



Dignity

INTERGENERATIONAL STUDIOS WESTERN SYDNEY

IMPACT REPORT

2026

KEY IMPACT FINDINGS

01

Positive impact on the lives of older and younger women experiencing homelessness

Participants showed improvements in their lives including employment, housing stability and personal wellbeing

02

Increase in independent living skills

The program included activities to build independent living capability across financial, tenancy management and meal preparation. 31% of participants cited an increase in confidence.

03

Reduction in homelessness

The program led to positive transitions out of homelessness. Prior to joining, participants were in temporary accommodation. 71% of residents who have left the program moved into stable housing.

04

Reduction in Government Reliance

The program led to reductions in reliance on government support such as jobseeker for those securing employment and reduction in homelessness services costs.

05

Positive impact on wellbeing

Participants showed improvements in personal wellbeing markers including health, achievements, safety, personal relationships and confidence levels to end their homelessness.

INTRODUCTION

Dignity's Intergenerational Studios in Western Sydney is a longer-term housing program for younger (18-24) and older (over 55) women experiencing homelessness in a safe and supportive community for up to 12 months with wrap-around support to empower residents with the life and tenancy management skills needed for long-term tenancy success.

In partnership with Homes NSW and with funding provided by the Homelessness Innovation Fund, Dignity opened 9 self contained units in Western Sydney.

SCOPE & OBJECTIVES

The program will provide a pathway out of homelessness with participants increasing their life and tenancy management skills over a period of 12 months. During this time, residents build rental history and references, increasing their ability to secure a private rental.

The initiative aims to:

- Provide 12 months of stable housing to women under 25 and over 55 who are experiencing homelessness
- Deliver wraparound support including weekly support session and wellbeing check-ins,
- Deliver a calendar of workshops to build independent living capability including financial, tenancy management and meal preparation workshops.
- Provide volunteering opportunities and work readiness activity for those residents who are looking to enter or re-enter the workforce.
- Improve personal wellbeing and long-term independence.

The program is designed to ensure that homelessness is rare, brief, and not repeated, aligning with Dignity's broader mission.



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OUR APPROACH

The guiding principles and evidence-based approach includes:

Meet Basic Needs – Once an individual's basic needs are met, including food and shelter, combined with appropriate support, they can begin to tackle greater underlying issues.

Person-centred, Trauma-Informed Support – Dignity's on-site support team empower our residents with tailored, person-centred support. Together, we create a roadmap that provides a path forward and includes achievable milestones.

Fostering Community - An integral part of the intergenerational model of housing is a sense of belonging and community, allowing residents to build positive relationships. Residents of different ages, often share their varied skills and life-lessons with one another.

Education – financial literacy, tenancy management and life skills are fundamental to living independently and sustaining a tenancy. A calendar of workshops is available for residents including Money Matters, Creating Change, Meal Preparation and Securing a Rental Property.

Sustaining Tenancy – residents sign a tenancy agreement and have regular inspections to educate and prepare residents for long-term tenancy success. At the completion of the program, residents are provided with private rental history and references.

Food Relief – research shows shelter without food security can perpetuate poor mental health and wellbeing. Free-of-charge meals and pantry staples available.



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EDUCATIONAL WORKSHOPS

Both the volunteering opportunities and educational workshop roster aimed to build confidence in participants approach to independent living and long-term stable housing.

Participants were provided with opportunities to complete a Food Handling Certificate and participate in regular group volunteer cooking sessions.

Educational workshops held quarterly included topics such as budgeting and securing and managing a tenancy.



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MEASURING IMPACT

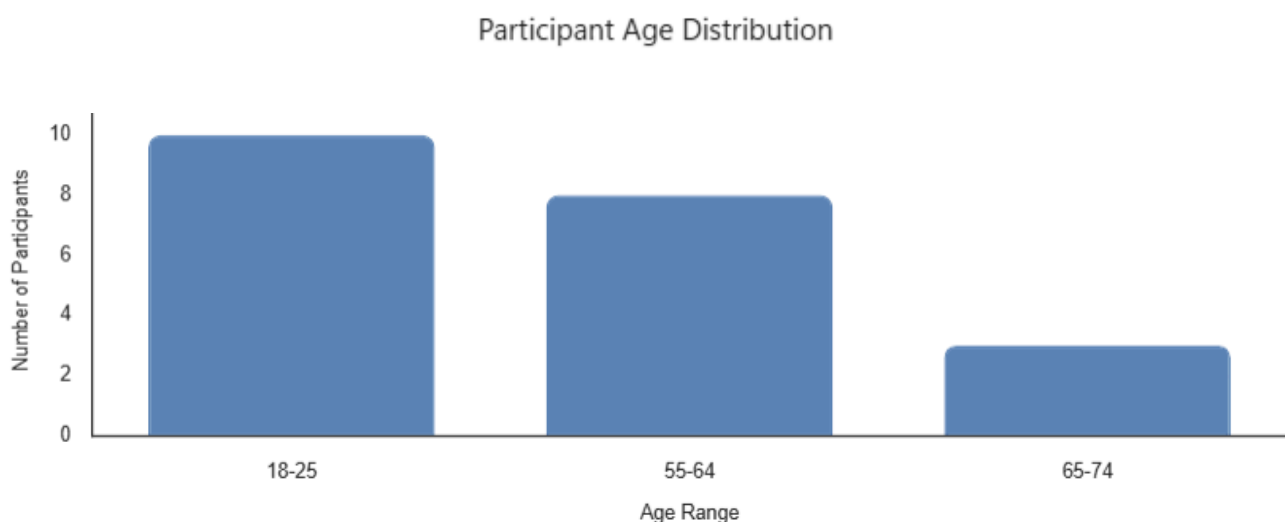
Dignity uses its custom-built CRM system, DigInS, to manage program data and evaluate outcomes. The program was evaluated measuring participant surveys at key stages, tracking wellbeing, employment status, work readiness, and future affordability. This rigorous data collection as well as a process evaluation ensured continuous improvement and transparent reporting, reinforcing the program's credibility and effectiveness.

KEY PROGRAM OUTCOMES

Over 12 months, 21 women experiencing homelessness have been supported in the Intergenerational Studios program in Western Sydney. On entry into the program, participants reported low levels of confidence in their ability to secure housing (average 2.65 out of 10) however, after a period of stability and wraparound support, 71% of participants who have left the program, have secured stable housing.

COHORT DATA

Program participants ranged from 20 to 73 years of age, with an average age of 43. The program supported 2 women identifying as Aboriginal and/or Torres Strait Islander , 3 from Culturally and Linguistically Diverse backgrounds and 2 women joined the program who were experiencing homelessness due to Domestic and Family Violence.



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PARTICIPANT CONFIDENCE & WELLBEING

Program participants were surveyed on entry and after 3 months in the program with participants asked to rate out of 10 how satisfied they felt with aspects of their wellbeing as well as confidence surrounding independent living skills and securing housing.

The survey results showed strong positive outcomes after the initial three months in the program. Overall personal wellbeing indicators (satisfaction with living standards, health, achievements in life, relationships, safety, community connection, and future security) rose from generally low-moderate levels at entry to consistently higher levels after three months.

Confidence in living independently and securing stable housing also increased with the latter increasing substantially.

Wellbeing and Confidence Improvements

Participants were asked to rate their satisfaction with:

- Their health increased from an average of 2.7 to 6.8 (+4.2).
- Achievements in life rose from 5.1 to 6.7 (+1.7).
- Personal relationships improved from 4.1 to 6.0 (+2.0).
- Feeling part of a community went from 4.4 to 6.5 (+2.1).
- Future security saw a gain, from 2.9 to 6.8 (+4.0).
- Feelings of safety improved from 3.9 to 8.5 (+4.6).

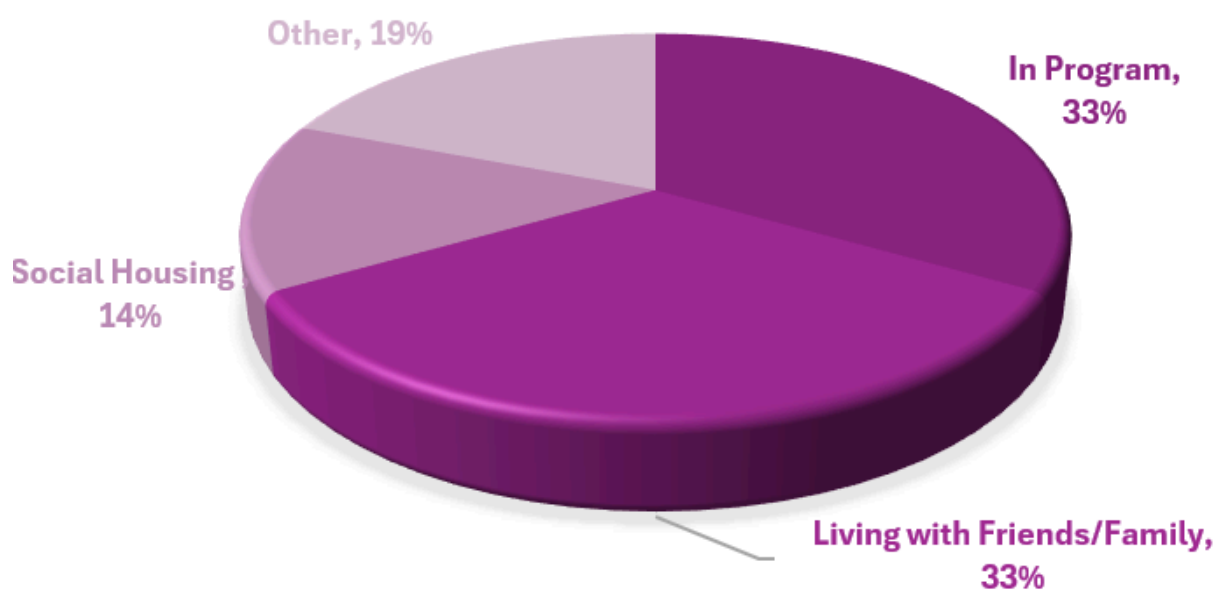
Independent Living and Securing Housing Confidence

- Confidence in their ability to live independently increased from 5.9 to 7.6 (+1.8)
 - Confidence in securing housing rose from 2.7 to 7.2 (+4.5)
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HOUSING OUTCOMES

Many of the Intergenerational Studios - Western Sydney participants have moved on from the program. Of the 14 participants who have left the program, 71% moved into stable housing, which included reconnecting and moving in with family and friends and for older program participants, moving into Social Housing properties.



REDUCED RELIANCE ON GOVERNMENT SUPPORT

During the program period two residents secured employment and as a result, it is estimated that there is a cost saving to government through avoided costs (Jobseeker) of \$42,000 for the program year and future years that the participants remain in employment.

In addition, it is estimated that the program reduced the cost of supported temporary accommodation to the value of \$71,400 (based on 20 days average stay for the 21 participants who secured housing or remain in the program).



JUSTINE'S TRANSITION TO WORK HOUSING JOURNEY

Justine, an older resident at Dignity's Intergenerational Studios in Western Sydney identifies as Aboriginal and was 58 years old when she left the home she shared with her partner due to domestic and family violence. Experiencing homelessness for the first time, Justine sought support through Link2Home and was provided temporary accommodation where she was referred to Dignity to join the Intergenerational Studios program.

During her time in the program, the resident worked with the program support team to create a support plan that included a goal of re-entering employment. With many years of experience in hospitality, Justine hoped to increase her confidence and wellbeing to apply for jobs in the local area. With stability, support and work readiness activity completed, Justine secured an interview with a local hotel and went on to secure a job.

"I've been keeping busy working and I'm so happy and feel like I am needed again!"

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