

Making Space

Evaluation findings from the pilot phase

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Sarah Greenaway

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Executive Summary

Introduction

This report covers the evaluation findings from the 'Pilot phase' of the Making Space project (September 2022 to May 2023). Making Space is a joint project between Te Ngākau Kahukura and RainbowYOUTH focused on building capacity within homelessness and housing services in Tāmaki Makaurau to provide safe, non-discriminatory, and responsive services for rainbow people.

Evaluation approach and methods

The overall purpose of the evaluation was Learning and Development (Developmental and Formative)—to develop and refine the Making Space programme over the course of the pilot phase. Data for the evaluation was gathered through:

- Ten interviews with eleven key informants including pilot partners, a housing sector organisation and rainbow organisations.
- Focus group with rainbow people with lived experience of homelessness who helped develop the Making Space programme.
- Review of insights from the prototyping process
- Descriptive analysis of programme data.

Information from the key informant interviews and focus group was coded using a simple analytical framework based on the evaluation questions.

An evaluation rubric was used to assess the performance of the Making Space programme during the pilot phase.

Findings

Context

The Making Space programme was delivered during an upsurge in transphobia and anti-rainbow activity including the visit from an international anti-trans activist in early 2023. This corresponded with increased harm and hate directed towards transgender and non-binary people.

Auckland was severely impacted by floods and a cyclone in January and February 2023 which impacted the Making Space project team as well as pilot partners. The Making Space project lead also experienced significant health problems during the pilot phase so additional support was provided by the core Te Ngākau Kahukura team.

Despite these challenges, the pilot programme was delivered to a high standard.

What did Making Space do and with whom?

Three providers participated in the pilot phase:

- Auckland City Mission
- Emerge Aotearoa (South Auckland Emergency Housing Team)
- Housing First Auckland.

The project lead kept in touch with other organisations that were interested in Making Space.

The 'Resources and Tools' website as well as the Community of Practice were prototyped during the pilot phase. The Resources and Tools website had almost 100 visits in the pilot phase and there were 1500 unique visitors to the Making Space website over the course of the project.

How well did Making Space deliver the pilot phase?

The performance of Making Space in the pilot phase was rated as “Really Good” (based on the rubric developed for the Making Space evaluation). This was because:

- A range of resources and tools were available for the Making Space pilot that were culturally appropriate, relevant, appealing, and easy to use. They have also been used by the pilot partners. Interviewees commented on the high quality of the resources as well as their practical application.
- The relevant MAIHI principles are being embedded in the Making Space pilot. For example, the whānau-centred approach and welcoming space was valued by pilot partners which indicates that Manaakitanga and the Mauri of rainbow people who use housing and homelessness services have been central to the way Making Space has been framed.
- There are indications that rainbow responsiveness is beginning to be embedded into pilot partner services, policies and practices. One pilot partner has dedicated additional resources to rainbow responsiveness and made Rainbow 101 training mandatory for all staff. The rainbow lead at another provider is developing a proposal for mandatory staff training and is reviewing the way data is gathered from incident reporting to improve their response to transphobic and homophobic behaviour.
- People with lived experience felt that the Making Space resources and tools reflected their realities well and most reported that their experience had been positive. The major challenge (beyond the control of Making Space) was ongoing housing instability and the specific distress this caused when participating in a project like Making Space.

What changed, for whom and what made the difference?

Initial signs of progress included:

- Increased capability of staff members in pilot partners through their involvement in the pilot, for example, staff reporting that they are more proactive and confident, examples of changes in practice that led to positive outcomes for residents in housing services and staff feeling more competent to advocate for rainbow whānau / service users.
- Identifying areas for organisational development and being able to test ideas during feedback sessions.
- Some felt that there was a reputational benefit for organisations because of being involved in Making Space. Others appreciated being part of a change process.

Interviewees thought that it was too early to identify changes for whānau who use housing and homelessness services.

What was learned (insights for action)?

Some of the key challenges for housing and homelessness services included:

- Difficulties getting people to prioritise rainbow responsiveness which emphasised the importance of having support from all levels of the organisation. The fast-paced nature of frontline work was another barrier, and one pilot partner is going to try allocating specific times for staff members to engage in the Making Space resources and tools.
- The religious and cultural backgrounds of staff members mean there may be extra learning required to understand rainbow service users’ needs and rights.

- Responding effectively when whānau / service users use discriminatory language to each other or staff.
- Applying the learnings from Making Space with people who experience chronic homelessness.
- The potential impact of increased levels of transphobia on the willingness of other housing and homelessness services to engage with Making Space.

How will the findings and learning be applied? What has been done/ will be done differently?

Several suggestions were made for the next phase of the Making Space programme:

- Opportunities to hear more about what other organisations that are involved in Making Space are doing.
- Using evidence to encourage other organisations to take part.
- Making sure that organisations are committed, have clear expectations, and provide resources for staff to be involved. MOUs were seen as a useful tool to support this.
- Monitoring changes in the use of services by rainbow people.
- Regular bi-monthly meetings for people with lived experience.

Several systems changes were proposed to improve the experience of rainbow people seeking housing and homelessness supports. These included:

- Adding rainbow responsiveness in service contracts for housing and homelessness services to encourage organisations to make changes.
- Developing more rainbow-led housing and homelessness services plus more choice overall.
- Embedding rainbow responsiveness in housing sector peak bodies as well as across other sectors (health and education).

Considerations for the next phase of Making Space

Overall, the findings from the evaluation provide evidence that Making Space is using a partnership-based relational model that meets providers where they are at and walks alongside them as they journey toward rainbow responsiveness. This approach is working well for the pilot partners and is likely to be successful as the Making Space programme expands further.

There is strong support from pilot partners, sector organisations and people with lived experience to continue the Making Space programme. It will be important to examine the ethical issues regarding the involvement of people with lived experience who continue to experience housing instability.

There is support from the pilot and sector partners and to expand the programme across Aotearoa. There was general agreement that a mechanism (contractual obligations or audit requirement) to hold organisations accountable for improving the way they respond to rainbow service users will be useful.

Introduction

[Making Space](#) is a joint project between Te Ngākau Kahukura and RainbowYOUTH, funded through the Ministry of Housing and Urban Development's (MHUD) Local innovation and Partnership Fund (LIPF) with additional funding from Auckland Council and Foundation North.

The vision of the project is:

To build capacity within homelessness and housing services in Tāmaki Makaurau to provide safe, non-discriminatory and responsive services for rainbow¹ people. Through this we hope to improve the experiences of rainbow people accessing those services.

In the longer term, our hope is that these positive experiences will start to shift narratives around accessing homelessness services within rainbow communities, and rainbow people get support with housing when they need it.

The key components of the 'Design Phase' were Discovery (empathy interviews with rainbow people with lived experience of homelessness and people delivering housing and homelessness services plus a comprehensive evidence review), Define (synthesis of findings and development of insights plus a webinar), Design (ideation sessions with multiple stakeholders) and Deliver (refining ideas from the ideation into a programme prototype) (Greenaway, 2022).

From the co-design process key elements of the Making Space programme model were developed which include the:

- Knowledge Brief (Making Space, 2022a)
- Discovery Research Findings and Insights (Making Space, 2022b)
- Programme Design (Making Space, 2022c).

The learnings from the Design phase were documented (Greenaway, 2022). The project team, project partners and people with lived experience developed a theory of change for the Making Space initiative (Making Space, 2022).

This report covers the evaluation findings from the 'Pilot phase' (September 2022 to May 2023) of the Making Space project.²

Evaluation approach and methods

The overall purpose of the evaluation was Learning and Development (Developmental and Formative)—to develop and refine the Making Space programme over the course of the pilot phase. The evaluation approach was intended to be useful for the Making Space project team, the partner organisations and for people with lived experience who are involved in the pilot.

¹ Rainbow is used as an umbrella term to describe people whose sexual orientation, gender identity, gender expression or sex characteristics differ from majority, binary norms. This includes people who identify with terms like takatāpui, lesbian, gay, bisexual, intersex, transgender, queer, non-binary or fa'afafine, as well as people who don't use specific words for their identity, people whose identity changes over time, and people who are in the process of understanding their own identity and may not have 'come out' to themselves or others (Te Ngākau Kahukura, 2022).

² An earlier report describes the strategic learning from the Design phase of Making Space (February to May 2022) (Greenaway, 2022).

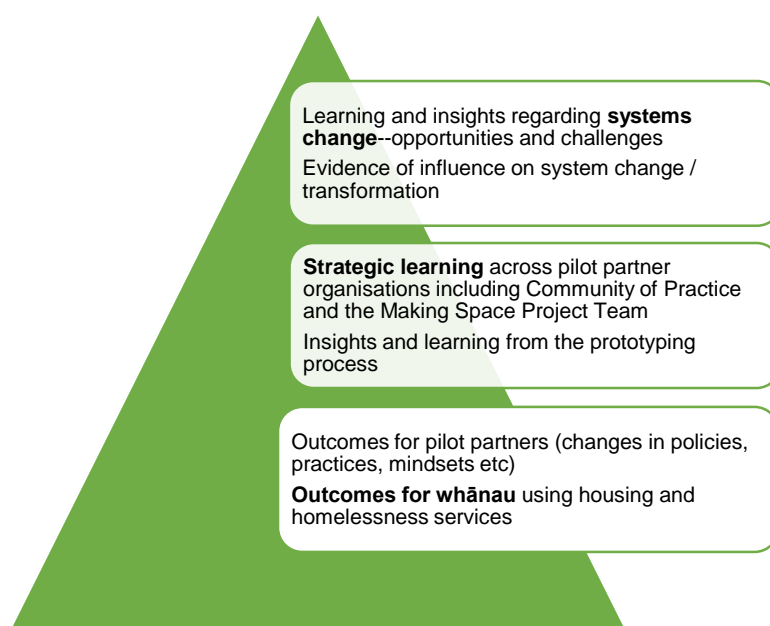
During the pilot phase the Making Space project team was “live prototyping” the different components of the programme with project partners.

Prototyping can reduce risk by identifying issues early on, thereby avoiding investment in solutions that are not fit for purpose. Prototyping can also highlight opportunities for different approaches that may not have been considered in the planning stages.

The evaluation approach is informed by the Niho Taniwha evaluation framework developed by The Southern Initiative which draws upon lived experience, indigenous and Western knowledge to pay attention to three focus areas:

- Outcomes for whānau
- Strategic learning
- Systems change (Hagen and Beaton, 2021).

For Making Space this looks like:



Evaluation questions

The overarching evaluation questions for the pilot phase were:

- What did Making Space do and with whom?
- How well did Making Space deliver the pilot phase?
- What changed, for whom and what made the difference?
- What was learned (insights for action)?
- How will the findings and learning be applied? What has been done/ will be done differently?

Evaluation methods

The following methods were used to gather data for the evaluation.

Key informant interviews

The evaluator completed ten semi-structured interviews with eleven key informants in May 2023. Key informants included:

- Eight representatives from the pilot partner organisations including rainbow champions and frontline staff.

- One stakeholder in the homelessness sector (Community Housing Aotearoa (CHA)).
- Two experts in rainbow homelessness who were able to provide commentary on perceptions of change within housing and homelessness services in the central city area (RainbowYOUTH and OutLine).

Focus group

A focus group with four rainbow people with lived experience of homelessness who were part of the Making Space design process was held in May 2023 to gather in-depth feedback on their experience of the programme.

Prototyping insights

The evaluator reviewed feedback from the prototyping sessions to identify strategic learning and insights. This included survey data from prototyping feedback on resources and tools as well as notes from feedback hui.

Programme data

A descriptive analysis of programme data was completed to identify:

- The number of organisations that participated in the Making Space pilot.
- Survey data on changes for staff and organisations from the use of tools and resources.
- Website analytics, for example number of unique users and page views of tools and resources.

Analysis

Information from the key informant interviews and the focus group was reviewed and coded using a simple analytical framework based on the evaluation questions. An evaluation rubric was used to assess the performance of the Making Space programme during the pilot phase. The key themes were summarised and are described below.³ The insights from the prototyping were summarised (see Appendix Two).

Findings

Context

The Making Space pilot programme was delivered during an upsurge in transphobia and anti-rainbow activity. In 2022, Tauranga's RainbowYOUTH drop-in centre was burned down, and Greymouth's pink church was vandalised. In 2023, a drag story time was shut down at Avondale Library by anti-LGBTQIA protesters who opposed the community initiative (Sowman-Lund, 2023).

In March 2023, the British anti-transgender activist Kellie-Jay Keen-Minshull (Posie Parker) began a tour of Australia and New Zealand. In Melbourne, a group of Australian neo-Nazis attended the rally organised by Posie Parker and her supporters. They performed a nazi salute and also promoted anti-trans messages (Hattotuwa, et al. 2023). Efforts by rainbow organisations were unable to stop Posie Parker's visit to New Zealand (Osborne and Griffiths, 2023). Rallies were organised for Auckland and Wellington, but they did not proceed due to the large public protest in Auckland.

However, researchers from the Disinformation Project found that harm and hate towards transgender and non-binary people in Aotearoa measurably increased in both volume and tone during the period (March-April 2023) corresponding with the tour of Posie Parker

³ The verbatim quotes have been edited for legibility.

(Hattotuwa, et al. 2023). They identified the phenomena of 'community bridging' where anti-trans messaging was used to build group solidarity amongst followers of anti-mandate, anti-vaccine alternative media.

At the same time, there were indications that the majority of New Zealanders supported transgender rights. A global survey found that 84 percent of New Zealanders believed transgender people should be protected from discrimination in employment, housing, and access to businesses (ISPOS, 2023).

Of the 30 countries surveyed, New Zealand scored highest on its views on discrimination protection, and globally, all generations scored equally. Put another way, New Zealand scored the lowest (8%) for those who believed transgender people should not be protected from discrimination (Chapman, M. 2023).

In January and February 2023, Auckland was impacted by two major weather events: the floods on 27 January and Cyclone Gabrielle in mid-February. Both of these events placed significant demands on NGOs in Auckland with around 1800 households displaced and many others requiring support (Tupou and Wilkins, 2023; Witton, 2023). These events also impacted members of the Making Space project team as well as the pilot partners.

The Making Space Project Lead experienced significant health challenges from late 2022 which continued through 2023. While they were able to continue leading the project, their capacity was limited. As a result, plans to involve people with lived experience in the development of additional resources had to be postponed. Additional expertise and support from the Te Ngākau Kahukura team was wrapped around the Project Lead to ensure the continuity of project delivery.

What did Making Space do and with whom?

The pilot phase of the Making Space initiative involved the development of the programme components and the piloting of these with housing and homelessness service providers in Tāmaki Makaurau. The Making Space project had a soft launch in November 2022 with an official launch online 24 January 2023.

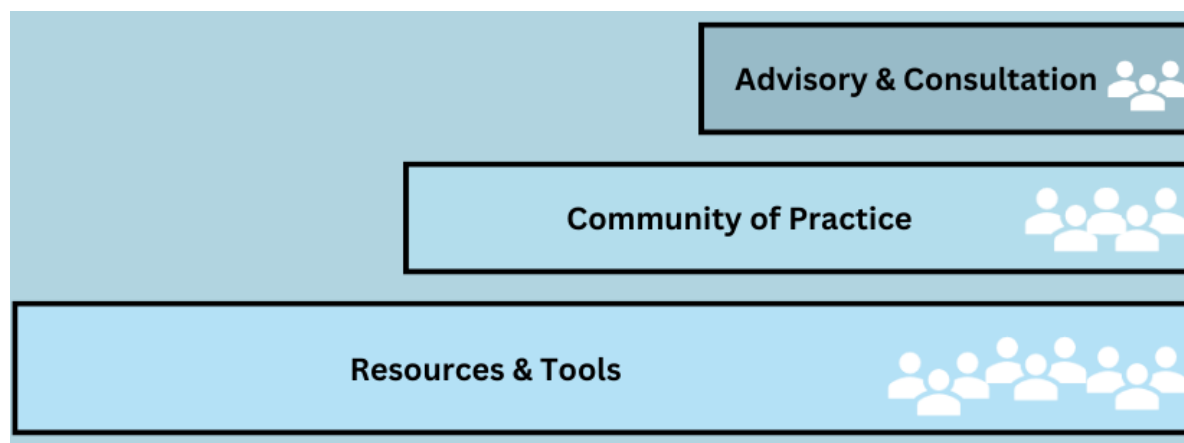
The original intention was for six providers to participate in the pilot phase of Making Space: two government agencies and four non-government organisations (NGOs). In the end, three providers had the capacity to be involved in the pilot phase and these were:

- Te Tāpui Atawhai - Auckland City Mission
- Emerge Aotearoa
- Housing First Auckland

During the pilot phase the Project Lead stayed connected with the lived experience network. A representative from CHA contributed to the prototyping process. The Project Lead continued to have discussions with the Queen Street Work and Income office plus contacts at the Ministry of Social Development (MSD), the Lifewise Youth Housing team and the Kāinga Ora community development team about their interest in the pilot phase of Making Space. The Project Lead also connected with rainbow network leaders within Kainga Ora and MSD.

The project lead connected with Kāhui Tū Kaha to discuss their respective Local Innovation Partnership Fund (LIPF) projects and to identify any potential areas of collaboration.

The Making Space pilot programme includes three core components: resources and tools, a community of practice and more in-depth advisory and consultation services.



The tools and resources were made available to the pilot partners in Auckland through a password protected website. A small subset of resources and links were available for all providers through the public Making Space website at <https://www.making-space.nz/>.

The online resources and tools were prototyped with 35 testers across the three pilot partners, with input from a wider group of advisors. Feedback was gathered through ongoing testing, an online evaluation form and a series of feedback hui (see Appendix Two for a summary of the feedback from prototyping). The Making Space team reflected on this feedback and made updates to the website content, structure and design throughout the pilot.

The community of practice offering was tested through an initial hui with rainbow sector leads. The Making Space team reflected on the feedback, drawing on the wider Te Ngākau Kahukura team's expertise in rainbow inclusive service improvement, and they redesigned a structure for regular community of practice meetings. The redesigned community of practice was tested with rainbow sector leads and an initial programme of meetings was developed to follow on from the pilot.

During the pilot phase the Resources and Tools website:

- Had 97 visits from 63 unique visitors and each visitor looked at an average of 13 pages.

This data confirms that multiple testers viewed and engaged with the Resources and Tools website during the pilot phase.

Over the course of the project, the public Making Space website:

- Had 1500 unique visitors and each visitor looked at an average of 2.3 pages
- 232 people have signed up for ongoing email updates
- 244 people registered to attend the Making Space webinar from a range of service organisations, government agencies and rainbow community groups and 143 watched the recording afterwards.

How well did Making Space deliver the pilot phase?

At the end of the co-design phase a rubric (see Appendix One) was developed to help determine the performance of the Making Space pilot. Based on the evidence gathered for the evaluation the performance has been rated as: "Really Good".

Rubric Criteria	Rationale
A wide range of tool and resources are available for providers and the public. They are culturally appropriate, relevant, appealing and easy to use.	Evidence of a range of resources and tools that are culturally appropriate, relevant, appealing and easy to use.
There is some evidence that the MAIHI principles (MHUD, 2022) have been embedded into the Making Space programme.	There is evidence that the relevant MAIHI principles are being embedded in the development and delivery of the Making Space programme.
The tools and resources are being used frequently.	The tools and resources are being used by the pilot partners.
Most pilot partners are committed to being part of Making Space, including the community of practice and actively promote it.	All of the pilot partners are committed to Making Space and have expressed their intention to promote it when appropriate.
Pilot partners are embedding rainbow responsibilities in their staff roles, policies and strategies.	Pilot partners have embedded rainbow responsibilities into staff roles and are beginning to develop policies and strategies.
Most people with lived experience who participated in the pilot feel like their realities are accurately reflected in the work and found their engagement to be a positive experience.	People with lived experience reported that their realities were accurately reflected and most found their engagement to be a positive experience.
Pilot partners have clear, respectful and confidential processes for gathering feedback from rainbow people using housing and homelessness services that they are starting to use for decision-making.	No specific examples were gathered as part of the current evaluation so there is insufficient evidence to assess this criterion. ⁴
There are some minor gaps or weaknesses, and these are being managed effectively.	Very minor gaps, within the control of Making Space, are being managed effectively.

The following section describes the evidence used to inform the assessment against the criteria in the rubric.

Resources and tools

The way the website was structured was appreciated as well as the content of the resources and tools.

I just find a there's an incredible depth to the resources. You have some websites where you get lost in what's going on but it's very well structured and it goes to a great level of depth. I thought it was really well done (Sector organisation).

The resources and tools were also pitched at a level that works for people with minimal qualifications as well as people who want more in depth information.

⁴ Gathering feedback from rainbow people using housing and homelessness services will have a stronger focus in the next phase of Making Space (depending on sufficient resourcing and capacity).

The level this information is pitched at would be fantastic for the support worker workforce, many of whom have English as a second language, and don't have formal qualifications in the field. People can choose to go in more depth if they want by following those links (Pilot partner).

The quality of the information meant the resources were ready to be used by organisations.

And for my advocacy and education type work, the quality of the information in the resources and the invitations to reflective practice, I could use straightaway with people in that space (senior management) and other spaces actually (Pilot partner).

Pilot partners reported that the resources on the website were useful because they included practical actions that organisations could take. For example

I really appreciate how in the policy on the website, it's quite specific as to actions that the organisation can take against, discrimination and harassment rather than just a blanket 'we don't tolerate things' (Pilot partner).

The policy templates also helped their organisation to identify current gaps that they could address.

Because the policy on the website, it also talks about having a complaints pathway for service users. And that was something that we realised we needed to get better established (Pilot partner).

Both pilot partners and people with lived experience commented on cultural appropriateness of the resources and tools.

I think there was also a cultural part of that too, in there somewhere. I really loved that. That's so important (Person with lived experience).

I really like the fact that you have paid attention to indigenous and Pacifica rainbow identities and addressed colonisation, and you've addressed social determinants of wellbeing and homelessness and so on (Feedback).

Having resources and tools that are strongly embedded in a multicultural Aotearoa context was described as helpful because the statistics for rangatahi Māori / takatāpui shifted hearts and minds in ways that generalised information about rainbow disadvantage didn't. This was especially important for motivating Māori teams to engage with rainbow responsiveness work. For example, one pilot provider shared that, in their organisation, a team leader might say:

I'm a Māori lead, and I have a responsibility to my peoples and among the most suffering of my people, are our taonga, our rangatahi. That's our motivation (Pilot partner).

MAIHI Principles

There is strong evidence that the MAIHI principles of Mauri, Tikanga, Manaakitanga and Whakamana⁵ are being embedded into the development and delivery of the Making Space programme.

Mauri

The whānau-centred approach used by Making Space was valued by pilot partners.

I just wanted to acknowledge the intentional and considered way that you engaged with people with lived experience, right throughout the whole process. And from the start, and I think there's a lot of learnings from the way you did engage. And that could be shared as well, with organisations (Feedback).

I love how it recognises the uniqueness of each individual as well as the population. It doesn't just talk about people in a stereotypical way, it's looking at every individual and their needs. That's not unique to rainbow people. It's actually how we should be working with everyone. It felt like we, you guys had done a really good job and captured individual people's stories, not just broad strokes about the population, which I love. I think it's excellent (Feedback).

The use of a trauma-informed approach by the Project Lead was valued highly and seen as important for similar types of projects.

I feel like when I hear trauma informed, the thing I'm really talking about is how great the Project Lead has been. You've been so careful. Obviously, you have your own experiences, you understand and everything. But having people who are going to do projects like this, in this kind of space and everything, having someone who is trauma-informed, would be really fantastic (Person with lived experience).

Tikanga

The way the project was planned and delivered was appreciated by pilot partners, sector organisations and by people with lived experience. The internal project communications were described as excellent.

The environment was created where I felt, well they made space didn't they, to actually contribute. They did that really well (Sector organisation).

People shared that they felt valued and well looked after which was a different experience to other advisory processes that they had been involved in.

I think you've done a fantastic job personally. I've done a lot of these kinds of things before, advisory stuff. Most of the time, I felt disregarded. I feel like this is an actual community. And I'm valued. With the koha you provide and the kai you provide—you factor in transport and everything. I feel like

⁵ Mauri: Enabling the life force, an essence for revival and fulfilment to be sustained in wellbeing; Tikanga: Doing things right, being the right place at the right time; Manaakitanga: Key mechanisms of engaging and building relationships; Whakamana: Empowering whānau intergenerationally.

you're really looking after us. A lot of organisations don't do that (Person with lived experience).

Manaakitanga

The welcoming space created by the Making Space Project Lead was valued by pilot partners.

Thank you for creating an oasis, it has really felt like that. And I'm really conscious that our community has been under the most incredible attack. I know people personally who are attacked more and more on social media and feel frightened for their existence (Feedback).

Whakamana

The lived experience of homelessness by rainbow communities has been central to every element of the Making Space programme. The genuine approach taken by the project was appreciated by people with lived experience.

And I'd say this has actually been a really genuinely good experience, because it's not false hope, where people say: 'Oh, you're so nice, you're so smart' and then they won't keep in contact with you. That's the thing I really felt about this project; it is very genuine (Person with lived experience).

Pilot partners

There are indications that rainbow responsiveness is beginning to be embedded into the pilot partner services, policies, practices and environments.

One service provider thought that the development of a Memorandum of Understanding (MoU) between their organisation and Making Space helped get organisational buy-in at a senior level.

To get the memorandum of understanding across the line, I had to go all the way to our Chief Executive and National Director of Services, who signed it. So being able to get official organisational buy in at the most senior levels. And kind of helping to embed this rainbow responsiveness. And we've had really good engagement at the most senior levels (Pilot partner).

Their organisation has recently allocated dedicated time to support the Making Space project and foster rainbow responsiveness among kaimahi who are directly providing housing support to those who are homeless or have housing insecurity.

They will be able to attend Community of Practice hui and other monthly meetings, twice yearly face to face hui plus 4 hrs per month to take part in feedback to our Rainbow community and Moko Tangata teams. They will both be actively using Making Space and other resources to educate kaimahi and improve Rainbow responsiveness (Pilot partner).

Housing First Auckland has added rainbow responsiveness into their workplan and have allocated resources to explore specific issues for people experiencing chronic homelessness.

Rainbow 101 training has been made mandatory for all staff by one of the pilot partners and another pilot partner has submitted a proposal for compulsory staff training regarding rainbow competency.

One of the conversations is about making that stuff a bit more mandatory because it's kind of hard. I think sometimes when you've got a workforce that's very sort of overrun and overwhelmed. It's hard to get them to engage in more training even if they do think it's important. So having it part of a mandatory induction is probably really worthwhile (Pilot partner).

Another pilot partner had a wider project focused on shifting the way they gathered data from their incident reporting. Due to the involvement in Making Space they realised it was also important to track incidents involving transphobic and homophobic behaviour (including client to client; staff to client or client to staff) as well as how these were responded to by staff members. The aim is to identify any instances where the organisational response could be improved and any development needs for staff.

One organisation is working on making administrative changes.

But again, there's something that we're working on it and it's really simple administrative things, like having more options in terms of gender when we're doing intakes and stuff like that. Very small but very important.

Interviewees noted that there haven't been major changes in their organisation yet but that changes will take time.

I know that sounds a bit bleak, because it's not like we've gone out there and made amazing changes immediately. But like I said, these things take a lot of time and it's a lot of work to get to where it needs to be, I think (Pilot partner).

People with lived experience

People with lived experience felt that the Making Space resources and tools reflected their realities well.

So yeah, it does give them an understanding into a piece of our life, just not all of it and that's how we like it (Person with lived experience).

I think that it reflected rainbow experience well because you were asking us. You actually got people from the community, with experience to contribute (Person with lived experience).

I felt like for me, the content of the actual page really reflected everything we talked about really well—it was our stories and everything. I saw a couple of the things I touched on in there and the way that it was transcribed into the text reflected what I was wanting to say really well (Person with lived experience).

One of the key challenges was the ongoing housing instability for the rainbow people with lived experience who were contributing to the development of Making Space. At least two people who were part of the co-design process became homeless during the pilot phase after a period in stable housing. This was extremely distressing as through their contributions to Making Space they were trying to ensure that others from rainbow communities have positive experiences of housing and homelessness services. At the same time, they were

experiencing the trauma of losing their housing (again) and returning to emergency accommodation or to other temporary living situations.

The challenging thing for me was going from helping people with this project and ending up in that whole situation again. Thinking that I was set, I was fine, I had a house and everything else, and then getting pushed out and finding out that I am in that situation all over again (Person with lived experience).

The experience of becoming homeless again meant that for one person they would not recommend that others get involved in similar types of projects because of how hurt they felt.

Because it's really, really digs deep. I wouldn't recommend it to anyone to try and take on something like this. And then have to relive it again: all that experience you just shared with everyone else to try and help other organisations to help you. And then end up where you're reliving the whole situation? Yeah, it can be hurtful (Person with lived experience).

People with lived experience shared that it would have been helpful for them to have access to housing support when they were facing their own challenges with homelessness during the Making Space project. They wondered if the Making Space Project Lead had the capacity to connect them with helpful housing and homelessness services.⁶

One person, who was in housing, shared their experience of never feeling that their housing was stable.

Recently, it has been much better for me, but also having instability of life because I'm in a place--I'm not sure if it's a permanent place. And that's the thing about homelessness, especially if you're like renting, you don't know if you're going to the streets or not.

Another challenge for people with lived experience was the distress of seeing other people in similar situations and not knowing how best to help.

How can I help a person? If I'm falling myself?

Gaps or weaknesses

There were a few very minor weaknesses identified with Making Space, such as preferences for more colour on the website and suggestions made for how the resources and tools as well as the programme offering could be improved (see Appendix Two).

The only significant gap, which was beyond the control of the Making Space programme, was the limited housing support for people with lived experience who were contributing to the programme. This raises important ethical issues for ongoing involvement of people with lived experience in similar types of initiatives.

What changed, for whom and what made the difference?

All the interviewees thought that Making Space was in the very early stages of project delivery and that it was unrealistic to expect major shifts in practice, organisational policies

⁶ The Project Lead provided pastoral care but did not have the capacity nor the resourcing to provide housing support services to people with lived experience who were part of the Making Space pilot. However, housing is a fundamental need and in the future an ideal solution would be to work with a housing and homelessness provider who could provide this support to ensure that people with lived experience are in stable housing.

and resource flows or systems change. They also thought it was too early to identify significant changes for whānau who use housing and homelessness services. Nevertheless, interviewees did report initial signs of progress which are described below.

Increased capability of staff

Some staff who were involved in the pilot phase reported that their capability to serve rainbow service users more effectively had increased. For one person the insight that staff may hesitate about engaging around rainbow issues because they don't want to get it wrong was a key takeaway. It led them to focus on proactively doing things that are right rather than trying not to get things wrong. For their practice this meant:

Choosing to be more confident about asking questions even if it's something as simple as what are your pronouns? Just not shying away from things that I'm not too sure about, just because I think I might get it wrong and especially prioritising the care of the whānau (Pilot partner).

They were also more proactive about identifying rainbow services that whānau might be able to utilise.

Another person shared that their new insights helped them to listen deeply to the needs of the rainbow person they were supporting in a residential service. This led to changes in the behaviour of other residents.

Learning this helped me to ---change my approach about listening and really taking it in, no judgement, no nothing, just supporting her and listening to what she needs. The major support she wanted was from the whānau in the building and the boys (as I would say) they're all quite tough men but they absolutely, respectfully call her 'sis' now. And that's from sitting down and talking to them and sharing why it's important to respect her. As a result, she's got a lot more confidence in the building (Feedback).

People reported that they feel more competent to advocate for members of rainbow communities because of engaging with the resources and tools from Making Space.

As a result of using the Making Space resources and tools I've learned new terminology, read all the links referenced and feel competent to advocate and champion rainbow whānau (clients and colleagues) (Feedback).

Identifying areas for development

One organisation felt their involvement in Making Space was most useful because of the opportunity to reflect on the status of their organisation compared to models of best practice.

I think we've found it really useful in starting to look at the organisation itself. And because we know that we don't serve rainbow community well, so starting to look at actually, how far away are we from being a model of best practice? (Pilot partner).

This process has helped them to identify the quick wins that are relatively easy and cheap to put in place and other actions that may be more difficult to implement. They found the Miro

Board⁷ sessions particularly useful because of the interactions with other people and the ability to quickly test out ideas:

I really enjoyed being able to test ideas in that space, because you can imagine something seems like a good idea. But if you suggest it, somebody immediately goes; 'Oh, I wouldn't like that.' You're like, oh, okay, that's really good to know (Pilot partner).

Other changes

One person shared that one of the advantages of being part of Making Space was the reputational benefit for their organisation.

We have a memorandum of understanding with Making Space to trial and to be part of the development of the Making Space project. It's demonstrating collaboration, it's evidence of the strategic direction (Pilot partner).

Staff from the pilot partners appreciated being part of a change process within their organisation that was focused on improving service delivery for rainbow service users.

I think the most useful thing for me is knowing that there's people here who are motivated to make changes. And also, I guess, this was always the hard one to ask ourselves, to have these kinds of conversations, to ask ourselves difficult questions, and to be uncomfortable about those questions and so I think that was probably the best thing about it (Pilot partner).

There was some positive feedback from sector partners which may be difficult to attribute directly to the Making Space programme but nevertheless signals important progress. One person reported that they have heard positive feedback about the organisations that were involved in the pilot phase of Making Space.

I've heard some things that, like the Mission is doing better, and also some good things about Emerge. Yeah, so I have definitely heard, just from word of mouth, about things improving (Rainbow organisation).

Another rainbow representative has noticed less discrimination from staff at WINZ towards rainbow young people. For example, there has been less resistance or confusion about using a young person's chosen name and pronouns over the last few months. They also reported that their concerns about the discrimination a young person was experiencing in housing were taken seriously.

And I say they're facing discrimination in the emergency housing hostel, because she is transgender so because of that people are treating her badly, and she's at risk of being hurt. And the person was like: "Okay, this is serious, I'll write this down, and we'll do something about it." No questioning--in the past, that could happen (Rainbow organisation).

⁷ Miro is an online whiteboard which provides a visual platform to support collaboration. Most of The Making Space co-design and feedback sessions were run online using Miro. The information was saved on Miro and was available to participants to review after sessions had finished.

What was learned (insights for action)?

Pilot partners shared some of the challenges they experienced during the Making Space pilot. One service provider found it difficult to get their organisation to prioritise the Making Space work.

From an internal perspective, getting people to prioritise was really difficult. It seems it's something everybody goes, Oh, yeah, wonderful, I really want to be involved, but when push comes to shove, it's one of those things they don't prioritise (Pilot partner).

Their experience confirmed the importance of having people at all levels of the organisation committed to the initiative. At the beginning of the pilot, they experienced some challenges getting sign off on policy changes from senior management.

Within the organisation, we needed some shifts around policy around comms, stuff that actually needs a general manager to be involved so that you've got the sign off level. Because I wasn't at that level, like everything could come to me, but then it would stop with me (Pilot partner).

After they spoke to their chief executive, arrangements were put in place for a member of the senior leadership team to provide direct support for the rainbow responsiveness work.

At another pilot partner, a person had been identified as a champion for the Auckland region but subsequently moved regions and no-one had taken over that champion role. The rainbow lead had to take a top-down approach to get buy-in to the Making Space pilot which was not their ideal approach. They shared that a key learning was the importance of having people to drive rainbow responsiveness.

We needed someone else who would be a driver rather than simply a responder. And that would be my message for other organisations and implementation elsewhere. And for embedding this within our organisations broader housing services, I need to identify some drivers (Pilot partner).

One barrier for pilot partners was the fast-paced and demanding nature of frontline work in the housing and homelessness sector. One of the rainbow representatives thought that housing and homelessness providers are under considerable pressure which would make it challenging for programmes like Making Space.

One of the problems is that they're all very under resourced, and they're all like, running. They don't actually have the capacity to do the work that they're doing. And so in that context, they end up very, very stretched. So that's where it's difficult to get systemic change happening (Rainbow organisation).

It is hard for some staff members to carve out time to devote to their professional development.

I do quite like the website. But I mean, and it's probably other staff as well, I'm quite busy. I haven't been able to really sink my teeth into it as much as I would like to. I've still given a good go and had a good look through. But in terms of being able to set time out in my day to have some time for reflection; it's a bit more tricky (Pilot partner).

I've been a worker in emergency settings, and we do this work because we care about people. And it's really hard to give yourself permission to not respond to this distressed person and a crisis, because you're doing something online. But it can't keep going like that (Pilot partner).

They felt that having an allotted time for staff to engage with the website would be useful. One rainbow lead was planning to book a time with a team to go through the resources and tools on the website.

Another challenge is the workforce in housing and homelessness services. Some people come from religious or cultural backgrounds where same sex relationships are not accepted.

We have a lot of very multicultural teams and people who come from countries where it's not socially acceptable or maybe even illegal to be either in a same sex relationship or trans. There's quite a lot of just getting people up to speed with basic human rights (Pilot partner).

Another challenge was working with whānau or service users who use anti-LGBT language.

There's a lot that we need to improve on. There's a lot that needs to happen on a structural managerial level. But there's also a very real issue with our whānau or the people we support. Even if they may not necessarily hold anti-LGBT views-- they'll still use that language and it's stuff like that, that needs to be worked on. And that's an even harder conversation (Pilot partner).

Dealing with staff who “don't know what they don't know” was another challenge identified by a pilot partner.

I think it is very easy for a lot of people to look at rainbow competency and think, I already know all that. You might, but you might not necessarily know everything. But if I can come to Making Space and read the resource, and there's so much here that I didn't really think about, there's definitely other people there who are probably in the same boat (Pilot partner).

One participant in the pilot programme struggled to see how the Making Space programme will apply to long term rough sleepers because of the extra barriers and complexity around engagement as well as fear amongst staff about approaching rainbow issues.

But sometimes I struggle to see the link between this work and maybe the rainbow work in general and then the cohort we support--rough sleepers. So sometimes I see a bit of a disconnect. What can I do with this, for this group (Pilot partner)?

They thought it would be helpful to have a special lens on this group to look at their unique issues and how best to help them.

The impact of the current anti-rainbow backlash on organisations willingness to be involved in Making Space was identified as a concern.

Those of us in rainbow spaces are experiencing already a huge backlash in terms of what was seen as a perfectly reasonable human rights, social justice thing about improving service delivery and being mindful of the needs of vulnerable populations. So there's a big push back now in a way that hasn't been seen in New Zealand previously, to a level and The

Disinformation Project has highlighted some of the reasons for that. A lot more anti rainbow rhetoric on social media and so on. In Christchurch, some of the city council events have needed extra security guards because of deliberate threats of physical violence and attack (Pilot partner).

How will the findings and learning be applied? What has been done/ will be done differently?

Several suggestions were made for the next phase of the Making Space programme. Interviewees thought that it would be good to hear more from other pilot partners about what each organisation is doing.

Here is this action plan for this organisation and the action plan for this organisation, and it would be interesting to get together and see what other people have done and see how it's all aligning and get feedback from Making Space or ideas of where to look for resources or potential contacts (Pilot partner).

One of the pilot partners thought that other providers could be encouraged to participate in Making Space by being made aware of the current underutilisation of services by rainbow and takatāpui communities and the reasons why.

I think even just making them aware of how underutilised it is but also why. There are definitely gaps. There's definitely ways that things have been operated or dealt with that have been very unsafe for the rainbow and takatāpui community (Pilot partner).

Another person shared that there needs to be both organisational commitment and clearly communicated expectations as well as resourcing for staff members to take on driver or champion roles otherwise staff become overburdened. Another person thought that MOUs with participating organisations will be critical along with clear expectations of what participation in Making Space entails.

In the future, it will be useful to monitor changes in the use of services by rainbow people. One person shared that they are working with youth services (unrelated to Making Space) where the clientele has changed over time. They pointed out that data collection processes around gender need to be aligned with Stats NZ.

Some of the youth services I'm working with now I have 30-40% of the young people identifying as gender diverse. And, and that's a big shift over a couple of years. And that's because they're seen as an okay place for people to go.

Rainbow people with lived experience thought it would be useful to touch base more often, perhaps have regular bi-monthly meetings to keep everyone updated and connected.

Several systems changes were identified that could enable housing and homelessness to deliver better services to rainbow communities.

Include rainbow responsiveness in service contracts.

Some interviewees thought it would be helpful if rainbow responsiveness was included as part of the contracts for the delivery of housing and homelessness services (for example, Housing First, Sustaining Tenancies, Transitional Housing and so forth). They gave an example of the way that responsiveness to Māori was included in the contracts for Housing

First programmes. Another person mentioned the inclusion of rainbow responsiveness in health contracts.

I know ADHB, put it in people's contracts, in providers' contracts. They've been doing it for at least a decade; you had to have a rainbow responsiveness strategy. And people listen to that stuff. Providers, they take this stuff seriously. So put it in their contracts (Pilot partner).

Another person thought that rainbow responsiveness needs to be part of the audit criteria for housing and homelessness services.

I think if we could have similar audit criteria for housing providers that would also help the momentum because there's good will, because it's a good thing to do, we care about vulnerable populations. But there's a whole leap of engagement when you have to provide audit evidence as well (Pilot partner).

More rainbow-led housing and homelessness services.

Interviewees identified the need for more services led and delivered by rainbow community providers, or housing providers with visible rainbow leadership.

My friends who's takatāpui said I'm not comfortable engaging in services unless I know, there's something there that's specifically for me that's by people like me. There's that need for clear leadership, or rainbow leadership, I think is absolutely vital in these kinds of services (Pilot partner).

I think that's quite important—that whatever is done is led from rainbow people or specifically rainbow people who've had experience of homelessness (Pilot partner).

The pilot housing service for transgender people run by Kāhui Tū Kaha was described as a valuable contribution to the Auckland homelessness support system.

The person who runs the house is a trans woman. It's really awesome to know that people are going to go there and feel like there is someone who they can relate to. That makes a huge difference having a trans person working in housing (Rainbow representative).

Interviewees pointed out that there is a need for more choice in housing and homelessness services more generally and preferably more services delivered by non-faith-based organisations. A representative from a rainbow organisation voiced their concern over faith-based services.

The problem is also that a lot of the initiatives are very religious based. People not being able to be out as queer or trans in those spaces. And yeah, their safety ends up being compromised (Rainbow representative).

Another person thought it could be useful to unpack the perceptions of faith-based providers within rainbow communities. They thought that rainbow people may avoid these providers because they believe their queer identity won't be accepted.

I mean there are places like Salvation Army, Auckland City Mission that are associated with the church. There might be the fear for quite a lot of

people, even if it's not the reality, that if they go to these spaces –there's going to be a religious motive which is against their queer identity (Pilot partner).

They thought it would be useful to understand how faith-based providers can make themselves more appealing or accessible to rainbow communities.

More action on rainbow responsiveness.

Other systems changes suggested by interviewees included embedding rainbow responsiveness in the workplans of peak bodies in the housing sector, for example, CHA as well as expanding rainbow responsiveness across other sectors.⁸

A bigger lens across other sectors like tapping into the health space or education and those other things as well, because if you could support them with stable housing but that's only one aspect really of potential support they need. So I think it's really about having those connected systems in place or joined up approaches (Pilot partner).

Considerations for the next phase of Making Space

Overall, the findings from the evaluation provide evidence that Making Space is using a partnership-based relational model that meets providers where they are at and walks alongside them as they journey toward rainbow responsiveness (as described in the Making Space theory of change). This approach is working well for the pilot partners and is likely to be successful as the Making Space programme expands further.

During the pilot phase, the project team wanted to develop more components with rainbow people with lived experience of homelessness but because of the limited capacity of the Project Lead this was not possible. However, as the programme develops these components will be explored and are likely to include:

- Videos and stories of people's experiences of housing and homelessness services including what good practice looks like
- A map of a rainbow person's journey through services
- Inclusion of rainbow people with lived experience in the advisory component of Making Space.

The project team want to ensure that Making Space is useful and relevant for both non-Māori and kaupapa Māori housing and homelessness services. This will remain an important consideration as Making Space develops and expands.

There is strong support from pilot partners, sector organisations and people with lived experience to continue the Making Space programme.

A really good model for how you want to do projects like this going forward. I think there's just yeah, there's a lot of good learnings in it (Sector organisation).

People with lived experience are eager to stay involved with the project.

Because in ten- or twenty-years' time I would like to reflect and come back together, and just know that it was such a big successful thing. And, you

⁸ Te Ngākau Kahukura <https://www.tengakaukahukura.nz/about/our-kaupapa> and InsideOUT <https://insideout.org.nz/about/> have different initiatives in these areas.

know, we have made that movement for our people. This is really important (Person with lived experience).

In the next phase it will be important to examine the ethical issues regarding the involvement of people with lived experience who continue to experience housing instability. This issue has wider implications for other initiatives that wish to include people with lived experience of homelessness.

There is support from the pilot and sector partners to expand the Making Space programme across Aotearoa.

I'm really hoping and crossing all my fingers and toes that this resource can be rolled out across the country (Pilot partner).

And also, I suppose, looking at it, I'm just really interested in how it will be shared nationally. I think there'll be a lot of providers really interested in this (Sector organisation).

There was general agreement that a mechanism (contractual obligations or audit requirement) to hold organisations accountable for improving the way they respond to rainbow communities would be useful. The Making Space programme can provide support and encouragement but currently relies on the goodwill of organisations who wish to participate.

Several factors were identified that could help encourage the expansion of the Making Space programme to other providers in Aotearoa. These included:

- Support from peak bodies, for example, CHA who can help promote the programme through webinars, a conference session or other methods. Housing First Auckland has offered to promote Making Space on their website, in newsletters for promotion purposes.
- The development of a communication strategy which includes mapping the different networks that can be used to promote Making Space.
- Promotion by housing and homelessness sector leaders to encourage providers to participate and to reduce anxiety or nervousness about saying or doing the 'wrong' thing.
- Sharing the insights and findings from the project with an integrated group within MHUD that includes staff members from contracting AND service design AND policy.
- Resourcing Making Space adequately.

A rainbow representative shared that they are aware of organisations providing housing support who want to improve the way that they work with rainbow communities.

They want to learn more, then they want to understand gender diversity, and they want to understand how they can speak about it differently. So they're really open. And that also makes a difference to our young people, when they can feel that the person doesn't understand yet, but they're like, I'm sorry, how can I? How should I do this? It's like, the competency is not there but their willingness is (Rainbow organisation).

A key area to develop in the next stage of Making Space is the feedback processes that are being used within organisations to ensure that the voice and experience of rainbow whānau and service users is informing organisational decision-making, practice and service development.

Appendix One: Evaluation Rubric

Level of Performance	Description
Amazing	<p>A wide range of tools and resources are available for providers and the public. They are culturally appropriate, relevant, appealing and easy to use. The tools and resources are being used frequently. There is strong evidence that the MAIHI principles have been embedded into the Making Space programme. Pilot partners are committed to being part of Making Space, including the community of practice and actively promote it. Pilot partners are embedding rainbow responsibilities in their staff roles, policies and strategies. All PLE who participated in the pilot feel like their realities are accurately reflected in the work and found their engagement to be a positive experience. Pilot partners have clear, respectful and confidential processes for gathering feedback from rainbow people using housing and homelessness services that they use for decision-making. There are no major gaps or weaknesses.</p>
Really good	<p>A wide range of tools and resources are available for providers and the public. They are culturally appropriate, relevant, appealing and easy to use. There is some evidence that the MAIHI principles have been embedded into the Making Space programme. The tools and resources are being used frequently. Most pilot partners are committed to being part of Making Space, including the community of practice and actively promote it. Pilot partners are embedding rainbow responsibilities in their staff roles, policies and strategies. Most PLE who participated in the pilot feel like their realities are accurately reflected in the work and found their engagement to be a positive experience. Pilot partners have clear, respectful and confidential processes for gathering feedback from rainbow people using housing and homelessness services that they are starting to use for decision-making. There are some minor gaps or weaknesses and these are being managed effectively.</p>
Good	<p>A range of tools and resources are available for providers and the public. They are culturally appropriate, relevant, appealing and easy to use. The tools and resources are being used sometimes. There is some evidence that the MAIHI principles have been embedded into the Making Space programme. Most pilot partners are committed to being part of Making Space, including the community of practice and actively promote it. Pilot partners are beginning to embed rainbow responsibilities in their staff roles, policies and strategies. Most PLE who participated in the pilot feel like their realities are accurately reflected in the work and found their engagement to be a positive experience. Pilot partners are interested in developing clear, respectful and confidential processes for gathering feedback from rainbow people using housing and homelessness services that they can use for decision-making. There are some gaps or weaknesses which could</p>

	affect the viability of the programme but these are being managed effectively.
Needs more support	There are major gaps or weaknesses that are having a significant impact on the Making Space project and these require effective management in order for the programme to continue.

Appendix Two: Insights from prototyping

The pilot partners gave a large amount of feedback on the resources and tools, community of practice which was incorporated into the pilot prototypes. The key feedback for each of the prototypes is summarised below.⁹

Resources and tools

Most of the feedback from testers related to the Making Space resources and tools as well as the pilot website.

Testers were very positive about the content of the resources and tools as well as the overall structure and appearance of the website.

I'm just impressed with the resources, having done a lot of searching for resources, both when I was providing Rainbow 101 education in a previous role and also in this role, I'm often asked about information and resources. I think what you have here is right up there with the best (Feedback).

Very informative and educational (Feedback).

I also want to give great kudos to your web designer, because I know it's not easy. It's relatively simple to navigate. And you can dive deeper if you need to (Feedback).

Some thought that the website could have more colour and more interactive elements.

I really liked the pale, grey, greeny, bluey background. But I find it quite flat with the creamy white writing. I just want some more videos or other images or pictures to pop out. Even despite my age, I've become accustomed to the visual pop (Feedback).

Another person would prefer more colour on the Making Space website as they would find it more engaging.

Testers made several suggestions for useful additions to the resources and tools which included:

- Adding some kind of journal tool in the reflection parts so people are actively thinking about the questions.
- Being able to print the reflection tools to take to a team meeting and reflect in a group.
- Development of a reflection tool like the Housing First fidelity tool so that organisations can self-assess against 'best-practice' and then take specific actions.
- A pre / post self-rated questionnaire about the Making Space content to measure the growth and development of individuals and/or confidence.
- PowerPoint templates that people could use for team presentations or team meetings with a simple topic that they can use to have a discussion within their own context.
- An audio version of quotes to increase engagement with the site content.
- Short videos where key concepts are explained.
- Making the policies downloadable in Word format.

⁹ Quotes taken from the feedback hui or survey forms are described as '(Feedback)'—all other quotes are from the interview process.

- 'Practice tips' that include video or roleplay and help develop 'other' ways to demonstrate practice.
- Linking people to intersectional resources.
- Linking to existing videos or resources showing that there are a range of different ways of making sense of rainbow experiences and that people have found homes and belonging in all sorts of ways For example, the Talanoa resource which shares stories of parents and caregivers raising rainbow Pasifika children (Village Collective, n.d).
- Having information about managing the paradox of free speech and tolerance.
- For newly housed whānau—what approaches for addressing homophobia, transphobia would be effective?
- More templates / procedure suggestions for addressing and effectively responding to discrimination between service users / tenants / client to client in emergency housing contexts.

Within our service, we come up against incidents where service users respond with extremely homophobic slurs to other service users, or to staff. If it was staff members displaying this behaviour, there would be clearer pathways of accountability. However, when it's service users, it's trickier to comprehensively address the behaviour in order to protect the wellbeing of other service users and staff, who may identify as rainbow and may be negatively impacted by hearing the derogatory language. The discrimination and harassment policy on the site is useful, but it would also be useful if there could be actions suggested for how to go about addressing discrimination and harassment from service users (Feedback).

Another representative from a pilot partner thought it would be useful for the resources and tools to include good frameworks for addressing discrimination when it comes from a client or service user. They felt that this is a tricky area for homelessness and housing services to navigate because they do not want to exclude people from service provision.

And that's something I noticed within the organisation. We can have a no tolerance stance on staff to client but if it's client to client or client to staff then it gets really complex, because we're not wanting to block this person from accessing food or housing (Pilot partner).

One person thought it might be useful to include examples of when things went well as part of the resources and tools.

I can't remember if this was included on the website but one thing that I thought could be really helpful is examples of times where things worked well, times when our rainbow whānau, felt supported and safe and cared for and why. And I think that those examples can really help people in our line of work know what should be done or how things should be approached (Pilot partner).

Adding features to make the resources and tools more interactive was suggested.

I think that's cool in terms of tracking your progress and your own journey. That can be really helpful and eye opening for people (Pilot partner).

Another person wanted the option to talk to someone which reinforces the value of a Making Space consultancy service.

And I think that that at the bottom of the page has, you know, availability for you to put your details if you want to get in touch with someone (Pilot partner).

The testers also discussed ways of helping housing and homelessness organisations translate the learnings from Making Space into practice. One suggestion included:

- Having videos of religious leaders from Pacifica and Islamic communities who are rainbow inclusive.

They can tell that story of how you can be true to your faith, but also be rainbow inclusive, and it's breaking down the either-or idea. And along with that, it's not either you stick to an organisational model, or you do rainbow inclusion, it's both (Feedback).

Testers also suggested changes to the website functionality and visual appearance.

- I think it would make the content more accessible if information in subheadings opened in a dropdown rather than opening a new page. I.e.in 'Build' if you selected a heading like 'ensure accuracy', it would expand to show the information rather than open a new page.
- Considering whether there might need to be a different way or different pathways through the resources, for example, a simple 'what can you learn if you've only got an hour' guide.

Community of Practice

One Community of Practice hui was held with the rainbow leads from the pilot partners in February 2023. The focus of the hui was to clarify the purpose of the Community of Practice. Throughout the hui it became evident that a terms of reference, hui structure, role clarity, and membership details would be a useful way to progress.

Over April and May the Project Lead and other staff from Te Ngākau Kahukura developed a proposal for the Community of Practice. Key components included:

- Recommendation for monthly structured online discussion and coaching sessions
- Identification of short, medium, and long-term goals which included creating a space where rainbow leads can learn more about specific topics and resources, provide peer supervision and obtain coaching from Te Ngākau Kahukura. Eventually, the goal is for the Rainbow Leads to feel empowered to facilitate/host/provide presentations/bring key questions or topics, so that the Community of Practice functions as a place to come together and learn from each other's experiences of implementing rainbow competence in different organisations.
- Identification of values and initial thoughts on kawa
- Topics for the next five Community of Practice sessions
- Criteria for membership and associated responsibilities

Testers welcomed the proposals and made the following suggestions and comments:

- Include opportunities for face-to-face hui
- Other topics to include such as organisational position statements, specific challenges that Rainbow Leads are experiencing, strategic approaches to organisational change, for example, focusing in depth on one service where there is buy-in or multiple services but perhaps with less depth.

- Large organisations will probably need multiple rainbow leads to attend the Community of Practice including frontline staff (for example, the Rainbow Lead in a housing service) as well as people in strategic Rainbow Lead roles. There are at least three layers to address:
 - Front-line practice
 - Organisational culture change
 - Policy and strategy internal to an organisation and external to government.

One person noted that the Community of Practice proposal was useful for approaching their management team to get dedicated time and resources for the Rainbow Leads.

In a feedback hui, one person mentioned that they hoped the Making Space Community of Practice will provide peer support for people across organisations which they believed would provide a sustainable approach.

That's what I'm really hoping that the Community of Practice will enable those staff to pick ideas from other people who are working in similar spaces. And in a way that is much more sustainable going forward than being reliant on one person or organization (Feedback).

One sector partner thought it was important to pitch the community of practice at the right level. For example, to be clear whether it is for senior managers or for the practitioner level.

Another pilot partner saw real potential in the community of practice to encourage organisations to buy-in to the Making Space programme.

A lot of potential in creating and supporting that community of practice so it's not sitting as material on a website, but it's allowing other growth, learning and sharing opportunities. I think that's where you could get a lot more buy in because there is so much information out there that you wouldn't want to lose people by them just thinking that it's just another brochure or something like that (Pilot partner).

One of the service providers would have liked more support for the rainbow leads. They felt that there wasn't a lot of time for the rainbow leads to share experiences and that this didn't happen as part of the Community of Practice.

There's probably been challenges in that space where there wasn't a direct platform for that, within the project about just getting the rainbow leads together and actually looking at what are the difficulties you're experiencing, like within your organisation and getting this going? And even just seeing sort of how that compared to other people's experience as well would have been quite useful (Pilot partner).

General Feedback for the Making Space Project

During the feedback hui, the testers gave general feedback about the Making Space project. They noted:

- The influence of different contexts in housing services. For example, in residential services organisational values and policies can be positioned to help staff navigate complex discrimination and violence. In emergency housing this is more complex as third-party providers are also involved (for example motel owners and managers).
- That reflective practice could be strengthened by being able to document it and take action.

Being able to develop action plans, and review those on a regular basis, I think is really helpful in this in this context. Because I think trainings are amazing. But you don't get all your needs met in one workshop. And there's a conversation that needs to follow. And I think that's that bit is, for me anyway is way more important than trainings and resources. Actually having the space for people to talk because that's how I think humans work (Feedback).

- The importance of strong organisational values regarding rainbow responsiveness in order to drive change. An example was given where one pilot partner had delivered a robust message in response to recent increases in transphobia.

Last Friday, our Chief Executive and Chairperson of our board put out an internal email to all staff, opposing the transphobia in Christchurch. So a very strong message that transphobia has no place in this organization in accordance with their values, etc. It will be challenging for some staff, who will have to think about the values fit between them and the organization (Feedback).

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