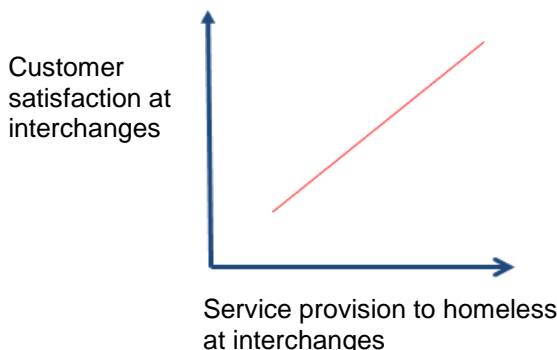


Problem Description

Question	Response
Description of the problem and purpose of the proposed research	<p>In Sydney and other comparable cities, homeless people often congregate and/or utilise major transport hubs as a form of shelter and security. The situation in Sydney is that the homeless tend to congregate in and around a number of interchanges, for example, Central Station. In addition, many ride the last trains to Lithgow, Hamilton and Kiama as a form of safe shelter.</p> <p>This impacts customer experience, and prompts ad hoc strategies from transport authorities based on limited understanding of the options to deliver positive outcomes for transport customers and the homeless. Current practice is dominated by strategies that either ‘move the homeless along’ or ignore their enduring presence when the design of such interchanges are undertaken. Further, there is often a design focus on hostile architecture and ‘Crime Prevention Through Environmental Design’ which doesn’t favour the humane treatment of the homeless.</p> <p>A key issue for exploration is the extent to which net public benefit can be achieved through well-designed facilities and/or service provision (e.g. mobile laundry and hygiene facilities). The emergence of innovative social enterprises to complement traditional service providers adds new opportunities in the service provision realm.</p> <p>The key purpose of this research project is therefore twofold:</p> <ol style="list-style-type: none"> 1. To determine the extent which provision of social and health services to the homeless at interchanges would improve both the customer experience and the wellbeing of the homeless. 2. To determine what best practice and next practice ‘design’ elements with homelessness in mind could inform future interchange designs and re-designs, for example, at Central Station. <p>The Future Transport Strategy 2056 supports such research:</p> <p><i>Transport for NSW (TfNSW) will proactively work with its service delivery partners, supply chain and local communities to identify ways to reuse or repurpose assets that are life expired to address social challenges in the community, such as homelessness.</i></p> <p>It is expected that this research will require collaboration with key stakeholders involved with homeless people in Sydney i.e. Family and Community services, City of Sydney homeless services, Homelessness NSW and other advocacy groups.</p>

Hypothesis & Variables

Question	Response
<p>For explanatory research, please describe a clear hypothesis with variables for testing</p> <p>For exploratory research, please describe how the proposed research will contribute to future explanatory research</p>	<p>The hypothesis for testing in this research project is that service provision for the homeless at interchanges will improve both the customer experience and the wellbeing of the homeless i.e. the customer experience at interchanges will be improved by well-designed service provision for the homeless.</p> <p>The secondary hypothesis is that provision for such services should therefore be included in future interchange designs or re-designs, for example, at Central Station.</p> 

Strategic Criteria & Alignment

Question	Response
Alignment with strategic theme	This research aligns with the Strategic Theme of 'Successful Places'. The homeless are part of the make-up of many of TfNSW's precincts and places and present an important and complex issue which warrants further exploration.
<p>External driver of change analysis</p> <p>Outline how the research will better position TfNSW to respond proactively to macro drivers of change</p>	<p>This Problem Statement comprises a number of external drivers of change that present challenges and opportunities for TfNSW.</p> <p>Political</p> <p>'Delivering Infrastructure' and 'Reducing Youth Homelessness' are two of the Premier's Priorities. The proposed research is central to supporting the public value proposition for the NSW Government.</p> <p>Economic</p> <p>As populations increase, there is an increased demand on all government infrastructures. Projects that help improve the wellbeing of individuals and that create place-making benefits are likely to have indirect economic benefits.</p> <p>Social</p> <p>The emergence of innovative social enterprises (e.g. mobile laundry and hygiene facilities) provides opportunity to deliver good social outcomes</p>
Forward looking	2016 Census data indicates that the number of homeless people in NSW has increased from 28,191 in 2011 to 37,715 in 2016. In the city of Sydney, the number of homeless people has increased by almost 70% in the same period. Such trends indicate that homeless numbers could further increase which provides impetus to undertake this research.
Potential research impact	Research has the potential to deliver improved customer satisfaction and improve the wellbeing of the homeless. The research would have further potential impact with future interchange re-designs.

Technical Criteria

Question	Response
Innovation Outline how the proposed research will result in new knowledge	<p>This research is innovative as limited or no research has been undertaken on the design of NSW's interchanges with the homeless in mind. Further, as highlighted above, there is limited literature on related knowledge areas.</p>
Basis in completed research and/or observed practice	<p>Sydney Metro is taking into account how people experiencing homelessness may interact with current and future stations and precincts. Sydney Metro is currently considering next steps, therefore, this research is timely and can link in to have real-world impact.</p> <p>An initial literature scan has found that no published research has been undertaken on the design of NSW's interchanges or other transport infrastructure with the homeless in mind. Looking beyond NSW and interchanges, it is apparent that little research has been undertaken on this proposed research topic. Although specific literature is sparse, there is a large body of general literature on homelessness that can be considered.</p> <p>Information available which may help researchers includes:</p> <ul style="list-style-type: none"> Records of homeless individuals, which are available at Central Station. A Social and Cultural Framework for the re-design of Central Station, which covers social equity and homelessness.
Feasible data requirements	<p>No data requirements are expected for this research as it is exploratory research.</p>

Level of Collaboration & Resource Requirements

Question	Response
Level of collaboration Please select the level of collaboration required to complete the proposed research	<p>1. 'Quick-Fire' Research <input type="checkbox"/></p> <p>Intense bursts of research activity (e.g. under 8 weeks). Intended to make use of 'hackathon'-type environments, where students/researchers work collaboratively and intensely on particular problems involving data interrogation and visualisation.</p>
	<p>2. Undergraduate Final-Year Research <input checked="" type="checkbox"/></p> <p>Suitable for final-year undergraduate students (e.g. capstone, Honours) as part of the research requirements for their undergraduate degree (i.e. 1 to 2 semesters).</p>
	<p>3. Higher Degree Research <input checked="" type="checkbox"/></p> <p>Project may form whole or part of a postgraduate research degree (i.e. Masters, PhD), and contribute to new knowledge (i.e. 1 to 3 years).</p>
	<p>4. Major Collaborations and Funded Research <input type="checkbox"/></p> <p>Project may form the basis for a significant collaboration agreement between TfNSW and the relevant research institution, including major competitive grant funding (e.g. Australian Research Council funding with TfNSW as an industry partner).</p>
Comments	<p>One-year research project suitable for final year or Honours thesis. This project could form all or part of a PhD or Master of Research.</p>
Supporting TfNSW resources	<p>TfNSW will facilitate access to subject matter experts and project support (up to 4 hours per week). TfNSW will also endeavour to help attain required data.</p>