discharges into Homelessness Working Group

The Logan Hospital Discharges into Homelessness Working Group brings together representatives from 20 Logan-focused services and organisations, including health, homelessness, housing services and government agencies.

The Working Group has seen improvements at the service level and appears to be contributing to system changes.

Tangible improvements include:

- development of a discharge information pack about relevant services
- improved coordination and referral pathways
- increased awareness of the issues around intersections between homelessness and health systems in Logan.

### Karakan EverGrow™ Program

People with severe mental illness often face a cycle of repeated acute hospital admissions followed by periods of homelessness or unstable housing.

The EverGrow™ Program aims to break this cycle by providing a recovery-oriented stepped supported accommodation program. EverGrow™ supports people to move through high-intensity supported accommodation to lower-intensity supported accommodation and then back into the community with ongoing support to maintain long-term housing and manage their mental health.

#### Results to date

14 people supported in the first year, with consistent positive results in the domains of:

- mental and physical health
- housing stability
- social relationships
- community participation.

It is hoped that this will result in fewer acute hospital readmissions and reduced long-term health costs.

#### Logan Zero's Role

The Logan Zero 'know-by-name' list and vulnerability assessments were crucial in making the case for the EverGrow™ Program, providing local, up-to-date and highly detailed data and case studies to demonstrate the scale and nature of the problem. The service has been funded for an initial three years (2025-27).

**"I wasn't sure how far I would get in the program. I doubted myself in the beginning, but day by day, I surprised myself. This experience has been a turning point in my life. I now have the tools, the mindset and the confidence to move forward."**

Karakan EverGrow client

**"We are intentional about supporting clients with their long-term housing goals right from the start as the foundation for their long-term mental health and wellbeing. ... We work alongside them to draw on their strengths and the strategies they've learnt that build on their independence and resilience".**

Karakan

#### Logan Zero's Role

Logan Zero data successfully supported a funding application for sector training. Anecdotal evidence highlighted how hoarding and squalor occurring in homeless hotspots reduced people's chances of being offered housing.

**"Training was great, more like this! I like that it allowed explorations into the theories and applications and challenged preconceived ideas held by practitioners and society."**

Training participant

**"Logan Zero has finally shone a spotlight on Logan so we can all see the homelessness and lack of options there. We used Logan Zero data to attract resources. That's a very powerful thing."**

QShelter

### QShelter Training for Hoarding and Squalor Support

Hoarding or squalor effects round 16,000 people in Logan.

Hoarding refers to acquiring and having trouble discarding a large volume of possessions considered by others to have limited value, with the resulting clutter limiting the use of living spaces.

Squalor refers to places that are unclean or unsanitary through neglect.

Associated risks for impacted people and the wider community include eviction, health complications and fire safety risks.

Housing and homelessness peak body, QShelter, delivered training to 120 Logan workers and carers from 15 organisations to create a more unified and coordinated approach to addressing hoarding and squalor.

Participants reported feeling empowered to respond more effectively to save client tenancies:

- 94% of participants said they were very likely (66%) or likely (28%) to apply what they had learned in the training
- 95% rated the content as very good (78%) or good (17%).