



HOW to HELP THE HOMELESS

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HOW to HELP THE HOMELESS

In the late '1960s, I lived in squats in Melbourne. Back then, I wasn't studying homelessness - I was living it.

Those years taught me more about survival, community and humanity than any course ever could.

Since then, I've spent my life creating practical ways to support people doing it tough: outreach, advocacy, community programs, mental-health prevention and simple systems that prioritise dignity over charity.

Across all the work - whether in tech, education or faith - one thing has never changed; people matter.

In the 1980's, supported by my electronics business on the Gold Coast, I was able to volunteer in the local soup kitchen and as founding secretary establish the Surfers Paradise Crisis Centre - with showers, laundry and emergency housing. We later piloted the first community housing program across the state.

This book is a straight-up collection of what I've learned. What actually helps. What doesn't. And what people on the street really need: respect, humanity and practical support that leads to real change - not just a moment of charity, but a chance to rebuild. - Trevor Boulton

Listen To A Podcast Review Of The Book

www.boultons.com.au/howtohelp.mp3





Understanding the Roots of Homelessness

The experience of homelessness is not a single story but a complex tapestry woven from a thousand threads of tragedy, systemic failure, personal vulnerability and despair. To effectively aid those living on the streets, one must first dismantle the common misconception that homelessness is merely the result of poor life choices. In reality, it is often the final, visible stage of a deeply personal and protracted battle against overwhelming forces. The path to the street is paved with failed relationships, undiagnosed illness, catastrophic financial loss and often, a profound collapse of self-worth.

The following sections delve into the primary psychological, family and behavioural catalysts that propel individuals outside the boundaries of settled society.

Family Dysfunction and Shame

For most individuals, the family unit serves as the foundational safety net - a place of last resort, unconditional acceptance and material support. When this safety net fails or turns toxic, the ensuing emotional and physical fallout can be catastrophic, directly leading to housing instability. On the streets, one must first dismantle the common misconception that homelessness is merely the result of poor life choices. In reality, it is often the final, visible stage of a deeply personal and protracted battle against overwhelming forces. The path to the street is paved with failed relationships, undiagnosed illness,

Breaking the Bonds of Dysfunction

Many individuals who become homeless originate from environments defined by severe family dysfunction, including domestic violence, physical, emotional or sexual abuse, or neglect. These early experiences do more than simply cause trauma; they fundamentally alter the individual's ability to form stable attachments, regulate emotions and trust authoritative figures or even peers.

When a home environment is volatile, breaking free often becomes a necessity for survival. However, this act of necessary separation - running away as a teenager, being kicked out, or initiating a permanent break - simultaneously severs the only consistent source of shelter and support they have ever known.

A young person, for example, fleeing an abusive home at 16, enters the world with zero credit, no job skills, an incomplete education and a deeply fractured view of human relationship dynamics. The streets, terrifying as they are, can sometimes feel like a safer, more predictable environment than the one they left behind.

The Weight of Rejection and Shame

A critical and often overlooked component in this narrative is the crushing weight of **shame**. When personal failure - such as job loss, addiction relapse or the inability to provide for one's children occurs, the family that once provided comfort can become the primary source of judgment.

Imagine a father who loses his high-paying job due to untreated depression. His subsequent inability to meet society's expectations or family financial needs can lead to his being ostricised. Rather than seeking help from the very people who might offer it, the individual internalises the failure. The shame becomes so profound that the individual chooses self-imposed exile. They may preemptively break off contact, fearing the disappointment and moral judgment in the eyes of their spouse or children. Living in a shelter or on the street, in this context, is not just a housing problem; it is a desperate attempt to hide the perceived moral defect, believing they are unworthy of love or help.

This cycle of shame, rejection and isolation ensures that when a person is closest to crisis, they are farthest from their resources.



2. Compulsive Behaviors and Addictions

Addiction - whether to substances, gambling or other high-risk behaviours is perhaps the most visible and well-trodden path to destitution.

However, the root cause is rarely the substance or the behaviour itself, but the underlying trauma and emotional pain the individual is attempting to numb.

The Financial Results of Addiction

The immediate and most direct consequence of addiction on housing stability is financial. Consider the scenario of a long-term employee who develops a severe gambling addiction. Initially, it may be recreational, but as the compulsion takes hold, it rapidly consumes all disposable income. Savings accounts are depleted, retirement funds are liquidated and credit cards are maxed out, often in secretive attempts to chase losses.

Eventually, the funds earmarked for the most basic necessity (i.e. rent) are redirected to feed the addiction. When the eviction notice arrives, the individual is often in a state of deep denial or self-loathing. The sudden loss of shelter becomes the final, public evidence of their private downfall.

At this point, they not only face homelessness but also a completely ruined credit history and often legal proceedings, making securing future housing nearly impossible. Substance addiction operates similarly, but with a heightened risk of legal trouble and health crises. Chronic drug or alcohol dependence often leads to repeated job loss, the inability to manage basic household responsibilities and increasing interpersonal conflicts. The priority shifts entirely to securing the next fix. This, in turn, makes rent, food and personal hygiene, secondary or irrelevant concerns.

Addiction as Self-Medication

Critically, addiction rarely occurs in a vacuum. It is fundamentally an attempt to self-medicate deep, unresolved trauma or crippling mental health issues. The street corner becomes the final sanctuary for someone escaping the relentless noise of an overactive, anxious mind or the crushing weight of a traumatic memory. The drugs or alcohol silence the inner voice, offering a temporary, albeit destructive peace...

Therefore, addressing the addiction successfully often requires first identifying and treating the underlying mental health condition or trauma that the individual is desperately trying to escape.

3. Distorted Thinking - Collapse of Self-Worth

For many experiencing long-term homelessness, the psychological damage is so profound that it becomes a self-fulfilling prophecy.

A set of pervasive distorted thought patterns - often rooted in trauma and sustained by the lived experience of destitution - can create an inner prison that prevents the individual from seeking or accepting help.

The Mindset of Learned Helplessness

A crucial concept in understanding chronic homelessness is **learned helplessness**.

After countless failed attempts to regain stability - losing jobs, being rejected from housing or suffering setbacks in recovery, the individual develops a profound belief that they have no control over their circumstances.



If a person tries to apply for twenty jobs and is rejected from all of them because they lack a permanent address, the rational conclusion they draw is that effort is futile. This leads to apathy, paralysis and a loss of all future-oriented thinking. Why bother getting clean clothes or filling out a job application if the universe has already predetermined the failure?

This learned helplessness can look like laziness or lack of motivation to an outsider, but it is a deeply entrenched psychological defense mechanism against repeated, overwhelming disappointment.

Internalised Worthlessness

The continuous exposure to societal stigma - being ignored, stepped over, judged or violently attacked - reinforces the idea that they are, indeed, a lower class of human being. They begin to believe the narrative: that they are worthless, disposable and deserve the lowest rung of existence. This cognitive distortion is incredibly dangerous because it actively sabotages opportunities for recovery.

Self-Sabotage

An offer of free housing or job training may be rejected because the individual feels they will inevitably fail or ruin it, thereby confirming their worthlessness and subjecting them to another cycle of shame.



Safety in Low Expectation

Remaining on the street, where the expectations are zero, provides a morbid form of psychological safety. As long as they do not try, they cannot fail to meet the standards they believe they could never achieve anyway.

Paranoid Thinking

The world is viewed as fundamentally hostile. Service providers, police and even well-meaning passersby are seen as threats or manipulators.

This paranoia - often justified by past experiences of theft or abuse makes engagement with the system nearly impossible.

4. Mental Health and Cognitive Impairment

Mental illness is not merely a contributing factor to homelessness; it is often the direct engine of it. The link between severe mental illness and housing insecurity is irrefutable. Furthermore, the trauma of living on the street directly exacerbates any pre-existing conditions.

Severe Mental Illness and Treatment Gaps

Conditions such as schizophrenia, bipolar disorder and severe clinical depression dramatically compromise an individual's ability to manage their life, hold a job, maintain stable relationships and adhere to a complex medication regimen.



Disruption of Function

A person experiencing a manic episode or paranoid delusions may spontaneously quit a job, alienate supportive friends or be unable to manage their finances, leading to eviction.

The Systemic Barrier

The de-institutionalization movement of the late 20th century, which aimed to move patients from large hospitals into community care, often failed to provide the necessary support. Many individuals with severe, chronic mental illnesses ended up cycling between hospitals, jails and the street, lacking the structured environment needed for stability.

The Illusion of Choice

For someone in the grip of a delusion, the "choice" to live outside may be driven by powerful, internally coherent logic - they are fleeing government agents, or the apartment is bugged, or they are following divine instructions. From their perspective, the decision is entirely rational, driven by a perception of reality that is fundamentally different from that of a neurotypical person.

Traumatic Brain Injury (TBI)

A lesser-known but critical factor is the prevalence of Traumatic Brain Injury (TBI) among the homeless population. Studies show a significantly higher rate of TBI (often resulting from childhood abuse, accidents, or assaults on the street) compared to the general population. TBI can severely impair executive functions - the mental processes that help us plan, organise, manage time and inhibit inappropriate behavior.

5. Voluntary and Situational Homelessness

While the majority of individuals on the street are victims of circumstance, it is important to acknowledge the small, but distinct, category of those who actively choose or prefer an unhoused lifestyle, alongside those whose situation is purely economic.

The Anti-Establishment Choice

A small fraction of the unhoused population intentionally chooses a nomadic, anti-establishment lifestyle. They may reject the consumerist structure of modern society, the expectations of a nine-to-five job and the accumulation of property. For these individuals, living outdoors or traveling offers a sense of absolute personal freedom and a rejection of systems they view as inherently oppressive or corrupt.

This is a philosophical or personal choice. They may need support, but the barriers to a settled life are of their own making.

Economic and Situational Homelessness

It is essential not to pathologize every instance of homelessness. For a substantial portion of people, the situation is purely economic: a sudden medical bill, a car breaking down that leads to job loss, or a rapid rent increase in a saturated market. These individuals - often low-wage workers or seniors living on fixed incomes - are merely one paycheck or one crisis away from destitution. Their thought processes are not distorted; they are simply victims of the widening gap between wages and housing costs.

This is situational homelessness, and while less complex psychologically, it highlights the systemic fragility that allows people to fall through the safety net with alarming ease, regardless of their mental or familial stability.

In conclusion, the street is the inevitable destination for those whose psychological armor is worn thin, whose family foundations have crumbled, and whose economic or mental health crises have been ignored by an inadequate social structure.

Any plan to address homelessness must respect this complexity, moving beyond judgment to embrace therapeutic, housing-first, and long-term supportive interventions tailored to the specific situations that led each individual to the street.





The Foundational Needs For Mental Clarity

Maslow's Foundation - Without Sleep, Food and Water, nothing else matters. When we talk about helping someone, we often jump straight to job applications or housing referrals. But clear human thinking, the ability to plan and the capacity for emotional connection, are all built on the most basic physical needs.

Abraham Maslow's Hierarchy of Needs demonstrates this perfectly - the base layer, the *physiological needs*, must be met before anything else is possible. This means adequate **Sleep, Food and Water**.

Imagine trying to write an important email after three nights of no sleep, or trying to solve a complex math problem while severely dehydrated. For people on the street, this impairment is chronic.

Their mental health is perpetually affected because the absolute basics of survival are constantly under threat.

We must understand that mental fog, confusion and anxiety are often not symptoms of just mental illness, but direct consequences of physiological deprivation.

When approaching someone on the street, start with a smile. If they seem distressed or potentially aggressive, **maintain a respectful distance, keep your tone calm and non-confrontational, and be ready to disengage immediately** if you feel unsafe.

The Crisis of Broken Sleep

The Problem - Perpetual Vigilance

The street environment is inherently unsafe. Homeless people rarely experience deep, restorative sleep because they are in a constant state of hyper-vigilance, protecting themselves and their belongings. They sleep lightly, ready to wake at the slightest noise or movement. This chronic sleep deprivation severely impacts executive function - the ability to focus, control impulses and make rational decisions. It exacerbates existing mental health conditions and creates new ones, making the simple act of remembering an appointment or filling out a form nearly impossible.

Story - The Burden of the Night Watch

I once spoke to a young man named Alex who had secured a bed in a temporary shelter, but he still couldn't get any rest. He explained, "Even inside, you sleep with one eye open. You worry about someone stealing your boots or worse. After three weeks, I started having panic attacks every morning. It wasn't the shelter making me sick; it was the sheer exhaustion of never being safe enough to let my mind shut down. I quit the job interview because I couldn't focus on the interviewer's face."

The Solution - Promoting Safety for Rest

This is where the Street Lockers project becomes an indirect mental health intervention. By securing their belongings, we remove the primary reason for perpetual vigilance, offering the chance for deeper, more restorative rest, which is the first step toward mental clarity.





The Brain Fog of Malnutrition

The Problem - Fueling the Brain

Food is not just about calories; it's about the nutritional quality needed to sustain complex brain chemistry. The diet of many street dwellers is often high in simple carbohydrates and sugars (from donated foods or cheap snacks) and critically low in vitamins, healthy fats and protein.

This leads to sharp energy spikes and crashes, poor memory, difficulty regulating mood and a constant, low-grade **brain fog**. A lack of reliable, nourishing food makes managing mental health disorders, such as depression and anxiety, infinitely harder.

How can we expect someone to engage in a meaningful conversation or fill out a multi-page form when their brain is starving for proper fuel?

Story - The Need for Sustained Energy

During a community outreach drive, we met an older woman, Margaret, who was trying to finish a TAFE course application. She was visibly frustrated. She confessed, "I keep going back to the beginning. I had coffee and a donut for breakfast. Now my head is buzzing and I can't keep the words straight." We gave her a high-protein bar and a glass of milk. An hour later, she finished the application, calmer and more focused. She wasn't unintelligent; she was just nutritionally impaired.

The Solution - Prioritising Quality

When providing food, prioritise quality and protein over sheer volume. Offer options like peanut butter, hard-boiled eggs, cheese sticks, protein bars and whole grains to provide the stable, sustained energy the brain needs for clear thinking.

The Hidden Burden of Dehydration

The Problem - Dehydration and Cognition

Dehydration is a constant, year-round danger, especially in Australia's warmer climates. Accessing clean, safe drinking water is often intermittent.

Even mild dehydration can dramatically impair cognitive function, affecting short-term memory, attention span, and critical thinking skills.



This deficit is often mistaken for mental illness or intoxication. A person who appears irritable, dizzy or unable to follow simple instructions may simply be in urgent need of water. This is a crucial factor in relationship building. If a person is dehydrated, they will be less receptive to conversation and more prone to feeling anxious or aggressive.

Story - The Simple Gift of Water

On a scorching day in Brisbane, I approached a man named David who was sitting under an awning. He waved me away irritably. Instead of engaging, I simply handed him a large, cold bottle of water and walked away, sitting nearby. Ten minutes later, he walked over to me. "I apologise for my rudeness," he said. "I hadn't had clean water since yesterday and my head was pounding. You saved me a trip to the emergency room, frankly." That simple act opened the door to a genuine, respectful conversation.

The Solution - Accessibility and Awareness

Always carry water to offer and consider its provision an act of fundamental mental health support. If your project includes storage, ensure the location is close to a clean water source or partner with a local entity to provide reliable access.

How To Help The Homeless

For decades, working and living alongside people experiencing homelessness, I have learned a critical truth. Their needs go far beyond a meal or a blanket. They boil down to two core requirements that restore dignity and unlock pathways out of poverty -

Relationship and Security.

The first core need is **Relationship - to be seen**. People on the streets feel anonymous and invisible. No one talks to them, often because people fear being asked for money or simply don't know what to say. Yet, the single greatest highlight of their day is often simply being acknowledged and having a **normal conversation**. **This simple act acknowledges to them that they actually do still exist.**

The second core need is Security - to feel safe. Homeless people carry their entire lives with them.

Trying to attend appointments, job interviews or work while safeguarding all their possessions (including bedding, documents and medication) is a near-impossible burden. They desperately need a secure place to store their essentials, especially during the day.

While large banks of street lockers are effective in theory, their practical implementation is often hampered by the prohibitive cost of freight and the extended timelines required to secure funding. Furthermore, centralising the units in a single location frequently invites resistance from local communities.

We have found a far more resilient and cost-effective alternative in the single - seat locker. Priced at approximately \$100 and available for immediate collection from local Bunnings stores, these units eliminate freight charges entirely and can be easily sponsored by individuals or service clubs.

By dispersing these lockers throughout the community rather than clustering them, we effectively bypass the need for formal approvals and avoid public pushback, offering a safe, discreet storage solution that can be deployed immediately.



The Dignity of Acknowledgment

The Conversation That Changes Everything

People sleeping rough often tell us that they feel **invisible**. People often walk past them, deliberately avoiding eye contact or stepping around them. This reinforces a deep sense of worthlessness. This is the **unseen crisis** of homelessness, the loss of dignity and personhood.

One of the greatest needs of people living in the streets is to be seen, seen as a person. They often tell us that having someone speak with them can be the highlight of their day.

Your purpose is simple, yet profound. To love and serve your community, meeting people right where they are, whether they're homeless, struggling with addiction or just feeling forgotten.

Our aim is to show **compassion and respect. To restore dignity** to every person we meet, no matter their background, race or belief.

The most important takeaway? Don't try to fix people.

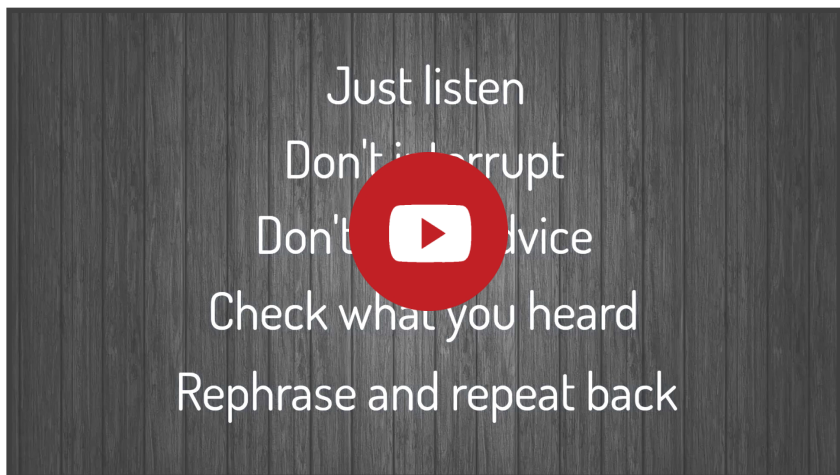
You are not a counsellor. You are one human being speaking with another human being. A smile, a handshake and a willingness to listen can change a life.

Story - The Highlight of the Day

I remember speaking with a man named Jack who had been sleeping rough for over five years. I asked him what the hardest part of his day was. He didn't say the hunger or the cold, or the noise. He said, "It's being looked through, not at. For eight hours straight, I can sit here, and no one will even say 'hello'. When you stopped and just asked me about my favourite football team, I felt like I existed again.

You gave me back five minutes of being a person. Every great change begins with a simple conversation, a smile, hello or a few minutes of your time. That's where dignity is restored and hope begins to grow.

The 'Talking With Homeless People' YouTube Video



The 5-Step Guide to Connection

To have a meaningful conversation, we must overcome our natural urges to interrupt, offer immediate advice, or talk about ourselves. The key is **balance, engagement and mutual participation**.

The Tennis Rally - A Metaphor for Dialogue

Are your conversations like a game of tennis? Just as tennis is a game of back and forth, so is the art of conversation. If one person is always serving aces, the other person doesn't get a chance to participate. Dominating a conversation doesn't allow the other person to connect or share their perspective. It becomes a monologue, not a dialogue. The most memorable tennis matches aren't remembered for a series of unreturnable serves, but for the thrilling rallies. Similarly, the most meaningful conversations are those where both parties actively listen, share and connect.

Here is the approach that mirrors a tennis rally, the serve and return -

1. Initiate the Serve

Start with a simple, non-invasive gesture, a smile, a handshake or offering a hot or cold drink. **Initiate a simple conversation and then really listen. Keep it practical and simple.**

2. Serve Back with Open Ears

Ask questions and **really listen**. Actually, these are pretty simple skills, but they go against a lot of our natural urges to jump into a conversation or to talk about ourselves or to offer advice.

3. Reflect and Rephrase (The Return)

This is the most crucial skill, often used by therapists. The first skill is to reflect back what they've said to you. Just listen without comment to what the other person is saying and then, reflect it back to them or rephrase it and say it back. For example, you might say, "So this happened to you and this as a result and that was the reaction. Does that sound right?"

This forces you to turn down that part of your brain that wants to interrupt or offer advice. It helps you check that you're actually hearing things correctly and clarify what the other person is saying. Reflecting back is the most important skill.

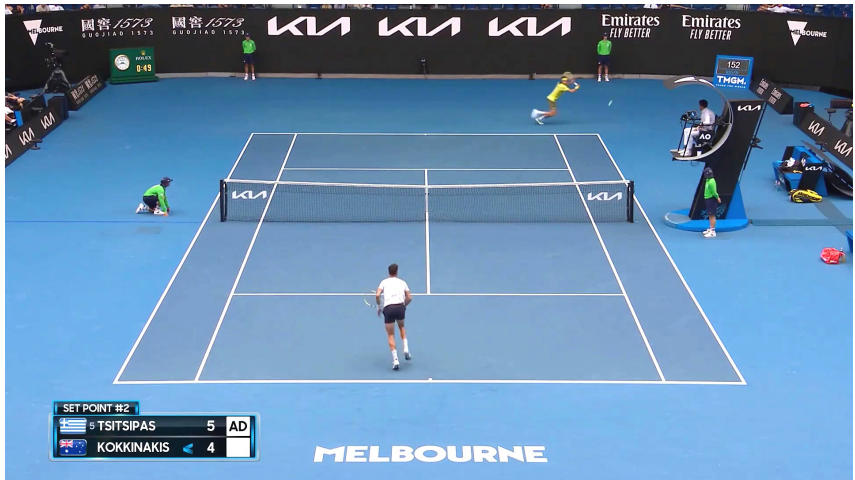
4. Rally, Don't Rescue

Continue the conversation in a continuous cycle that fosters connection, understanding and respect.

Do not judge. Don't try to fix people.

Don't push your beliefs or give advice.

You are one human being speaking with another human being.



5. Respect Boundaries

Respect confidentiality. What's shared on the streets stays on the streets. You'll meet people facing some of life's hardest struggles, but remember, even in the darkest places, we can offer conversation and relationship. We may be the only person who truly listens to them.

You don't need all the answers to make a huge difference.



A Case Study

I often walk past a guy in Surfers Paradise who always avoids eye contact, or any sort of interaction. He is well known to locals and tourists alike because we see him in Cavill Avenue wearing a skimpy pink bikini. **I often wondered why, so I asked Gemini.** - *who is the guy who wears a bikini in Surfers Paradise and sits in the street, tell me his story*

His Story (Based on Local Accounts)

The core of the story often shared by locals is quite tragic:

Tragedy and Grief: David was reportedly well-off with a decent job and property until his **daughter passed away**. This loss led to a personal breakdown, which is said to have caused his marriage to end.

The Bikini: The belief among many locals is that he began wearing a bikini (often pink) and, initially, a tutu, to **remember his daughter** or as a way to **atone for feeling he failed her** as a father.

Mental Health: Accounts suggest he has struggled with mental health issues, including schizophrenia and substance abuse. He has reportedly spoken of "voices" and a belief that a divine plan requires him to wear the clothing and wait for an event, sometimes involving Kylie Minogue.

A Fixture: He has become an eccentric but generally harmless fixture of the Surfers Paradise streetscape, a character who tourists often photograph but who is simply a part of the daily life for many residents. He has been seen wearing various forms of women's clothing, often accompanied by stuffed toys or "babies" he tends to.

It's a very sad and complex story of an individual dealing with immense personal tragedy in a very public and unconventional way.

The Lifeline of Secure Storage

Can your people attend their jobs, appointments and interviews without taking all their bedding?

Can your people sleep soundly knowing their documents and possessions won't be stolen?

The answer, sadly, is often no. People sleeping rough need a place to store their valuables, clothing and bedding, so they don't have to take all of their gear with them.

For the working homeless, and there are many, they cannot afford to take their entire encampment to work. If they leave it hidden, it will likely be **stolen, confiscated or thrown away**. Losing a Government ID, birth certificate, or critical medication can set a person back months which makes their return to housing and stability nearly impossible.

This is why secure storage is a fundamental stepping stone to stability. Secure storage is more than just a place to keep things. It's a tool for emotional and social stability. Secure storage reduces anxiety, provides a measure of mental and emotional security and facilitates a clear path to employment and appointments.?

STREET LOCKERS for the Homeless

The solution is the Street Locker (or Seat Locker) a well-built, weatherproof, dual-purpose storage unit that is affordable and scalable.

Placement

Lockers should be placed in areas that are safe, well-lit and near existing support services, outreach programs or community centres.

Security

Simple padlocks can be used. Keys should be managed by the hosting organisation. An agreement needs to be signed before allocation.



Final Chapter -

Ways Of Helping The Homeless

So, how can we, as individuals, actively contribute to easing the burden of homelessness?

The answer lies in three critical areas: **connection, provision and storage.**

Connection: The Power of Conversation

Perhaps the most accessible and profound way we can help is through **human connection**. The greatest need is often simply conversation.

This small act of acknowledging another person's humanity can be offered anytime, anywhere - in any city or country we find ourselves in. A simple, non-judgmental chat can be a light in someone's day, reminding them they are seen and valued.



Provision: Meeting Immediate Needs

While conversation is invaluable, tangible acts of kindness are also vital. We can easily carry and distribute small supplies like a bottle of **water and a protein bar**. It sounds simple - and it is - but this gesture can immediately meet a basic need and significantly brighten someone's day.

Advocacy: Storage and Security

Beyond immediate relief, we must recognize the immense mental and emotional value of security and storage. The lack of a safe place to keep meager belongings is a constant, debilitating stressor.

As individuals, we can use our voices to **encourage local services and city councils** to explore and implement solutions like providing secure, street-level lockers for the homeless. This small measure can restore a sense of dignity and safety.

Next Steps and Resources

The journey to ending homelessness is collective.

If you are moved to learn more, our website at

www.boultons.com.au offers free resources, volunteer training resources and tools for writing successful grant applications to support services.

We, at Boultons MultiMedia and The Brain Health Education Institute, remain committed to innovating at the crossroads of technology, education, and faith –building tools that support families, empower minds and make resources more accessible for everyone.

Let the end of this book be the beginning of your action.



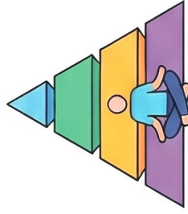
Regards, Trevor Boulton

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A Practical Guide to Helping the Homeless

Effective support focuses on foundational needs and core requirements for relationship and security.

1. Start with the Foundation: Physiological Needs



Mental Clarity Begins with Basic Survival.



Chronic Sleep Deprivation Impairs Decision-Making.

Constant vigilance on the street prevents restorative sleep, making simple tasks nearly impossible.



Food & Water are Mental Health Support.

Quality protein and clean water combat brain fog and irritability caused by poor nutrition and dehydration.

2. Fulfill the Core Need: Relationship

The Biggest Problem Can Be Invisibility.

People experiencing homelessness say the hardest part is being ignored and losing their sense of personhood.



A Simple Conversation Restores Dignity.

You don't need to fix them; you just need to see them. A chat can be the highlight of their day.



How to Have a Meaningful Conversation



Just listen.



Don't interrupt.



Don't offer advice.



Check what you heard.



Rephrase and repeat back.

3. Fulfill the Core Need: Security



The Impossible Burden of Carrying Everything.

Attending a job interview or appointment is a huge challenge when you must carry all your possessions.



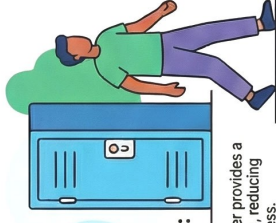
Lack of Storage is a Barrier to Stability.

Losing documents, ID, or medication can set a person's progress back by months.



A Practical Solution: The Street Locker.

A ~\$100 weatherproof locker provides a secure place for belongings, reducing anxiety and enabling progress.





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Trev is built on how founders, operators and not-for-profits the world over have handled the very decisions you're facing - and where they came unstuck. Most costly mistakes look small on the day. A considered second opinion helps you catch them while they're still cheap to fix, so you commit with your eyes open.