

# Midtown MacPark Evaluation Summary 2026

## Establishment and Early Implementation

The journey towards a cohesive and inclusive  
community where people are welcome, feel  
connected and share a sense of belonging



**MISSION  
AUSTRALIA**

## Acknowledgement of Country

We acknowledge the traditional custodians of the land throughout Australia, in particular the Wallumedegal people of the Dharug Nation on which Midtown is located. We pay our respects to the Elders past, present and future for they hold memories, culture and dreams of the Aboriginal and Torres Strait Islander people. We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people who are our future leaders.

## Contributions

Our thanks to the Mission Australia Midtown team who shared their experiences of establishing Midtown and the early implementation. It was clear through the evaluation process the dedication to building hope and possibility for Midtown residents. Our thanks also extend to our partners Homes NSW and Frasers Property Australia who support us to create a thriving community that is integrated, connected and cohesive, where people from all walks of life can flourish and reach their potential.

A special thank you to the people living at Midtown who generously shared their experiences with us. Their insights are invaluable to understand the importance of integrated housing and support models and the benefits of offering mixed tenure developments.

## About Mission Australia

At Mission Australia, we believe in hope and possibility for all. With more than 165 years of experience meeting human need, we are one of the largest and most trusted for-purpose community services and housing providers in the country.

As a national non-denominational Christian charity, our values of respect, compassion, integrity, perseverance and celebration are at the heart of all we do. Every day, we deliver homelessness services, provide social and affordable housing, help families, children and young people thrive, improve mental health and wellbeing, support people with disability, provide pathways to employment and financial stability, strengthen communities, offer alcohol and other drug support, and more.

# Evaluation Summary

Midtown MacPark (Midtown) represents a bold and innovative response to Australia's housing and homelessness crisis. Delivered through a long-term funding partnership between Mission Australia/Mission Australia Housing (MA), Frasers Property Australia and Homes NSW,<sup>[1]</sup> the vision for Midtown was to transform the former public housing Ivanhoe Estate into a vibrant, mixed-tenure, master-planned community in Macquarie Park. Over 10–12 years, the development will deliver approximately 3,300 homes, including 954 social and 130 affordable dwellings alongside private housing, with Stage 1 completed in 2024.

The independent process evaluation was conducted by Mission Australia's Centre for Evidence and Insights. It assesses the establishment, early implementation and first year of service delivery, from October 2023 to October 2025, of Midtown's integrated housing and support model, as articulated in the Social Housing Outcomes Plan (SHOP). The SHOP outlines Midtown's commitment to achieve positive outcomes for residents, aligned to the Human Services Outcomes Framework and the Future Directions for Social Housing in NSW.

Using a mixed methods approach, the evaluation assessed how well the Midtown was set up to succeed, how the model has operated in practice, the barriers and enablers of implementation and the early outcomes for residents and the community.

A summary of the methods used:

- Resident evaluation survey in 2025 completed by social, affordable and private housing residents (n=76).
- Interviews with 15 Midtown residents, 8 Midtown staff, 9 partner organisations and 7 MA stakeholders.
- Community Housing Industry Association (CHIA) survey in 2024 completed by 82 social or affordable housing residents.
- The Great Neighbourhood Survey in 2025 in 2025 completed by 47 social and affordable and 26 private housing residents.
- Impact Measurement Surveys completed by residents who engaged with support coordination and stories of change (n=29 matched sample).
- Document review and administrative data on tenancy management and support.

The scope of the evaluation mainly included residents in social and affordable housing. Where possible the perspectives of private housing residents were included to assess broader community outcomes.

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[1] The entity which commissioned and oversaw the early stages of Midtown was the Land and Housing Corporation of NSW (LAHC). In February 2024, the LAHC became Homes NSW, a division within the Department of Communities and Justice. This report uses the current name Homes NSW throughout

# Key Evaluation Findings

The following summarises the key evaluation insights to answer each of the Key Evaluation Questions (KEQs).

## KEQ1: How well was Midtown set up to succeed?

Overall, Midtown was not simply constructed as a housing development; it was intentionally designed as an integrated master planned and mixed tenure community. The strength of this foundation is evident in the quality of establishment and early implementation. The defining features of the establishment phase were strong partnerships and extensive planning, while early implementation was grounded in collaboration, relational practice and coordinated support pathways. Processes were humanised, and residents consistently described staff as respectful, compassionate and responsive. From the outset, this approach created early trust, stability and connection enabling the successful conditions for the first year of operation.

### Midtown Establishment

The establishment phase set Midtown up to succeed through strong cross-agency partnerships and a robust governance framework. A common vision provided consistent messaging and ways of working, which positioned the Midtown team to deliver a highly relational, resident-centred community from day one. Extensive planning (demonstrated by the development of more than 200 operational tools and strategies) and codesigned principles created the conditions for a cohesive startup.

A monetary contribution from Frasers to MA of \$20.08 million, alongside MA co-contributions, enabled the design and delivery of an integrated model to meet the needs of a high-density mixed tenure community and deliver the ambitious SHOP outcomes. This included onsite asset and tenancy management, a Tailored Support Coordination Service (TSCS), a newly developed Compass service to support pathways to independence, community development and chaplaincy. The Frasers contribution through the SHOP grant provided additional resources for a dedicated full-time community development position and two full-time support staff. MA's co-contributions included the community chaplaincy program and specialist back-office support.

The extensive groundwork and planning, alongside the SHOP funding model, ensured Midtown was implementation ready prior to the arrival of the first residents.

## Early Implementation

Midtown's early implementation phase was described by staff as a fast-paced, highly coordinated operation. By July 2024, 250 leases had been signed, with the remaining properties allocated. Within nine months, 580 residents were successfully supported to move in. This included the rapid housing of a large number of social housing tenants mostly from the "priority" section of the waitlist who had a range of complex intersecting needs.

With a person-first allocation approach and thoughtful consideration, the social housing allocation targets were met, and Midtown successfully established a diverse, mixed tenure resident community.

A strong relational approach underpinned the early stages of allocation, viewing, leasing and move-in, ensuring residents felt welcomed, informed and supported.

The success of early implementation was made possible through the strong commitment and the collaborative approach of the Midtown team. However, early resourcing did not match the scale and pace of the rollout, meaning staff worked above and beyond their remit with high workloads during this period.

*I'm very grateful to be part of the Midtown community. It's a place that truly supports people from all walks of life and encourages kindness, understanding, and growth. I appreciate the efforts of Mission Australia, and everyone involved in making Midtown such a welcoming and supportive environment. It's made a real difference in my life." - Resident*



## KEQ2: How has the Midtown model worked in practice?

There is strong evidence that Midtown’s integrated housing and support model was operating effectively in its first year of service delivery, continuing to be underpinned by strong collaboration, a relational approach and diverse partnerships. A key factor in the successful delivery of the model was the integrated and multi-disciplinary team made possible due to the SHOP funding. This enabled a strong relational approach with much higher than usual staff numbers from the outset, compared to standard community housing models.

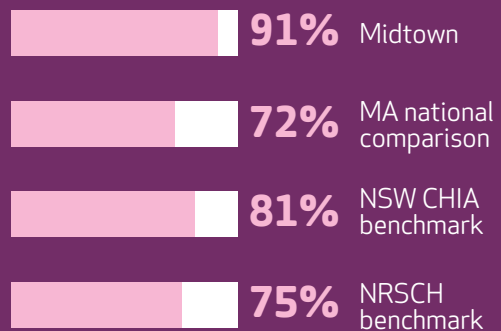
### Asset Management

Asset management at Midtown effectively supported the handover and maintenance of a large, newly built development, including the management of defects, responsive repairs, cyclical and planned maintenance. Almost all residents (98%) were satisfied with the condition of their home when they moved in and when they completed the Community Housing Industry Association (CHIA) tenant satisfaction survey in 2024 (91%). Satisfaction levels were substantially higher than ratings for other non-stock transfer MA properties and exceeded both NSW industry and national regulatory benchmarks.

Residents who were interviewed highlighted that the design, presentation and overall standard of housing played a significant role in shaping their early experiences of Midtown.

However, there was mixed feedback about repairs and maintenance. While most defects were resolved in the first 12 months and repairs were handled promptly, residents reported that some were delayed or progress was poorly communicated, which may be due in part to the staff turnover in the asset team.

### Satisfaction with condition of home



*“Never in my wildest dreams had I ever imagined living once again in a place that is beautifully designed, with high quality finished, more reminiscent of a five-star hotel.” – Resident Interview*

*“When my storage cage was used by another resident who had moved their belongings into it, the Mission Housing team acted promptly to resolve the issue, and I was able to regain access to my cage. Their prompt action, along with the regular cleaning and maintenance, truly shows their commitment to keeping the place safe and well managed.” – Resident Survey*

## Tenancy Management

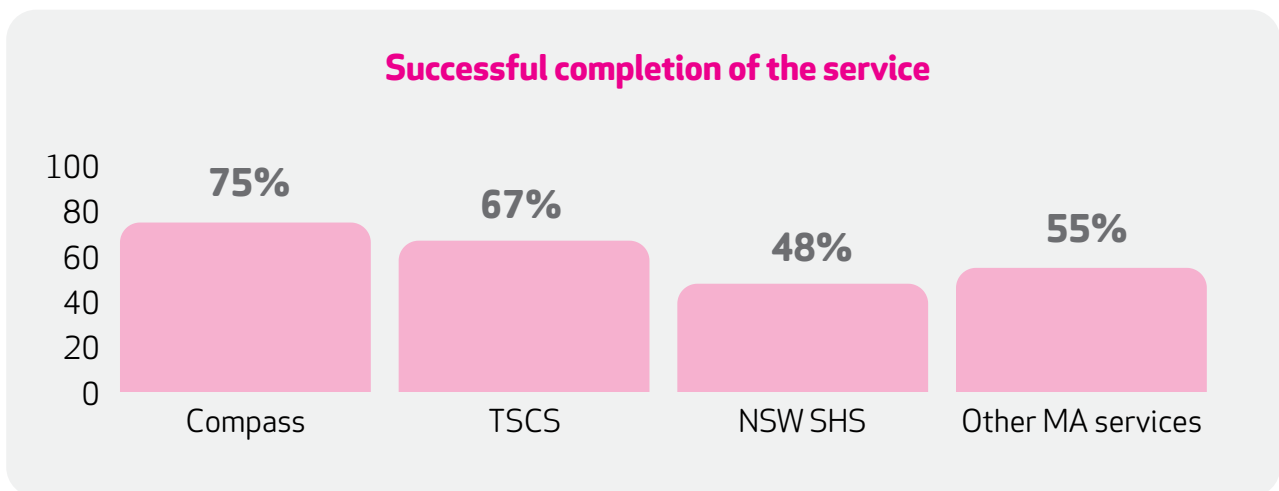
Tenancy management at Midtown was pivotal in building strong relationships with residents, supporting them to care for their homes and connect them to appropriate support services. A proactive approach to identify and support residents facing vulnerability, or showing early signs of tenancy risk, appeared to be contributing to positive early tenancy stability (see Outcomes section). The evaluation also found high levels of satisfaction with tenancy management demonstrated in the CHIA survey, driven by strong, respectful and transparent relationships between housing officers and residents. Again, satisfaction across all indicators were much higher than the MA national comparison and NSW CHIA benchmarks.

## Support Pathways and Coordination

Midtown has created a rich ecosystem of support with a range of local partnerships that provided formal and informal support to social and affordable housing residents when they needed it. This resulted high levels of demand for the TSCS and Compass support services, which were met through the additional support staff.



The main reasons for seeking support coordination were for housing issues, lack of family/ community support, financial difficulties or family and domestic violence. Support aligned to residents' needs appears to have contributed to high levels of engagement. Seven in ten residents were recorded as having a successful completion, with only 3 people disengaging. These results were substantially higher than comparative data from Specialist Homelessness Services (SHS) in NSW and other MA tenancy support services.



While the evaluation found strong support pathways and high levels of engagement in TSCS and Compass, a small number of residents with complex needs did not want, or did not feel able, to engage in formal services. These residents had been identified by housing staff as in need of support but often declined it until a crisis occurred. This created a gap in support pathways, where housing staff found themselves holding relationships and informally supporting residents for extended periods, until they agreed to engage with formal support. Over time, this placed strain on housing staff, who were required to balance their core tenancy management responsibilities alongside informal support to vulnerable residents with complex needs.

## Community Development

Midtown has created meaningful opportunities for residents to participate in activities and connect with other residents, as well as the broader community. The two fully funded community development workers (one MA and the other provided by Frasers) were key in developing, implementing and reviewing Midtown's community development strategy. The range of regular social activities and groups grew over time and was complemented by an extensive list of other community activities and events such as cultural days, outdoor cinema, Buy Swap Sell markets, Bush Tucker Walk & Pizza, and RU OK Community Walk.

*"The number of things there are here so we can be involved. I think that really helps too, because you feel valued in the community...because if you're in a building with lots of different people it's not always easy to meet your neighbour, but these sorts of things bring people together and you get to meet people that I don't think you would ordinarily if you didn't have those activities – Resident Interview*

While there were high levels of awareness and self-reported participation in community events among social and affordable residents and homeowners, some residents reported barriers to social engagement. System limitations during the evaluation period limited the ability to demonstrate the full breadth and depth of the community development work.

## Community Chaplain

There was strong qualitative evidence that the Community Chaplain provided vital pastoral care, building trust through daily presence and informal support. This was a unique element of Midtown's integrated model, funded directly by MA and part of MA's national Community Chaplaincy Program. The Chaplain's role was highly valued, with both residents and staff reporting that the Chaplain strengthened wellbeing and connection, provided crisis support and offered a consistent, compassionate anchor within the community.

## KEQ3: What early outcomes are emerging for residents and the community?

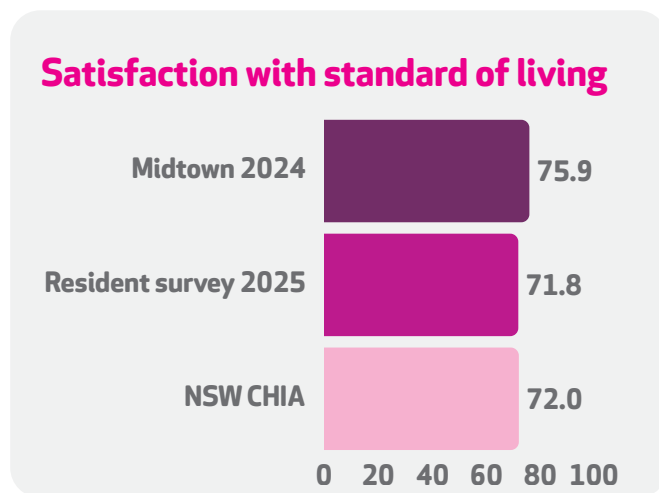
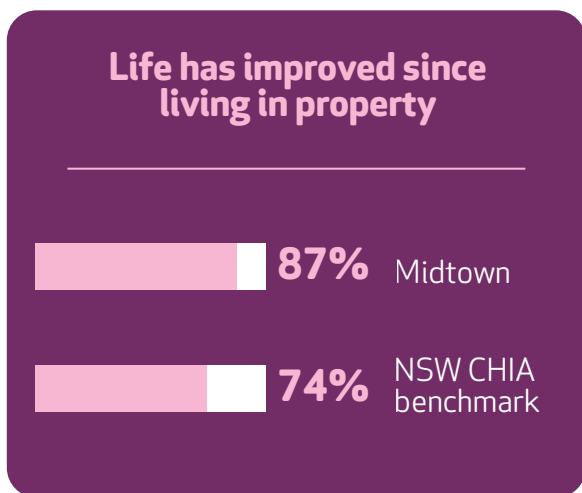
While long-term outcomes will take time to materialise, the emerging evidence is promising. It shows that Midtown is already achieving strong early outcomes, with access to safe, modern and affordable housing and support if needed, transforming residents' daily lives and creating a growing sense of community.

### Safe and Stable Housing

Stable housing has enabled 613 residents, including 111 children, to rebuild routines, improve their wellbeing and regain a sense of safety and dignity. Midtown also effectively supported residents to remain living in their homes with very high levels of tenancy stability (99.8%), only one eviction and low levels of arrears within the expected range (75% of residents up to date with their rent). These findings suggests that the model is working well to help residents get the support they need, before their tenancy is at risk or fails.



Almost nine in ten residents who responded to the CHIA survey agreed that their life had improved since living at Midtown, which was significantly higher than the NSW CHIA benchmark. Self-reported ratings of satisfaction with standard of living were also very high and remained high in the first year of operation.



*"I have stable accommodation which allows me to feel safe. I have been able to reach goals that have previously been out of reach. I have been able to maintain my work life balance and have started the next chapter of this goal. I have a sense of personal identity and finally have hope for my future." Impact Measurement Survey*

## Pathways to Increased Independence

Early signs of increased independence are emerging, suggesting that there are effective pathways in place. Almost one in ten tenancies (8%, n=31 residents), mainly young people and the Opportunity Stream, have successfully transitioned out of social and affordable housing, most commonly into private rentals.



The Compass Program also appears to be an effective pathway for residents with employment, education and financial goals, with some residents gaining work or commencing study.

*"I have this solid foundation...that has allowed me to get a job, and in getting that job, I now getting more income and feeling like I am contributing, and that makes me feel even better." – Resident*

*"With guidance from Compass workers, I wrote a resume at the community hub and successfully secured a retail job in a nearby supermarket." – Resident survey*

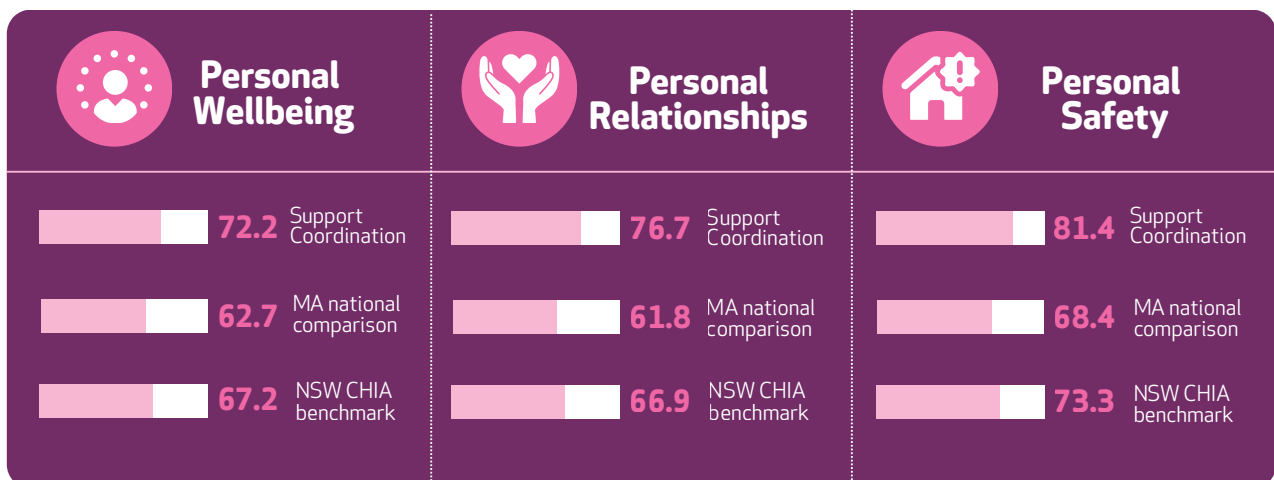
## Enhanced Health and Wellbeing

Residents frequently described improved mental health, reduced stress and stronger social connections. However, self-reported satisfaction with wellbeing and personal safety dipped over the first year of implementation. The average personal wellbeing score decreased from 70.9 during the establishment phase to 62.3 in 2025. Despite this drop, residents' wellbeing remained comparable to other MA properties (62.7) but was slightly under the 2024 NSW CHIA benchmark (67.3). This is a typical pattern evidenced in literature; improved housing circumstances (e.g., moving into a new home, getting more space, or relocating to a new development) often leads to an initial increase in wellbeing, that diminishes shortly afterwards, and then stabilises and/or improves over time. Wellbeing trends may also reflect the high proportion of social housing residents at Midtown, many with complex needs.

*"Coming here in Midtown, it's become a big positive change. First, I thought no, I will not go to Midtown because Midtown is so big and I will feel alone. Before I was feeling so alone and lonely. Now I'm feeling good because I've met a lot of friends. I'm feeling good here". – Resident interview*

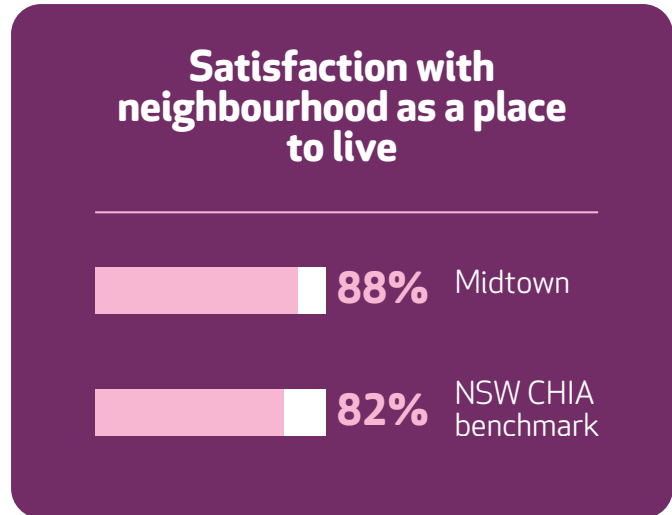
Nevertheless, residents who engaged with TSCS or Compass reported improved overall wellbeing (72.2), and higher satisfaction with personal safety (81.4) and relationships (76.7). Their aggregate wellbeing scores during, and at the end of the service, were higher than the broader resident population, as well as other MA properties and NSW CHIA benchmarks.

While the sample is still small, these findings suggest that support coordination services delivered as part of an integrated model play an important role in enhancing wellbeing for residents who received support.



## Community Resilience and Strength

The evaluation found evidence that Midtown had successfully fostered a sense of community among a significant proportion of residents through intentional community-building strategies under the SHOP. Early data highlighted strong satisfaction with the neighbourhood as a place to live and high levels of satisfaction with community connections.



However, community connections appeared to be stronger among social and affordable housing residents compared to homeowners. A high proportion of social and affordable residents (74%) agreed that Midtown was a strong and connected community compared to homeowners (58%). Similarly, a higher proportion of social and affordable residents (55% compared to 12% of homeowners) reported feeling very or somewhat connected to their immediate community, meaning they regularly or occasionally interacted with their neighbours, participated in local events and felt a strong/moderate sense of community belonging.

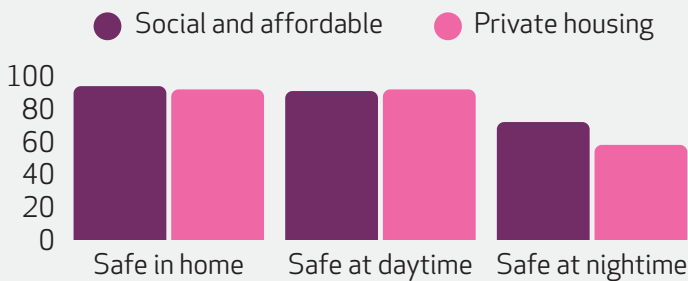


Overall, residents reported that they felt safe, primarily due to Midtown’s secure building design and the presence of MA staff onsite. Nine out of ten residents across social, affordable and private housing felt safe ‘in their own homes’ and when ‘walking in daytime’.

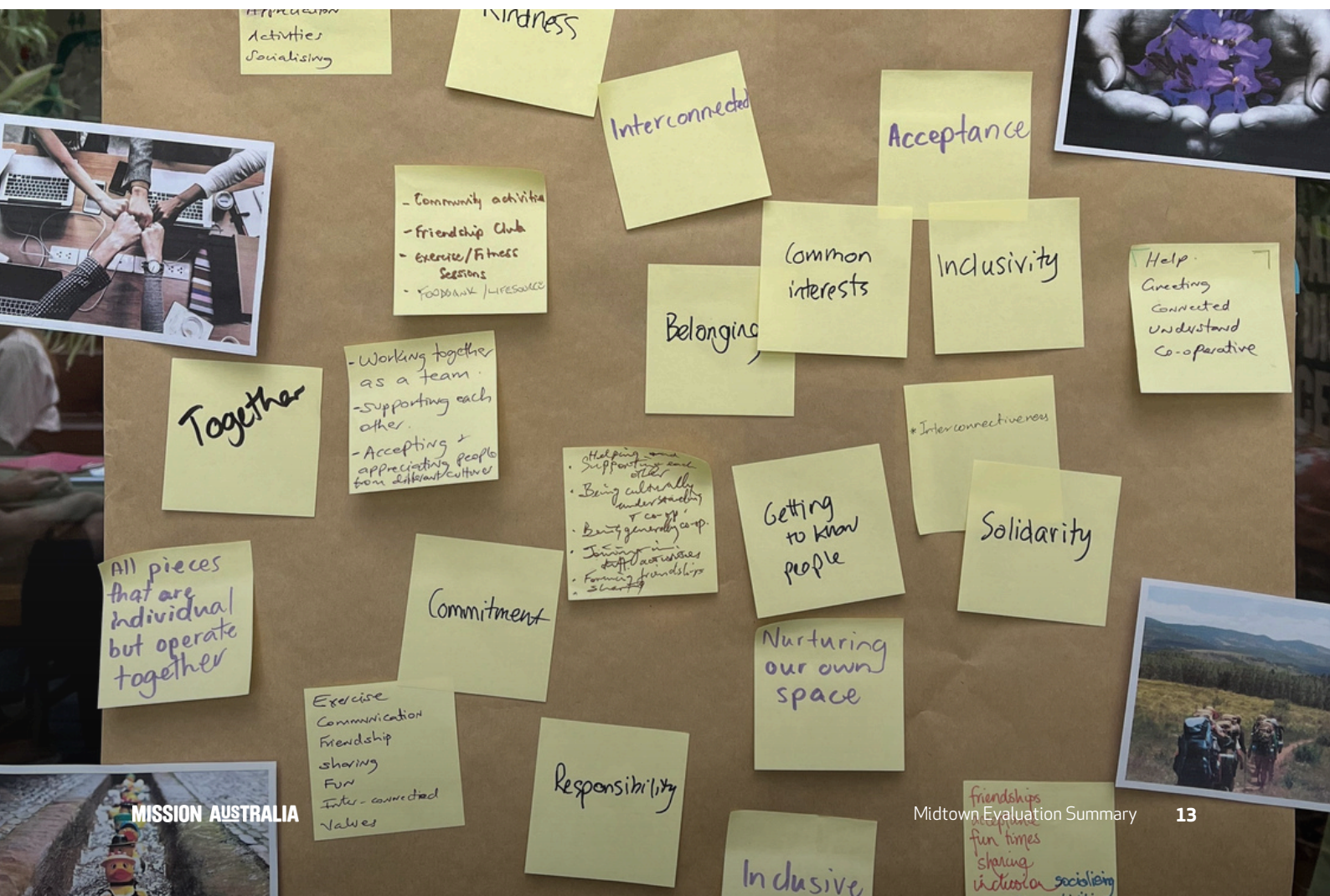
*“I really enjoy living here because I feel safe and welcome... The most important thing is that I feel safe.” - Resident survey*

However, some safety concerns persist, particularly at night with 72% of social and affordable housing residents and 58% of homeowners feeling safe walking at night. This finding was consistent across the evaluation interviews, during which some residents reported discomfort with individuals exhibiting aggressive or criminal behaviour, at times leading to incidents of property damage and noise disturbances.

### Resident Feelings of Safety



*“One of the challenges of living in Midtown is that, because it's a mixed community with people from different backgrounds and situations, there can sometimes be misunderstandings or differences in how people live.” - Resident survey*



## **KEQ4: What can we learn about this model from Midtown's enablers and barriers?**

This evaluation identified 15 key learnings which will guide MA's future operations at Midtown. They also have broader implications for the design and delivery of large-scale mixed tenure developments and for public policy on social and affordable housing. These learnings include enablers which are necessary conditions for a connected, inclusive and resilient high-density mixed tenure community, and barriers where the model requires strengthening or longer-term planning as the precinct grows and matures.

### **What does it take to establish a successful master-planned mixed tenure community?**

#### **1. INVESTMENT NEEDS TO FULLY FUND ALL ELEMENTS OF AN INTEGRATED MODEL**

The investment in an integrated Midtown model from the start, made possible through Frasers monetary contribution to the SHOP and MA's co-contributions, was critical to meet the complex needs of residents in a high-density mixed tenure community. Unlike traditional community or public housing models, where support and community development rely on rental income, this funding enabled more staff, higher levels of support and community development activities from the outset. Evidence demonstrates this extra investment had a profound impact on resident and community outcomes. As a result, residents' experiences at Midtown were consistently better than other comparable community housing, with strong tenancy stability, early wellbeing outcomes and transitions out of social and affordable housing.

As Midtown grows, in the number of residents and complexity, increased investment in the full integrated model will be needed to sustain and build upon these emerging outcomes. Without funding to match the rate of property growth, the current model will not be able to sustain the levels of relational support, engage more residents with complex needs, meet the high levels of need for support or achieve broader community strengthening outcomes.

#### **2. STRONG, VALUES-LED PARTNERSHIPS ARE FOUNDATIONAL**

Midtown demonstrates that long-term, trust-based partnerships between community housing and support providers, developers and government agencies can successfully redevelop social housing sites and transform them into vibrant high-density mixed tenure communities.

Large mixed-tenure developments require a shared vision, robust governance structures with clear roles, aligned values and a shared purpose. These are vital for quick problem-solving, transparent communication and coordinated decision-making.

## What does it take to establish a successful master-planned mixed tenure community? (cont.)

### 3. HIGH-QUALITY HOUSING IS A POWERFUL CATALYST FOR LIFE CHANGES

One of the strongest evaluation findings is the transformative effect of high-quality, safe, modern housing when provided alongside an integrated model of support. The design, presentation and overall standard of housing played a significant role in shaping residents' early experiences of Midtown.

Investment in high quality builds, ongoing and responsive asset management and modifications are fundamental to tenancy sustainment, satisfaction, belonging and wellbeing.

### 4. UP FRONT RESOURCING IS NEEDED FOR LARGE-SCALE DEVELOPMENTS

Midtown's rollout revealed significant early resourcing gaps, in particular during pre-leasing activities and commencement of tenancies under early implementation.

It is important not to underestimate the resource load of establishing a high-density precinct at speed. Future redevelopments should be provisioned with dedicated establishment teams, specialist roles and increased front-loading of resources.

### 5. ON-SITE PRESENCE BUILDS TRUST AND ENABLES RESPONSIVE SUPPORT

MA's on-site presence was a key enabler that created a strong sense of safety and trust which meant that staff could provide responsive early intervention support.

It is important to place staff and support where the people are. On-site presence drives accessibility, responsiveness, early intervention and community trust. It also increases cross-team collaboration and provides seamless support to residents

### 6. LOCAL PARTNERSHIPS ARE ESSENTIAL FOR EFFECTIVE COORDINATED SUPPORT

Midtown built a strong local support ecosystem. Pre-existing connections and intentional partnerships with community organisations, local services and faith groups expanded the support available to residents, strengthened early engagement and created multiple access points for support.

Strong local partnerships are critical to quickly link residents with the right informal and formal support and deliver long term outcomes for residents.

## What does it take to establish a successful master-planned mixed tenure community? (cont.)

### 7. COMMUNITY BUILDING MUST BE INTENTIONAL AND START EARLY

The early development of the SHOP and funding ensured that there was a strong focus on community building from the establishment phase, which has remained central to the fostering of connection and a sense of identity at Midtown.

Community development isn't a stage; it is a constant practice that needs adequate resourcing, planning and community engagement. It is also critical to establish a cohesive, inclusive, empowered and resilient community, which is integrated with the wider local community.

### 8. A PERSON-CENTRED ALLOCATION STRATEGY IS KEY TO ESTABLISH A COHESIVE COMMUNITY

The new development presented Midtown with a unique opportunity to adopt a deliberate and strategic approach to social housing allocation, intentionally shaping a cohesive community. Through a person-first allocation approach, the social housing allocation targets were met, and a diverse, mixed tenure resident community was successfully established. At the time of this evaluation, the housing allocation across Midtown; social housing 34%, affordable housing 17% and private housing 49%. This is higher than the proportion of social housing evidence and policy frameworks that suggest an optimal 10-25% allocation, or up to 30% if combined with affordable housing.

A deliberative, person-first allocation approach lays the foundation for a diverse, mixed tenure resident community. It is important to continuously review and adapt the allocation strategy to ensure it continues to meet the needs of residents and the broader community.



## What are the practices that build a well supported and vibrant community?

### 9. INTENTIONAL CULTURE BUILDING ENABLES INTEGRATION AND COLLABORATION

Midtown's model succeeded with a "one team" approach and early commitment to person-centred and relational practice. An enabling feature of the collaborative culture at Midtown was that the team was established from scratch, located together on site and had strong leadership.

An integrated model with strong collaboration is essential for seamless support for residents, early identification of tenancies at risk, and community building. Integration isn't achieved through structure alone; it requires shared values, principles, ways of working and opportunities for intentional collaboration to build relationships with each other and residents.

### 10. RELATIONAL PRACTICE BUILDS TRUST AND DRIVES OUTCOMES

Midtown's early success is strongly tied to its highly relational approach. It demonstrates that intentionally embedding and resourcing relational practice within an integrated housing and support model can lay the foundation for positive housing and wellbeing outcomes. As Midtown grows it is critical that the relational approach is sustained across the integrated housing and support model.

A relational model is not a soft add-on, it is a critical mechanism for building trust and agency, which in turn increases tenancy stability and long-term community cohesion. It requires working with people holistically, recognising that success may look different for each individual and celebrating moments along each journey.

### 11. RELATIONAL SUPPORT BALANCED WITH HOUSING FIRST PRINCIPLES

Midtown residents have diverse needs, including mental health, alcohol and other drugs and trauma histories. Despite the high levels of engagement in support coordination, there were a small number of residents with complex needs who did not engage in formal support services. This created a gap within the service model and highlighted the pivotal role both housing and support teams play in providing relational person-led support within legal rights and responsibilities.

Integrated housing and support models serving residents with complex needs require careful balance between relational support and Housing First principles. Clear role boundaries, strong coordination, skilled staff and high levels of resourcing are essential to sustain tenancies and engage residents at their pace, without making housing conditional on formal support.

### 12. INNOVATION THRIVES WITH AUTONOMY AND SHARED PURPOSE

Midtown's team developed new tools, processes and practices when existing systems didn't fit the scale required to establish a large and complex project in a fast-paced environment.

Rigid organisational systems cannot meet the demands of a large precinct startup. Instead, it is important to give frontline teams permission, flexibility and support to innovate to meet local and emerging needs

## What aspects require careful consideration and long-term planning?

### 13. COMMUNITY COHESION REQUIRES ONGOING ATTENTION

Despite the emergence of a strong cohesive community culture at Midtown, nighttime safety concerns persisted and a small number of residents had negative perceptions of individuals with complex needs. It is important that community development continues to be embedded and funded appropriately across the life of the precinct to ensure harmony within the neighbourhood.

Attitudes toward social housing can significantly shape the success and community reception of mixed-tenure developments. Mixed-tenure models require active and ongoing management of stigma and community attitudes.

### 14. GOOD SYSTEMS AND QUALITY DATA ARE CORE TO MONITORING AND EVALUATION

Midtown's systems created data entry inconsistencies and/or reporting gaps. Relational and community building work was largely invisible in the quantitative data during the evaluation period, limiting the ability to demonstrate the full value of the model.

Good systems and quality data is core to assessing service quality and impact as well as learning and improvement. These gaps will need to be addressed to demonstrate the longer-term impact of the model.

### 15. INVESTMENT IN EVALUATION IS CRITICAL TO EVIDENCE LONG-TERM IMPACT

This early process evaluation has demonstrated the emerging outcomes and potential of Midtown to bring about lasting change. It is acknowledged that many of the intended outcomes of the Midtown SHOP, particularly long-term wellbeing, independence and transitions out of social housing, will take longer to measure.

A sustained long-term investment in evaluating Midtown is essential to understand the value-add of SHOP compared to other social, community and public housing models.



# Conclusion

Midtown's establishment, early implementation and first year of operation demonstrated that an integrated housing and support model can be delivered effectively within a large-scale redevelopment context. Midtown presents a promising and thoughtfully designed model, with early evidence of positive outcomes across housing stability, independence, wellbeing and community connection, alongside very high resident satisfaction. These early results have been made possible through substantial upfront investment by Frasers through the SHOP. This enhanced resourcing enabled markedly high levels of support and allowed a level of relational, proactive and holistic support that standard funding could not provide.

At the same time, Midtown is still in its formative phase. As the precinct grows toward 954 social housing dwellings and a larger, more diverse and complex resident population, the demands on the integrated model will increase significantly. More residents with higher support needs, greater density, and the scale of a 10–12-year staged development mean that maintaining current outcomes will require funding that grows in line with the precinct. Sustained and increased investment is therefore essential to ensure that Midtown's early success translates into long-term, community-wide impact.



# Together, we're building hope and possibility for all

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