

RESOLVE is a one-off, time limited response to assist people with mental illness who are at risk of losing social housing tenancy due to diminished wellbeing or relapse of mental illness.

Participants are provided with:

- Up to 30 hours per year of support by Case managers and/or
- Broker support services from appropriate service providers.

**INVESTMENT FROM GOVERNMENT: \$720,000
OVER 2 YEARS**

OVERALL OUTCOME

For every **\$1** invested by government, the government saves **\$13.50** and the total benefit to society as a whole is **\$19.50**

\$1



\$19.50

QUANTIFIED BENEFITS:

TO PARTICIPANTS

Improved Mental Health & Savings in Hospital Admissions, Police Interventions, Court and Prison Time

Reduced Homelessness, reductions in crisis accommodation needs, reduced need for public housing

Increased capacity to self-help

TO OTHER TENANTS

Ability for other tenants to maintain tenancies

TO HOUSING MANAGERS

Increased time focussing on core business

Reducing lost income to business

SAVINGS TO GOVERNMENT

\$4 million
over 3 years

\$5.5 million
over 3 years

\$2.1 million
over 4 years

ADDITIONAL SAVINGS TO SOCIETY

\$1.2 million
over 3 years

\$25,000 over
3 years

\$330,000
over 3 years

INTANGIBLE BENEFITS:

TO PARTICIPANTS



- Greater sense of control over own life
- Increased self confidence, self help and health maintenance
- Improved ability to sustain employment, education / training
- Improved relationships with friends, children and associates
- Reduced suicide and attempted suicide

TO PARTICIPANTS' FAMILY



- Families with children kept together
- Reduced disruption to schooling
- Reduced exposure of children to homelessness
- Reduced disruption to families (as carers)

TO OTHER TENANTS



- Reduced tension and disruption to other tenants
- Ability for other tenants to maintain tenancies

TO HOUSING MANAGERS



- Reduced stress associated with dealing with mental health episodes
- Reduced staff turnover

TO HEALTH AND COMMUNITY SERVICES PROVIDERS



- Reduced stress and staff turnover
- Better targeting and co-ordination of health and other care services
- Reduced escalation of issues to crisis
- Reduced demand on homelessness services

POINTS ABOUT THE METHODOLOGY

This study used a Cost-Benefit Analysis to evaluate the potential gains to the community from the implementation of the RESOLVE program.

The estimated costs and benefits for each participant were based on data collected from in-depth interviews with RESOLVE program participants, Community Housing Provider managers and health service providers and a range of publically available information.

- RESOLVE program participants: Interviews were conducted with 15 participants in the RESOLVE Program.

- Community Housing Provider managers: Interviews were conducted with housing managers from 4Walls, Brisbane Housing Company, Coast2Bay (Nambour and Caboolture), who were managing 27 participants in the RESOLVE Program at the time of the study.
- Health service providers: Interviews were conducted with Under1Roof, Inner North Mental Health Service (Queensland Health), Pearl Program (Sunshine Coast) and Sunshine Coast Mental Health Service (Queensland Health).

The overall costs and benefits of the RESOLVE program were based on the assumption that the RESOLVE program ran at full capacity for 3 years, ie. that 365 people were assisted over a 3 year period.