

# COMMON GROUND

The eight fundamental elements to end homelessness through the  
Common Ground Supportive Housing model



Safety | Support | Intensive Tenancy Management | Separation of Services | Design  
| Social Inclusion | Permanency and Affordability | Tenancy Mix

# 1 - SAFETY



## **On-site 24/7 security for tenants, visitors and staff.**

At Brisbane Common Ground, many of our tenants are vulnerable and have experienced trauma. The presence of a 24/7 on-site security and support service provides a welcoming entrance to the building. It also creates an opportunity for staff to recognise and address concerns early, prevent incidents and escalation of medical, mental health and support needs.

## **Building security through design and technology.**

At Brisbane Common Ground, programmed swipe cards ensure controlled access throughout the building and to common areas. Tenants only have a swipe card for units, allowing them to feel safe in their home. CCTV is used in common areas to improve safety and the capacity of our on-site security service to respond when required.

## **Visitor management that gives tenants security and agency.**

Visitor admittance is facilitated by our concierge, and enables tenant agency in choosing who visits them and when. This allows tenants the important choice of not receiving visitors if they want. Our on-site security service supports tenants to seek assistance with any visitors that may negatively impact them or their ability to sustain their tenancy.



# 2 - SUPPORT

## **Ease of access for tenants accessing support.**

Support is voluntary, and not all of our tenants access it. Our concierge service provides a first point of contact for tenants, ensuring they have access to assistance and support whenever they need it.

## **Sustaining tenancies for people who need the most support.**

Some of the people we house may have had difficulties sustaining a tenancy in the past. Micah Projects provide wraparound and tailored support with healthcare, individualised case management and support. This support help tenants settle and stabilise into their home, allowing them to address the issues that might have caused their homelessness.

## **A dedicated team working on-site for the benefit of tenants.**

Micah Projects' dedicated support team works on-site, solely for our tenants. Tenants are not required to navigate complex systems to access healthcare and other support. A nurse is available on-site, to provide immediate medical assistance to our tenants as needed.

# 3 - INTENSIVE TENANCY MANAGEMENT



## Assisting people to sustain complex tenancies.

Many of our tenants have come from unstable housing situations such as rough sleeping. Sustaining a tenancy elsewhere may also have been an issue for them in the past. Intensive tenancy management allows us to work with tenants in a partnership using a trauma informed, person-centred approach.

## Working together with tenants and support provider.

At Brisbane Common Ground, eviction is the last resort. We work together with Micah Projects and tenants to ensure that we sustain tenancies that might be at risk. We understand that everyone has complexities in life and try our best to accommodate them.

## Treating housing as a human right.

Housing is a human right, and everyone deserves a place to call home. Between 2022 and 2023, we had zero exits into homelessness, and the average stay for our formerly homeless tenants is 5.7 years.



# 4 - SEPARATION OF SERVICES

## Advocacy for tenants by the support provider.

For some of our tenants, sustaining a tenancy can be challenging. Having separation between the support worker and the tenancy manager ensures that tenants have a dedicated advocate for their housing requirements. Tenants have comfort in knowing that their tenancy manager is not from the same organisation as their support worker.

## Housing provision that isn't contingent on accessing support.

Not all of our tenants require support. There's no requirement to access support whilst living at Brisbane Common Ground. This ensures our tenants can live independently, knowing that on-site support is available 24/7 should they need it.

## Longstanding partnerships with support providers.

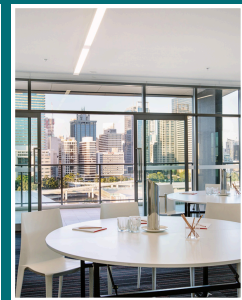
Common Ground Queensland has worked in partnership with Micah Projects for 12 years at Brisbane Common Ground. The supportive housing model empowers tenants by offering both housing and essential support services, promoting independence, stability, and community.

# 5 - BUILDING DESIGN



## Design choices that create successful supportive housing.

- A concierge desk to greet all incoming tenants, visitors and staff.
- Fully independent units for all tenants to support independent living.
- Common areas and multi-purpose spaces for tenants to meet and engage in activities.
- Smart design choices such as offset corridors and recessed doorways.
- Function rooms are used by the wider community which creates revenue and invites understanding of supportive housing and our mission.



# 6 - SOCIAL INCLUSION

## New connections for vulnerable people who have lost them.

Some of our most vulnerable tenants have lost connections within their communities due to extended periods of chronic homelessness. At Brisbane Common Ground, there are many opportunities for people to start new hobbies, meet new people and find meaningful connections.

## Regular social opportunities facilitated by the support provider.

Our support provider, Micah Projects, helps to facilitate many opportunities for social inclusion and creative pursuits such as community meals and gardening, arts and music clubs. Inclusion is always voluntary and tenants have the freedom of choice to socialise and engage.

## Essential for the health and wellbeing of tenants.

Social inclusion is important for the health and wellbeing of our tenants. It is just one of the many essential components of supportive housing, which empowers tenants by providing them with both permanent housing and wraparound supports.

# 7 - PERMANENCY AND AFFORDABILITY



## **No preconditions on securing a tenancy.**

People experiencing homelessness need housing first and foremost, and the Housing First approach takes this very seriously. There are no preconditions to meet to secure permanent housing at Brisbane Common Ground. We believe that you don't need to 'get better' to deserve a place to live.

## **Subsidised housing that is affordable, permanent and suited to the tenant's income.**

Affordable housing at Brisbane Common Ground is one that is based on a subsidised market rate, and at a percentage of our tenants' incomes. We generally charge our tenants anywhere between 25 to 30 per cent of their income, or 75% of the estimated market rent, based on their circumstances.

## **No preconditions on securing a tenancy.**

At Brisbane Common Ground, there is no expectation to vacate after a certain period of time. We provide permanent housing. The average tenancy at Brisbane Common Ground is 6 years, and there are 37 tenants who have stayed for over 10 years.



# 8 - TENANCY MIX

## **A diverse tenancy mix for a vibrant and diverse building community.**

At Brisbane Common Ground, half of our tenants have experienced chronic or long-term homelessness. Chronic or long-term homelessness is generally classified as people who have been without a home for more than 12 months. The other half of our tenants are those who require affordable housing. Additionally, we have a 50/50 balance of male and female tenants, and all of our tenants are over 18.

## **A new normal for social housing.**

Our tenants live diverse lives. Some of our tenants work, study and go about their day, while some of our most vulnerable tenants need more consistent support to stay healthy and active.

We believe that a deliberate tenancy mix, like the one we have at Brisbane Common Ground, has the potential to create a diverse and vibrant community.