Module 1
Collaborating at the person, place, and system level

How the By-Name List empowers collaboration

How it works

A shared platform supporting collaborative efforts to make homelessness rare, brief, and non-recurring in NSW.

This is the third generation of the NSW By-Name List. It has been redesigned to be simpler, more powerful, and easier to use for care coordination.

The By-Name List is hosted on the Microsoft Power Platform for security and reliability. You can securely access the platform using your organisational login and authentication methods.

Types of collaboration

Person Centered Care
Enable people & teams to collaborate around the needs of a person, reducing trauma and improving outcomes.

Place Based Responses
Allows communities to better understand homelessness in their local areas and helps identify, design, and measure place-based approaches to making homelessness rare, brief and non-recurring.

Systems Change
Builds an understanding of how people navigate the homelessness system, identify barrier points, build an evidence base for change.
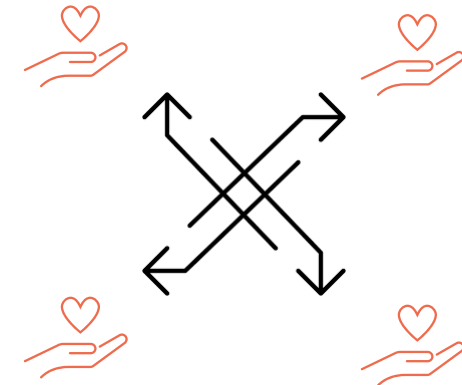
How the By Name List can enable Person Centered Care

For centuries, services have delivered support using a provider centred model. In this model, people who need support are required to identify, navigate and access the support they need, often on a time limited basis.

In this model, support is typically delivered with limited awareness of any other services the person is currently (or previously) accessing. For staff, it's often difficult to achieve outcomes with people, and waiting times for key goals often take longer than the funded period of support.

The By Name List was created by the sector to support the development of person-centred care. No other system in NSW allows homelessness, housing, and health services to coordinate their activities over time, and place, on a common platform.

Provider based care means that great work can often happen in isolation, making it hard to achieve outcomes.

Person centred care allows services to coordinate to best meet the needs of a person.

How the By Name List can support place-based responses

Communities across NSW are working together on local responses to making homelessness rare, brief, and non-recurring. These can be informal networks or more structured approaches to collaboration, which we call Zero Projects.

Large or small, the power of these responses come from the collaborative, collective effort to achieve a shared outcome.

The By Name List helps place-based efforts by providing communities with decision making insights, that help communities better understand what homelessness looks like in their area, and how they can improve the efficiency and effectiveness of their service network.

How the By Name List can support systems change

The homelessness, housing, and health systems that people rely on for support is incomprehensively complicated. Because of this, it is often slow and difficult to change.

We can use BNL data to understand how people are flowing through, and interacting with, the system over time. This can help us identify systems barriers, areas of high impact, and other patterns that can inform policy, practice, and resource decisions.

Think of it as using lived experience at scale!

The role of the End Street Sleeping Collaboration

Who we are

The End Street Sleeping Collaboration (ESSC) is a different type of organisation, commonly defined as a *Systems Catalyst.* We are a small team working behind the scenes, tasked with helping make change possible.

The power of this shared approach in making homelessness rare, brief, and non-recurring in NSW comes from you, working together to deliver better outcomes and more effective systems.

Ways we support collaboration

Custodian of the BNL

We are responsible for making sure the By name list is secure, reliable, and free to use by communities across the state.

We are also responsible for working with communities to add new functionality as requested to improve impact.

Empowering Communities

We help communities establish place-based responses to homelessness. These are commonly referred to as Zero Projects.

We are responsible for providing these communities with decision making insights & other supports as requested, helping them to focus on areas of greatest impact.

Developing new insights

We help communities to develop new insights of what homelessness looks like at a person, place and systems level, helping people at all levels make evidence informed decisions.

We are responsible for ensuring all data assets used by communities are relevant, valid, reliable, and secure.

Key highlights

1. The BNL was designed by the sector to empower collaboration at the person, place and systems level. When used, it facilitates:
   - Person centred care
   - Place based responses
   - Systems level change

2. It is a case co-ordination platform (not case management) designed to improve continuity of care for people and slowly replace the time intensive processes currently in place (phone calls, emails, spreadsheets)

3. The BNL is only a platform and the ability to support better outcomes is only possible when the information in the BNL is accurate and up to date. This requires mutual effort by all users (social contract between people working in homelessness system)

Module 1

Exercise

Collaboration is a powerful way of improving outcomes and experiences at all levels. Spend a few minutes thinking about how you currently collaborate in the homelessness sector, what works well, and what would you like to do differently?

Exercise:

How could you use the By Name List help you collaborate?

How do you think your work can help inform collaboration at a systems level?

Discuss with your colleagues.

Thank you

We're here if you need us!
support@endstreetsleeping.org