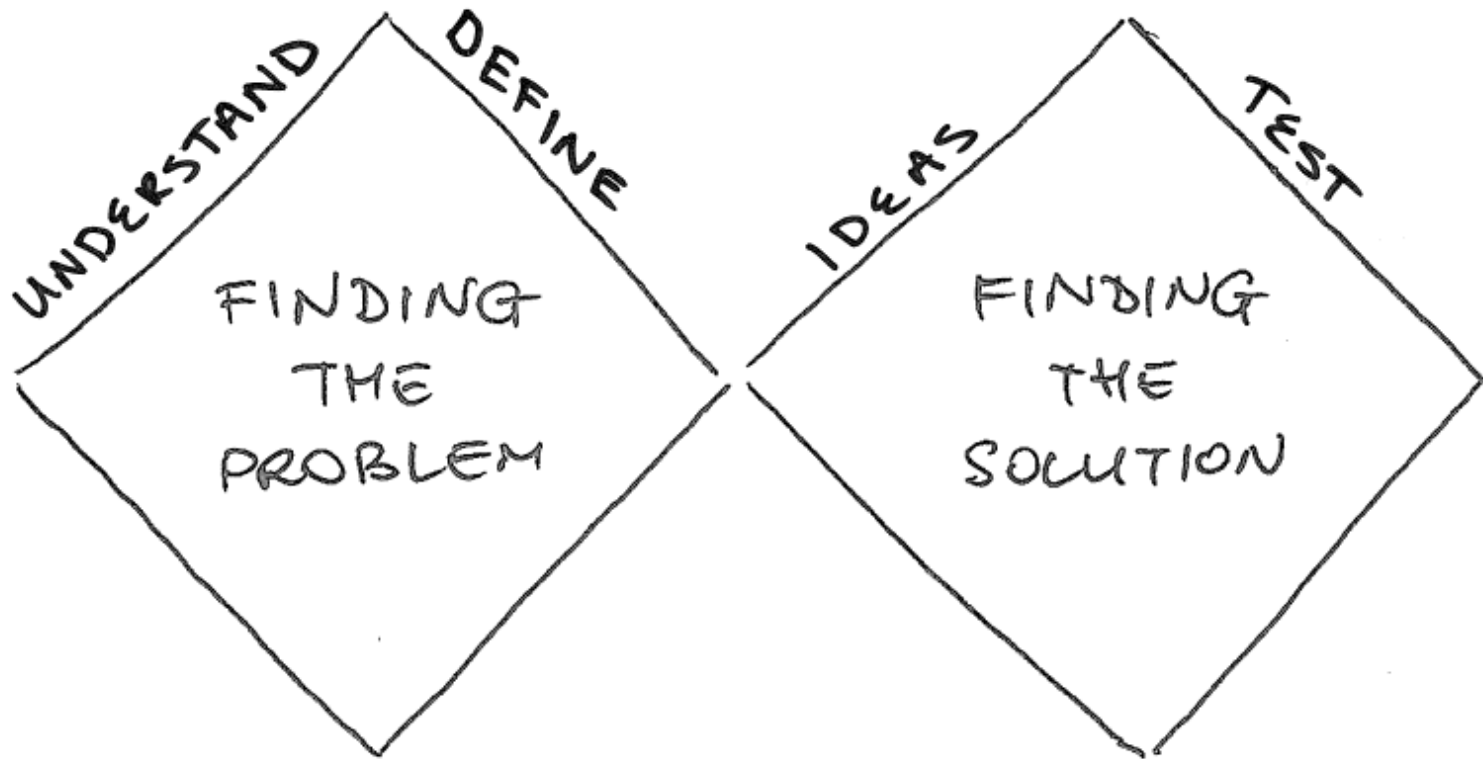


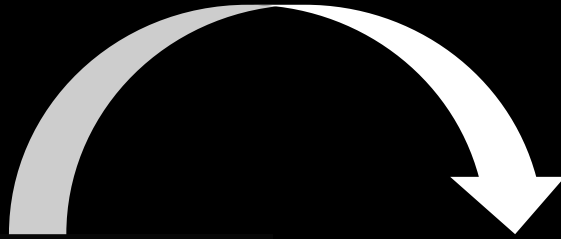
THE DESIGN PROCESS



NGA TANGATA

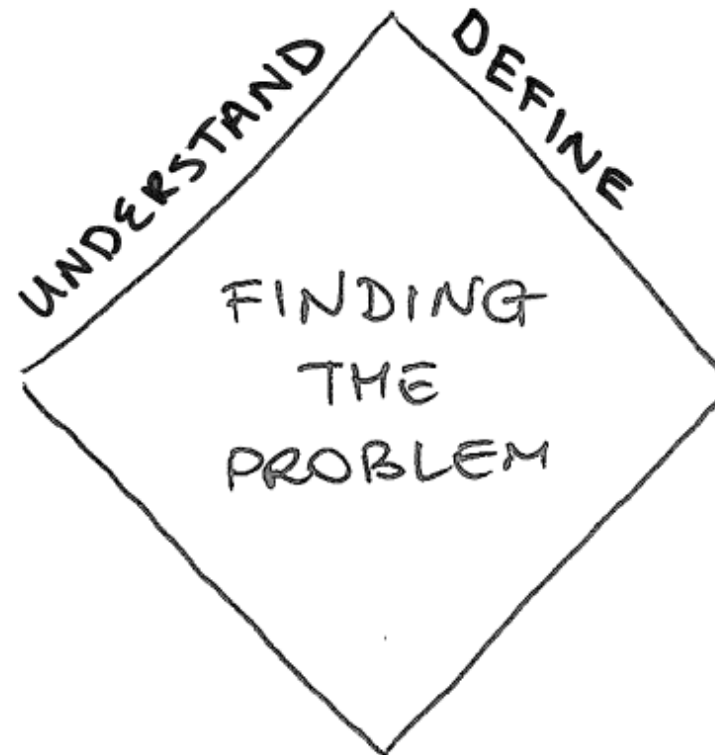


OUR DESIGN CHALLENGE



THE PROJECT TEAM



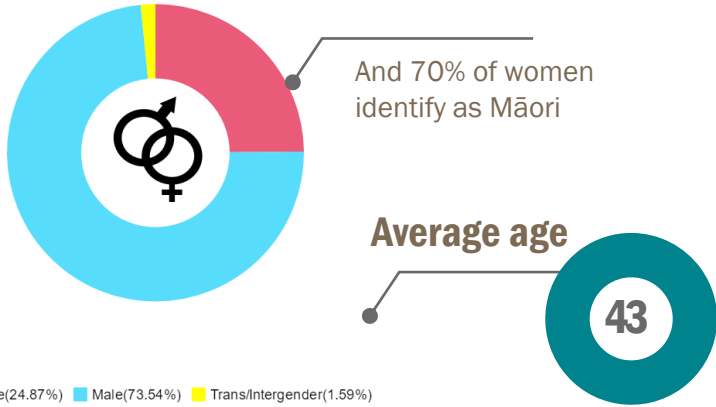


UNDERSTANDING

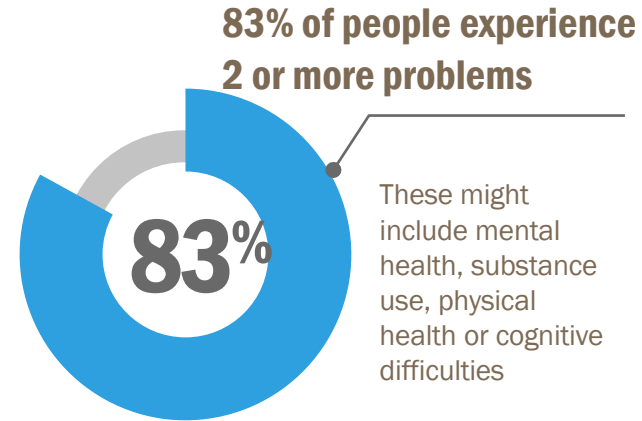


IN AUGUST 2016 THERE WERE 189 PEOPLE EXPERIENCING CHRONIC HOMELESSNESS IN THE AUCKLAND CITY CENTRE

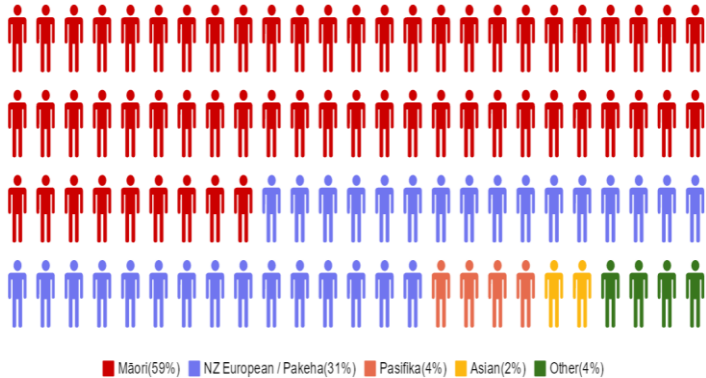
Chronic homelessness is when a person sleeps rough for a year or longer and has mental health, substance use or other physical health issues



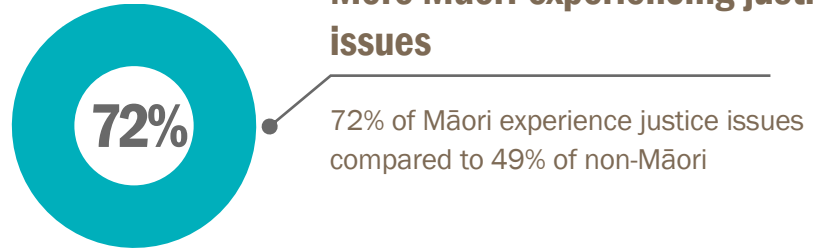
90% of people have substance use issues and 5% of people engaged with AOD services



Almost 60% of people identify as Māori



More Māori experiencing justice issues

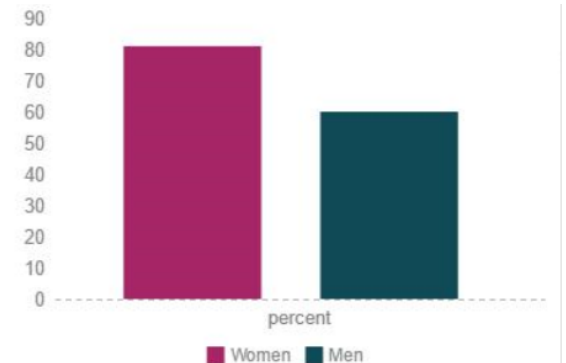


90% have slept rough for 2 or more years




Women experience a greater rate of mental health issues than men

74% of people have moderate to severe mental health issues and 14% are engaged with mental health services



PERSONAS

“I’ve got cancer, but I don’t do anything about it. I can’t afford the prescriptions”.



Joe

Background:
Joe's mom was dependent on alcohol and he was born with fetal alcohol syndrome. He is the youngest of seven children, but he doesn't know any of his siblings because he was taken into CYP's care when he was 18 months old.
He had 17 different foster care placements and at age 13 he was moved to a boy's home. He suffered violence and sexual abuse in the boy's home and in some of the foster homes. Joe never felt loved by anyone when he was growing up. At 15, Joe was abandoned from foster care and started living on the streets in the inner city.
When Joe first entered on the streets a couple of the other street kids took him under their wing. They all stayed together and had each other's backs. They all started sniffing glue together and would drink or do whatever drugs they could get their hands on. Joe still feels a strong connection to those days and thinks of those friends as his true family. He doesn't trust anyone in authority.
Joe suffered a head injury during his time on the street when he was attacked while sleeping. The girl suffered from severe headaches and he didn't realize how serious it was until she died. She easily frustrated when he doesn't feel the people are listening. He still likes to drink but sometimes he ends up in trouble with the police or with other people on the street.
Over the years Joe has had referrals to alcohol and drug counseling for his substance use, but he doesn't want to do residential treatment because he has to follow rules.
Joe has had brief periods staying in boarding houses. These usually get arranged by Probationers as part of Joe's bail conditions. Most recently, Joe was staying at James Louren House. He was asked to leave after he got really drunk one night and started throwing the staff.
After a recent collapse and hospital admission, Joe was diagnosed with Hepatitis C. He has been feeling sicker more often these days and he is finding it much harder to get around. This means that he sometimes is unable to shower for weeks at a time. Joe is feeling tired and old but is worried about feeling lonely if he moves indoors.

Profile
Ethnicity: Pakeha /Maori
Age: 56
Total time rough sleeping: 41 years
Current Housing Status: Rough Sleeping

SOCIAL CONNECTEDNESS:

MOTIVATION TO BE HOUSED:

ABILITY TO NAVIGATE THE SYSTEM:

EXPERIENCE OF HOUSING:


ABILITY TO PROBLEM SOLVE:

COMPLEXITY OF NEED:

The Future State with Housing First
Joe has been accepted onto the Housing First programme! This means that Joe has agreed to regular visits from the Housing First team. He has also chosen his 'things' to support him to maintain his tenancy and live well. Help us design what these 'things' might look like for Joe and others facing similar circumstances.

Our Design Challenge – How Might We...
HMW provide high levels of ongoing practical support for people with multiple and complex needs in their living situations?
HMW support people to be connected to people, places and/or activities so they are not bored or isolated when they are housed?
HMW support people of Māori descent to reconnect (or connect for the first time) with their ancestral lands because they feel a sense of loss and disconnection?

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



MOKI

Background:
Moki had worked as a bricklayer in Manurewa for most of his life. Things started crumbling after a relationship breakdown ten years ago. Moki became really depressed, drinking heavily and he lost his job. His wife then moved back up north and she took their three children with her. This was devastating for Moki.
Moki ended up on the streets in the city because he knew it well. He had lived there for about 10 months when he was 35. Over the next 17 years Moki lived on the streets and made friends with other men there. People shared everything and they pulled their resources together to get by in a bid. Sometimes someone would offer him a night at their house which meant his life really improved. Moki continued to drink really heavily and would often get into trouble with police when he was drunk. He was often waking up in the cold after a big night drinking with anyone.
Throughout all of this Moki desperately missed his kids. Even on his biggest binges he would go to sleep with a photo of his kids and another couple that Moki didn't know. He had them in and he felt really good that he could help his friends out. Over the next few weeks things started getting out of control. Other people kept showing up and they were having even when Moki wasn't home. Moki is starting to feel really stressed out and had a big argument with his neighbour because his neighbour accused him of stealing from him.
Moki's tenancy manager comes around a few days later and gives him a letter saying that the neighbour has been complaining about his noise and that it needs to stop. He doesn't know how to do it or how to stop it himself. Moki can't handle it and decides to just throw his things in his house and go back to his old spot on the street.
A few weeks ago one of Moki's old streetie friends turned up at his house in the middle of the night. He had all his stuff with him and another couple that Moki didn't know. He had them in and he felt really good that he could help his friends out. Over the next few weeks things started getting out of control. Other people kept showing up and they were having even when Moki wasn't home. Moki is starting to feel really stressed out and had a big argument with his neighbour because his neighbour accused him of stealing from him.
Moki's tenancy manager comes around a few days later and gives him a letter saying that the neighbour has been complaining about his noise and that it needs to stop. He doesn't know how to do it or how to stop it himself. Moki can't handle it and decides to just throw his things in his house and go back to his old spot on the street.

Profile
Ethnicity: Maori (Ngāpuhi/Ngāi Hine)
Age: 48
Total time rough sleeping: 8 years
Current Housing Status: Housed - Housing New Zealand

SOCIAL CONNECTEDNESS:

MOTIVATION TO BE HOUSED:

ABILITY TO NAVIGATE THE SYSTEM:


EXPERIENCE OF HOUSING:

ABILITY TO PROBLEM SOLVE:

COMPLEXITY OF NEED:

The Future State with Housing First
Moki has been accepted onto the Housing First programme! This means that Moki has agreed to regular visits from the Housing First team. He has also chosen his 'things' to support him to maintain his tenancy and live well. Help us design what these 'things' might look like for Moki and others facing similar circumstances.

Our Design Challenge – How Might We...
HMW support people to re-connect with their whānau when they feel unable to do it on their own?
HMW support tenants to show manaaki and aroha to their friends without it jeopardising their tenancy AND HMW support people to employ effective strategies to manage visitors that get beyond their control?
HMW connect people to local activities, places and/or people so they are not isolated and lonely?



Hayden

Background:
Hayden suffered from abuse within his family as a child. His family and schools found his behavior difficult to deal with and he was in and out of foster care. When he was 14 he had an assessment done by a service who told his social worker that they suspected that he had a personality disorder. He moved into the streets in Henderson when he was 15. He later moved into the CBD where it was easier to get food.
Hayden feels really proud that he is a survivor and that he helps others on the street to stay safe. He likes to deal with any issues on his own. He says that his knowledge is "self-taught".
When Hayden gets frustrated he sometimes smashes things up. Recently this led to an arrest for public damage. Hayden's bail conditions meant that he needed an address so his probation officer helped him to get into another boarding house. The probation officer suggested that Hayden could go to an anger management course but he didn't see any point as he didn't think it would help him. Hayden only stayed a few days at the boarding house to get the probation officer off his back. He went back out on the streets with his mates.
Hayden can't ever get imagine getting a house to live in. It feels too hard and scary. Plus there would be too many responsibilities and he wouldn't know where to start. He once tried to call some places that he saw advertised in the newspaper so he and his friends could live together but all the places wanted references so he gave up.
Hayden's main priority right now is to get his physical health issues sorted. He has an old condition which causes him loss of gas and he would really like to get his teeth fixed. Hayden feels that if he could sort out his health and housing then the rest of his life would work out. He would love to do a course or look at getting a job too.

Profile
Ethnicity: Pakeha
Age: 25
Total time rough sleeping: 10 years
Current Housing Status: Rough Sleeping

SOCIAL CONNECTEDNESS:

MOTIVATION TO BE HOUSED:

ABILITY TO NAVIGATE THE SYSTEM:


EXPERIENCE OF HOUSING:

ABILITY TO PROBLEM SOLVE:

COMPLEXITY OF NEED:

The Future State with Housing First
Hayden has been accepted onto the Housing First programme! This means that Hayden has agreed to regular visits from the Housing First team. He has also chosen his home from the pool of readily available and is now living in Onehunga. He has been offered a range of 'things' to support him.

Our Design Challenge – How Might We...
HMW support people to live in friendship groups because they don't want to be lonely or isolated and they want to share the responsibilities of tenancy with others?
HMW support people when they move indoors with the new adjustments and with the set up and creation of a home?



Ngairie

Background:
Ngairie grew up in Tauranga with her parents who drink a lot and were involved in gangs. During her childhood she had a big part of her life, especially later on as a coping strategy when she had abusive partners.
Ngairie became pregnant at 16 years old and moved to Auckland to live with her partner and his family. She then after the baby was born her partner became physically violent. She had CYP's involvement with her children since she was 17. Ngairie now has four grown children. All her partners were violent towards her and the children. Ngairie ended up on the streets after her last partner went to prison and all of her kids were in CYP's care.
She started using meth when she was on the streets. She had a high tolerance for it and she could stay the night, but then she started using all the time. She was still drinking a lot too. After 7 years on the streets, she couldn't stand it any more. She was a manager at a shop until she was 21 and she was always there until she was 21. She then got a housing New Zealand home in Onehunga when she lived for five years. She felt really proud of her home.
She often felt very lonely, especially because she had stopped hanging out with her old friends from the street who used meth. She mainly watched TV to pass the time. Once in a while she would go to the City Mission day group, but it always seemed such a long way to go.
Just over a year ago, Ngairie's mother came up from Tauranga and started staying on the streets. She invited them to come in for a feed and some drinks. They brought a few friends and she could stay a few nights. They started using meth in the house and at first Ngairie very support them until she was so happy to be able to keep them off the streets and grateful for the company. She had a few drinks one night she got passed the pipe and passed in.
She stopped her automatic payment to Housing New Zealand so that she could buy more meth. She was feeling guilty about using and thought that it was wrong, but she felt she she couldn't stop. Her tenancy manager came round a few weeks later to talk about the missed rent payments. He noticed all the people there and came back to watch the house. Ngairie had the rent would come back positive and she'd lose her house. She was devastated and guilty that her mums had to go back to the streets.
She'd been back on the street for just over a year now and feels hopeless. She believes she'd never get another house because her name is mud with Housing New Zealand. Plus, she'd just spent her last money on more meth and any hope that she gets now they just have to get the walk out because she can't stop using.

Profile
Ethnicity: Maori (Te Arawa, Ngāi Pūkonga)
Age: 52
Total time rough sleeping: 12 years
Current Housing Status: Rough sleeping past 13 months

SOCIAL CONNECTEDNESS:

MOTIVATION TO BE HOUSED:

ABILITY TO NAVIGATE THE SYSTEM:

EXPERIENCE OF HOUSING:

ABILITY TO PROBLEM SOLVE:

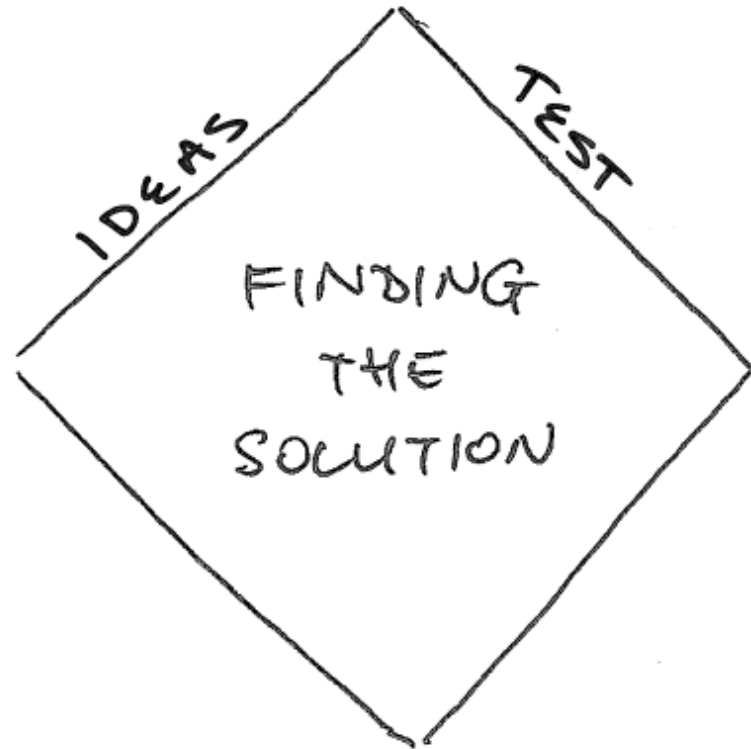
COMPLEXITY OF NEED:

The Future State with Housing First
Ngairie has been accepted onto the Housing First programme! This means that Ngairie has agreed to regular visits from the Housing First team. She has also chosen her home from the pool of readily available homes and has been offered a range of 'things' to support her to maintain her tenancy and live well. Help us design what these 'things' might look like for Ngairie and others facing similar circumstances.

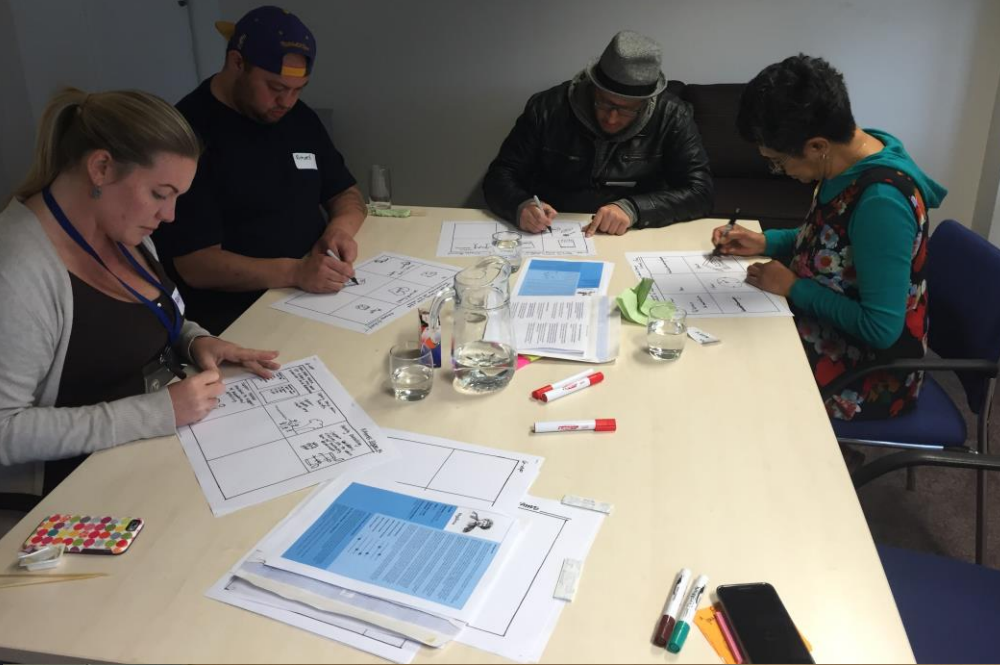
Our Design Challenge – How Might We...
HMW find ways for people who use methamphetamine to do so in a way that doesn't jeopardise their tenancy?
HMW support people to positively connect and build strong relationships with their whānau?
HMW support tenants to show manaaki and aroha to their whānau without it jeopardising their tenancy?

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

“If I invite people over, I’ll get in trouble.”



IDEATION



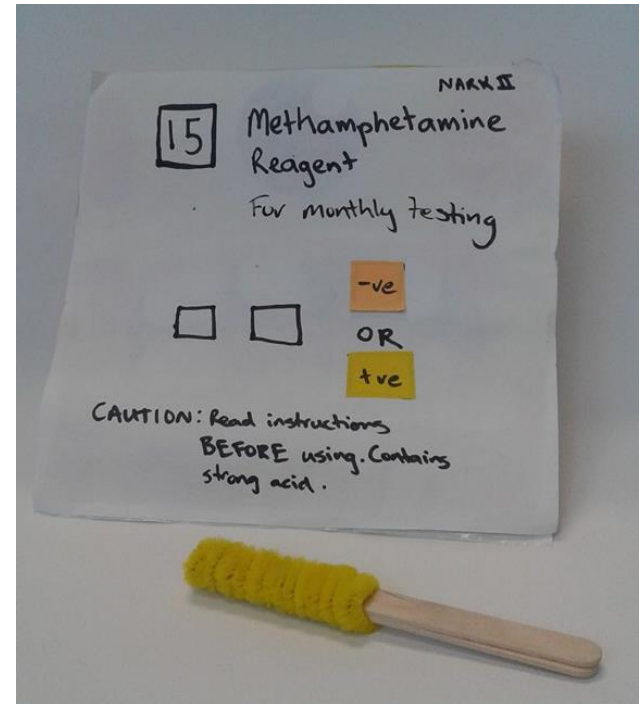
TESTING



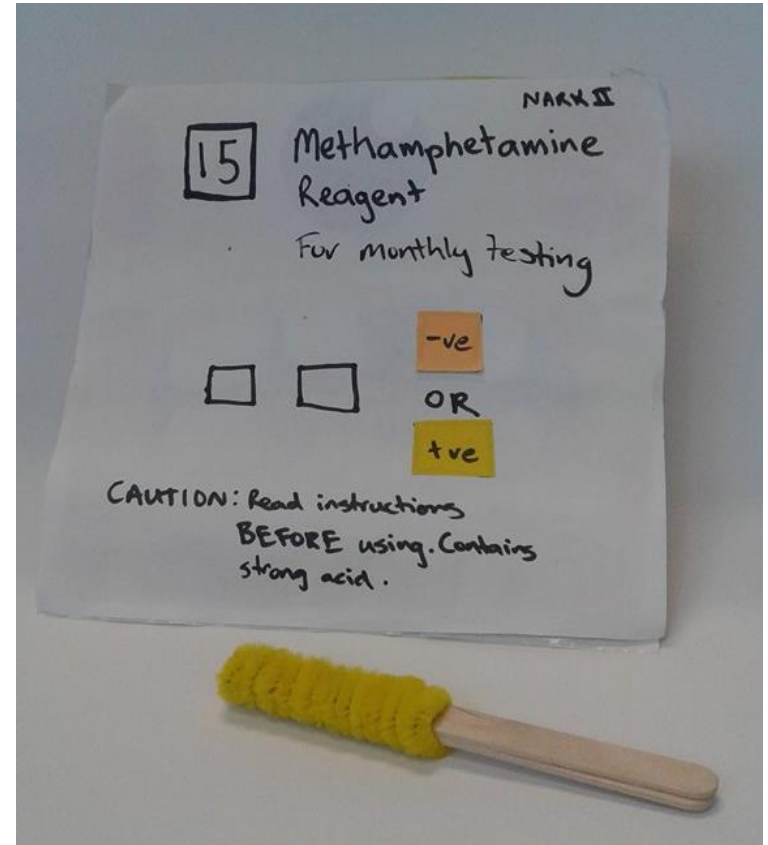
TESTING OUR ASSUMPTIONS

METHAMPHETAMINE CONTAMINATION IN PEOPLE'S HOMES IS A BIG CONCERN FOR LANDLORD'S AND A REASON WHY MANY PEOPLE ARE EVICTED

HOW MIGHT WE find ways for people who smoke methamphetamine to do so in a way that doesn't jeopardise their tenancy?



SURPRISING RESULTS !





ARTS
ASE
|| SE



ART
SONS

