

## APPENDIX A

### Interview questions for *THM-CHPI* participants who were given a property.

#### Process/Relationships

- Were you interested in establishing a relationship with either (HPW) or (support worker name)?
- Do you feel you had enough time to meet / work with (HPW)? Why/ why not? What factors played a role there?
- How many times did you meet with (HPW) before release?
- Did you meet (support worker name) prior to release? If so, how many times?
- Do you think you have a good supportive relationship with (support worker name)? If not, what are the problems there?
- If so, do you feel that having this supportive relationship with (support worker name) helped you in your move back into society?
- Do you feel that the support you are given is reflective of your needs?
- Were you given any assurances that you feel were not followed through? If so, what were these?
- Do you think that you have been given enough assistance with connecting / engaging with appropriate support services in the community?
- Tell me about the process of going from release to sign up at the property.
- How long have you been in this house/How long were you in the THM house?

#### Results

- Do you think this program will help you to find stable accommodation?
- What do you think would have happened to you had you not been involved with this program?
- Do you think that (HPW)'s and (ISP)'s help has made moving back into the community a bit easier?
- What effects if any has this program had on other areas of your life?
  - Family
  - Relationships with partners
  - Drug issues
- Do you think this program altered the chances or circumstances of you re-offending? In what way?
- How many times have you moved since your release?

Do you have anything else you would like to add?

## APPENDIX B

### Interview questions for *THM-CHPI* participants who were not given a property

#### General

- Tell me about your experience/s with the Housing program operating out of (prison).
- What do you think of the program in general?
- Do you think that you received enough information regarding the aims, procedures, requirements of the program before you were released?
- Do you think the program was able to meet your specific/individual needs? In what ways? If not, how could it be?
- If you could change any part of this program, what changes would you make?

#### Process/Relationships

- What were you told about your chances of getting a house through this program?
- Do you feel you had enough time to meet / work with (HPW)? Why/ why not? What factors played a role there?
- How many times did you meet with (HPW) before release?
- Did (HPW) find any accommodation for you? If so, where? If not, why?
- Were you given any assurances that you feel were not followed through? If so, what were these? How did this situation come about?

#### Results

- Do you think this program will help you to find stable accommodation?
- What effects if any has this program had on other areas of your life?
  - Family
  - Relationships with partners
  - Drug issues
- Do you think this program has altered the chances of you re-offending? In what way?
- How many times have you moved since your release?
- What types of accommodation were they?
- Since being released, have you considered yourself homeless at any point?

Do you have anything else you would like to add?

## APPENDIX C

### Interview Questions for *THM-CHPI* participants who were given a property and had returned to prison

#### General

- Tell me about your experience/s with the Housing program operating out of (prison).
- Do you think that you received enough information regarding the aims, procedures, requirements of the program before you were released?
- What do you think of the program in general?
- Do you think the program was able to meet your specific/individual needs? In what ways? If not, how could it be?
- If you could change any part of this program, what changes would you make?

#### Process/Relationships

- Were you interested in establishing a relationship with either (HPW) or (support worker name)?
- Do you feel you had enough time to meet / work with (HPW)? Why/ why not? What factors played a role there?
- How many times did you meet with (HPW) before release?
- Did you meet (support worker name) prior to release? If so, how many times?
- Do you think you had a good supportive relationship with (support worker name)? If not, what were the problems there?
- If so, do you feel that having this supportive relationship with (support worker name) helped you in your move back into society?
- Do you feel that the support you were given reflected your needs?
- Were you given any assurances that you feel were not followed through? If so, what were these?
- Do you think that you were given enough assistance with connecting / engaging with appropriate support services in the community?
- Tell me about the process of going from release to sign up at the property.

#### Results

- What do you think would have happened to you had you not been involved with this program?
- Do you think that (HPW)'s and (support worker name)'s help made moving back into and living in the community a bit easier?
- What effects if any did this program have on other areas of your life?
  - Family
  - Relationships with partners
  - Drug issues
- Do you think this program altered the chances or circumstances of you re-offending? In what way?
- If not, what more could the program have done to help you not re-offend?

- If you were given the chance to be involved with this program again, would you take it?

Do you have anything else you would like to add?

## APPENDIX D

### Interview Questions for *THM-CHPI* participants who had obtained an alternative form of accommodation.

#### General

- Tell me about your experience of this program.
- What do you think of the program in general?
- Did you/do you understand the program structure?
- Do you think that you received enough information regarding the aims and processes of the program before you were released?
- Do you think the program was tailored to suit your specific/individual needs? In what ways? If not, how could it be?
- If you could redesign this program, what three changes would you make?

#### Process/Relationships

- What were you told about your chances of getting a property through this program?
- Were you interested in establishing a relationship with the HPW?
- If so, do you feel like you had enough time to do this effectively?
- How many times did you meet with the HPW before release?
- Did the HPW find accommodation for you? If so, where? If not, why?
- Did you/will you go to this accommodation? If not, where did/will you go?
- Did you find the program helpful to you at all? If so, in what way?
- If not, what more could it have done?
- Were you given any promises that you feel were not followed through by the HPW? If so, what were these?

#### Results

- What do you think would have happened to you had you not been involved with this program? Is this any different to where you are not/ where you will go?
- What effects if any has this program had on other areas of your life?
  - Drug issues
  - Family
  - Relationships with partners
- Do you think this program has altered the chances of you re-offending? In what way?
- Since you release, how many times have you moved?
- Since being released, have you considered yourself homeless at any point?

Do you have anything else you would like to add?

## **APPENDIX E**

### **Interview questions for *THM-CHPI* participants who were revisited and were still residing in transitional accommodation**

#### **General**

- How long have you been out of prison?
- Have you lived in the THM property for that whole time?
- What are the three best things you've achieved since getting out?
- Do you think you would have achieved those things without the support of this program?
- What do you think about the program?

#### **Process/Relationships**

- Do you think the level of support you require has altered over your time in the program? (Increased, decreased, changed type).
  - If yes, how have your needs changed?
  - Have you found that your ISP has been responsive to these changes in the type/level of support you require?
- Are you happy with your support worker?
  - Why? Why not?
- Have you had the same support worker the whole time? If no:
  - How many support workers have you had?
  - Has this affected your opinion of the program or the support?
  - Has this impacted on your willingness to use the support component of this program?
  - Do you think your new worker had been properly informed about your needs? (ie Did they have to start from square one?)

#### **Results**

- Do you think that the program has impacted on your likelihood of re-offending?
  - In what way?
- Do you think you would be in the same position you are in now if this program included:
  - The housing without the support?
  - The support without the housing?
  - What would be different?
- Do you think that having a transitional property was better than going straight into long-term housing?
  - Why? Why not?
  - Do you think you would have coped?
- In your opinion, what aspect of the support provided to you during your time in the program has helped you the most to cope with life on the outside and to not re-offend?
- Are there any changes you would like to see made to the program?
- Where do you see yourself 2 years from now?

## APPENDIX F

### Interview questions for *THM-CHPI* participants who were revisited and had moved on to long-term public housing

#### General

- How long have you been out of the prison for?
- How long did you stay in the transitional property for?
- What are the three best things you have achieved since getting out?
- Do you think you would have achieved those things without the support of this program?
- What do you think about the program?

#### Process/Relationships

- Do you think the level of support you require altered over your time in the program? (Increased, decreased, changed type).
  - If yes, how did your needs change?
  - Did you find that your ISP was responsive to these changes in the type/level of support you required?
- Were you happy with your support worker?
  - Why? Why not?
- Have you had the one support worker the whole time? If no:
  - How many support workers did you have?
  - Did this effect your opinion of the program or the support?
  - Did this impact on your willingness to use the support component of this program?
  - Do you think your new worker had been properly informed about your needs?
- What happened to the support relationship when you entered your public housing?
  - Were you ready for your support relationship to end?
  - What kind of support would you have liked to continue?

#### Results

- Do you think the program had an effect on your life direction?
  - In what way?
- Do you think that the program impacted on your likelihood of re-offending?
  - In what way?
- Do you think you would be in the same position you are in now if this program included:
  - The housing without the support?
  - The support without the housing?
  - What would be different?
- Do you think that having a transitional property was better than going straight into long-term housing?
  - Why? Why not?
  - Do you think you would have coped?

- In your opinion, what aspect of the support provided to you during your time in the program helped you the most to cope with life on the outside and to not re-offend?
- Are there any changes you would have liked to see made to the program?
- Where do you see yourself 2 years from now?

## APPENDIX G

### Interview questions for HPWs: Final Round

- In your experience, has the pilot of this program been a ‘success’, and is the Program worth continuing? Why / why not?
- What do you see as the three main strengths of the *Initiative* as it stands?
- What do you see as the three main weaknesses of the *Initiative* as it stands?
- What have been the three biggest challenges for you and/or your organisation during the course of the pilot?
- Do you think this program has adequate links with external support agencies/programs?
- The historically different orientations of the housing and corrections sectors have been an issue for this program in the past, and have emerged in such areas as vacancy periods and information exchange.
  - Do you see this as an ongoing issue?
- Do you think that having the HPW and ISP within the same agency would be/ is beneficial? Why?
- Tell me about your relationship with the HLO.
- Are you happy with the outcomes of the data working group? Why?
- Do you think that the data form captures relevant/necessary information?
- Is there anything else you would like to see recorded?
- Since we last spoke, have there been any further concerns regarding the two-week vacancy period?
- Do you find the two-week vacancy period manageable?
- Some agencies have expressed concern regarding information flow of medical and psychiatric conditions. Is this currently a problem for you?

## APPENDIX H

### Interview questions for ISPs: Final Round

- In your experience, has the pilot of this program been a ‘success’, and is the Program worth continuing? Why / why not?
- What do you see as the three main strengths of the *Initiative* as it stands?
- What do you see as the three main weaknesses of the *Initiative* as it stands?
- What have been the three biggest challenges for you and/or your organisation during the course of the pilot?
- Do you think this program has adequate links with external support agencies/programs?
- The historically different orientations of the housing and corrections sectors have been an issue for this program in the past, and have emerged in such areas as vacancy periods and information exchange.
  - Do you see this as an ongoing issue?
- Do you think that having the HPW and ISP within the same agency would be/ is beneficial? Why?
- Are you happy with the outcomes of the data working group? Why?
- Do you think the data form captures relevant/necessary information?
- Is there anything else you would like to see recorded?
- Since we last spoke, have there been any further concerns regarding the two-week vacancy period?
- Do you find the two-week vacancy period manageable?
- Some agencies have expressed concern regarding information flow of medical and psychiatric conditions. Is this currently a problem for you?
- Is lead-in time currently an issue for you? In what way? How would you like to see these concerns addressed?
- Do you have any concerns about the ‘through-put’ of participants in the properties? If so, what are they? How would you like to see these concerns addressed?
- Data indicate that participants are staying in the properties for longer than the 6 month average period, some up to 21-23 months. What do you see as the reason for this?

## APPENDIX I

### Interview questions for HLOs: Final Round

- Can you describe your role/function as a HLO in this facility?
- Where do the referrals come from that come to you?
- Do you filter the referrals before passing them on to the HPW? In what way?
- Do you think having referrals filtered through your position is/would be better than having them go straight to the HPW?
- Some workers have expressed concern regarding the flow of medical and psychiatric information. Where do you stand on this issue?

Is there anything else you would like to add?

## APPENDIX J

### Interview questions for TAWs: Final Round

- Are you happy with the way the *Initiative* is running at present? Details?
- Do you feel that the program objectives and protocols have been adequately communicated and reinforced?
- What do you see as the three main strengths of the *Initiative* as it stands?
- What do you see as the three main weaknesses of the *Initiative* as it stands?
- What have been the unique issues in managing the transitional properties for this pilot?
  - Have these been resolved? Why/why not?
- Do you think a transitional property model is appropriate for this target group?
- Do you have anything else to add?

## APPENDIX K

### Interview questions for Management of *Office of Housing and Corrections* *Victoria*

#### General

- In your experience has the pilot of this program been a success and is the program worth continuing? Why / why not?
- What do you see as the five major achievements of the *Initiative* to date?
- What do you see as the three main strengths of the *Initiative* to date?
- What are the three main areas of this program that need to be improved?
- The sometimes differing philosophies of the two sectors have emerged as an issue on a number of occasions during the pilot. Do you see this as an ongoing concern?
  - How do you see this being addressed?

#### Worker Targets

- There appear to be two separate performance indicators that the HPWs are measured against:
  - The individual KPIs outlined in their contracts.
  - The targets stipulated in the Project Outline relating to the number of contacts HPWs have with clients.
- Given that the latter targets have been reported by HPWs to be inappropriate and are not being met, do you think they should be revised or disregarded? If revised, what are the obstacles to doing this?

#### Mental Health / Drug issues

- Inadequate knowledge of client mental health issues has been a major concern for this pilot recently and as such management have stated that this will be a main area of focus in the next phase of the Initiative.
  - Has there been any progress in this area as yet? If so, in what way?
- Port Phillip are now incorporating a case conferencing approach to identify participants with complex mental health needs. Are there plans to extend this approach to other prisons?
  - What are some other ways that this issue could be addressed?
- If this Initiative could better identify people with complex mental health needs, would the Initiative move to exclude these people or attempt to better support them?
  - (If wanting to better support them) Workers are saying they are not qualified to support people with complex mental health issues, are there plans to address this? How?

#### HPW and ISP in the same agency

- Workers have expressed differing opinions regarding having the HPW and ISP within the same agency. Some feel it would improve the information flow and

assist the handover of clients from HPW to ISP, while others feel it would result in HPWs only referring to the ISP within their agency. What are your thoughts on this issue?

### **Support Issues**

- The data for this program indicate that, on average, participants are staying in the properties longer than the intended 6 months. Workers and participants have suggested that a support period of 12 months would be more beneficial. This concept is also supported in the literature, stating that 12 months is an optimal time frame for the provision of post-release support.
  - What are your thoughts on this issue?
- Do you think it is appropriate that the support period ends when the participant leaves the transitional property? What are the issues you see related to this?
- Are there any plans to increase funding to extend the support once long-term housing is achieved?
- Workers have reported that some clients are not well informed and / or are misinterpreting the support component of the program. Some participants have also reported that they feel they do not understand the program structure well. There was talk about developing a universal information pamphlet for clients.
  - Are there any further plans to do this?
  - If yes, has there been any movement regarding this?
  
- Is there anything else you would like to add?