

Southern Homelessness Services Network

NETWORKING FORUM AND EXPO REPORT



Presenting the
report of the SHSN
Networking Forum
and Expo,
24 July 2019

1. About the Southern Homelessness Services Network

The **Vision** of the Southern Homelessness Services Network (SHSN) is an end to homelessness in Southern Region of Melbourne (comprising Bayside-Peninsula and Southern Melbourne Department of Human Services areas and covering the local government areas of Bayside, Cardinia, Casey, Frankston, Glen Eira, Greater Dandenong, Kingston, Mornington Peninsula, Port Phillip and Stonnington).

The **Mission** of the “Victorian Homelessness Networks is to facilitate, inform and support regional homelessness services and stakeholders to work together to co-ordinate services to people who are experiencing or who are at risk of homelessness.”

The Southern Homelessness Services Network (SHSN) comprises all funded Specialist Homelessness Services in the Southern Region including services providing crisis, transitional, long term, family violence and youth support and accommodation. Our members include Launch Housing, the Salvation Army and Sacred Heart Mission. The SHSN also supports allied service sectors working in homelessness. The SHSN is a resource for the homelessness sector in the South.

The key strategic SHSN objectives are:

1. To promote and support innovation, knowledge sharing and expertise in the best interests of consumers
2. To foster relationships and collaboration between service providers to ensure timely, coordinated and effective responses
3. To act as a conduit between the Department of Health and Human Services and the regional service sector homelessness related data, issues and trends to inform policy
4. Working together to end homelessness

Southern Homelessness Services Network

A Level 1, 11 Chesterville Rd, Cheltenham 3192

E ruth.gordon@launchhousing.org.au

W www.shsnetwork.online

About the SHSN Networking Forum and Expo 2019

On 24 July 2019, the Southern Homelessness Services Network (SHSN) hosted a Networking Forum and Expo at the Kingston City Hall in Moorabbin. The purpose of this report is to document the activities of the Forum and the feedback received to inform SHSN advocacy and the planning for future forums.

The purpose of the Networking Forum and Expo was to

To foster networking and information sharing among members –through speed dating, workshops and expo tables/displays.

To gather feedback/input about the SHSN and issues of interest such as training, communication/newsletter feedback, ideas for future forums, etc.

The audience for the Forum was homelessness agencies and agencies working with the same target group (allied services) such as health, mental health, legal, youth, material aid and migrant services as well as local, State and Federal Governments. The Forum was promoted through the SHSN and associated networks including the SHSN newsletter, website and email list. Flyers were handed out at relevant meetings as well as emailed to a wide range of agencies.

The program for the day was developed by the SHSN Network Coordinator based on the successful format used at the 2018 Forum and Expo. The program highlighted key themes from the SHSN Strategic Plan 2017-19 as well as providing ample opportunities for networking and agency information sharing.

1. The Forum Program was organised into five parts –
2. Introduction to the SHSN (Network Coordinator)
3. Keynote speakers –
 - a. Future Directions in Homelessness - Shari McPhail – DHHS
 - b. The Functional Zero Approach to Ending Homelessness - George Hatvani – Launch Housing
4. Speed Networking
5. Workshops
6. Expo stalls (held before and after the main program)

Forum registration was online using Trybooking, which worked well.

Forum Attendance

154 forum registrations were received with 121 attendees on the day (including speakers and facilitators).

59% of participants (71) were from the homelessness sector and SHSN member agencies. 29% of participants (35) were from allied services and 12% of participants (15) were from different levels of government. This included nine local government participants representing six out of the ten municipalities in the Southern Region.

Expo Stalls

Participating agencies were invited to hold an expo stall to provide information to participants about their agency and programs. 12 agencies took up this offer including WAYSS, Launch Housing, The Salvation Army, NDIA, South Port Community Housing, Bolton Clarke, Wintringham, Melbourne Citymission, Gamblers Help and Whitelion.

Forum Workshops

On registering online for the Forum through Trybooking, participants were asked to nominate their top three workshop preferences from a list of workshop topics and ten topics were selected. Each workshop was facilitated by someone with specific expertise in this area with a prepared set of workshop questions. The workshops could not have been run without the support and assistance of the facilitators and volunteer scribes.

The workshops with the highest participation were local government and homelessness, family violence, NDIS and rough sleeping. Below is a summary of the workshop discussions. (See Attachment A for more detailed notes from the workshops).

Summary of Workshop Discussions

Sector training needs

A range of training needs were identified including training on the Opening Door Framework, insight into the refugee experience, and identifying elder abuse. Priority training areas included MARAM, mental health and suicide prevention training and working with children. Barriers to participating in training include timetabling, location, being released from work, managing service delivery, etc. Enablers to participating in training include regular schedules and locations, frequency, full day training (as half day training ends up taking the whole day) and flexibility to access training in-house.

Legal issues and homelessness

A range of legal issues and challenges for people experiencing homelessness were identified. These included people over 50 years old experiencing family violence, fines issues – criminal penalties, payment plans, gambling – fraud/theft – legal charges, mental health condition, FVIO (Family Violence Intervention Order) – respondents, homelessness and recidivism and people committing crimes to get access to services, shelter, health care, food, support, sense of belonging.

Solutions around legal issues included access to crisis accommodation for cohorts who need it, access to mental health programs, access to housing for offenders to prevent them from committing crimes to go back to jail and programs to work to pay off fines.

Young people at risk of and experiencing homelessness

A range of issues and barriers for young people were identified including the need for earlier intervention, the lack of suitable safe and affordable accommodation, extremely low incomes and the need for stable housing and employment. A range of solutions and areas of advocacy were identified including supporting the Youth 2 campaign and alliance, more youth foyers, youth specific entry points or youth dedicated resources at entry points, Post-care youth specific model – head leasing to foster independent living and local networking eg youth homelessness meetings

Rough sleeping – who, what, where, how?

A range of issues and challenges for people rough sleeping were identified in the workshop. These included the lack of safe appropriate long term sustainable housing options and rough sleepers not wanting to engage with our services because they do not want the service offer. There is discrimination in the private market including against people on Newstart and there is not enough long term housing support provided to keep people housed. There has been community backlash when modular units for rough sleepers have been built in some areas.

Solutions to address rough sleeping include replicating/expanding Towards Home, network meeting groups providing long term support when people are housed, involving consumers in developing solutions and exploring bungalows or modular units in back gardens of people in the community

NDIS and homelessness

Key issues around the NDIS and homelessness include the difficulty collecting evidence required to apply for NDIS with a lack of case management, greater assistance to access system is required and Local Area Coordinators need more resources and skilling in working with people experiencing homelessness

Local government and homelessness

The workshop identified a range of key issues and challenges for local governments addressing homelessness. These include the fact that some Councils have no precedent, protocol or position on homelessness and rough sleeping and there are no Council social workers connecting to homelessness service providers. Councils require designated resources and ongoing funding for working on these issues. Rate capping has limited resourcing for emerging and/or growing needs which were not issues for Councils when rates were capped. Growth areas have different demands and challenges which also need to be addressed.

A range of ideas for local government were identified including broadening the Port Phillip Zero model, providing a consistent approach across local government, community education, advocacy and training for staff/traders/community, better interrogation of data at LGA level and sharing of data and local government to identify gaps and advocate to fill these gaps.

Family Violence and the Orange Door

A number of key issues and challenges around family violence and homelessness were identified. These include issues for perpetrators lack of support/workers not wanting to work with them and limited resources, supports, fee charging services –barriers – eg men’s behaviour change services. Key issues also included the lack of housing which impacts on ability to provide effective support, increases the chances of women returning to unsafe homes and perpetrators breaching IVOs as they have no housing. Key issues for young people include gaps in services such as services unwilling to work with people who stay in family home/partnership, lack of sufficient income and long wait times to access Centrelink benefits and unsuitable housing options such as rooming houses. Other issues included clogged THMs and crisis accommodation, neighbourhood fatigue around THMs and lack of affordable housing options.

Ideas to address these issues included better utilising Orange Door brokerage, increasing accessible support for perpetrators and increasing prevention of violence and early intervention. Providing more secure, affordable housing of all sorts including crisis, medium and long term using different models and tenures would help address family violence.

Migrants, refugees and asylum seekers (mainly focussed on asylum seekers)

The key issues and barriers identified by the workshop included working with people with no income, no work rights, no Medicare and no health care cards including unaccompanied minors. Solutions included ensuring access for these groups to SHS services (possible through increased HEF), advocating more greater work rights, advocacy to State and Federal Government around the needs of these groups and ensuring mainstream services understand the barriers for this cohort through education and training.

Private Rooming Houses

This workshop discussed the recommendations from the SHSN Rooming House Summit held in April. The priority recommendations were around rating rooming houses, to provide more knowledge to clients and workers about the options. Another priority recommendation was working together to use our collective bargaining power through HEF by all agencies agreeing to not use substandard/unsuitable rooming houses. The final priority recommendation was to increase the number of outreach workers to rooming houses to respond to the increased number of registered rooming houses and the increased usage by the SHS.

Consumer Participation

This workshop discussed the upcoming SHSN Consumer Survey and explored possible questions. The group proposed focussing on 2-3 issues that tie in with SHSN Strategic Plan. Questions were proposed around access points and the consumer experience telling story over and over, supporting transition from prison/courts, information sharing and strengths focussed service delivery.

Forum Feedback

Forum participants were invited to complete an online forum feedback form using Survey Monkey. 72 forms were completed representing a response rate of 59% which is high. The respondents were from:

- Homelessness agencies (60%) including:
 - General homelessness (19 respondents)
 - Youth homelessness (14 respondents)
 - Family violence (3 respondents)
 - Other homeless (8)
- Allied agencies including government (40%) including:
 - Health and mental health (7)
 - Leal/justice/court/corrections (5)
 - Local government (6)
 - State Government (4)

Overall Forum Feedback

The majority of respondents rated the SHSN Networking Forum and expo very or extremely valuable (84%) with no respondents finding the event not valuable (see Figure1).

Figure 1 Q5 How would you rate the SHSN Networking Forum and Expo overall?

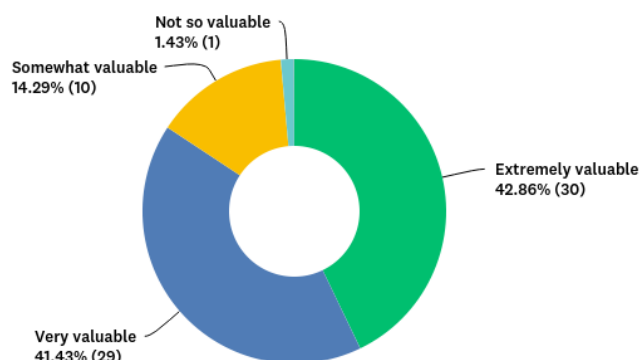
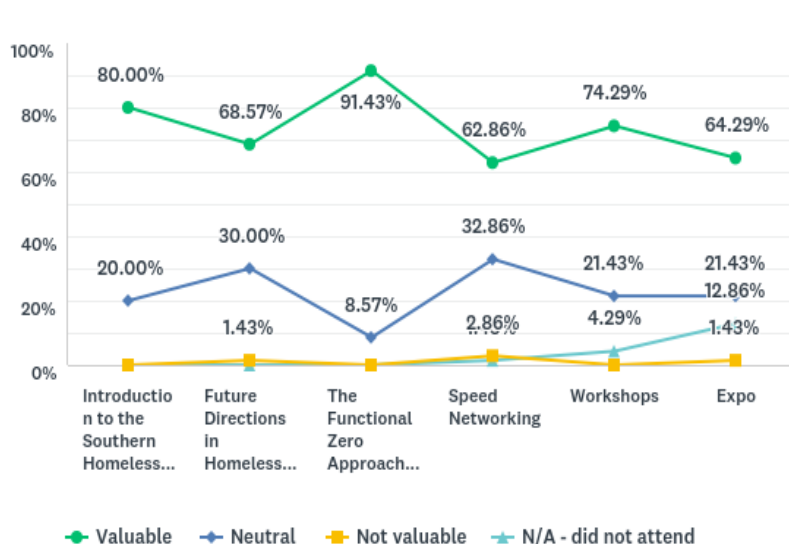


Figure 2 The majority of respondents found all of the forum sessions extremely valuable or very valuable. Only four respondents found some sessions not valuable. 91% of respondents found the presentation on the Functional Zero Approach to Ending Homelessness valuable and 80% found the Introduction to the SHSN presentation valuable. 74% of respondents found the workshops valuable.

Figure 2

Q7 How would you rate the Forum sessions?



Most useful aspects of the Forum

Nearly half of the respondents mentioned that networking was the most useful aspect of the Forum. Information sharing, speakers, workshops, expo, updates and learning about other agencies and services were also important aspects of the Forum for respondents. Respondents enjoyed the variety of activities offered and found it well-organised and smoothly run.

The combination of presentation, expo, workshop

Networking and meeting others and sharing resources and having conversations.

Opportunity to network and to hear about developments in the field

I thought it was great to hear the DHHS speaker and let us know that people with an in depth understanding of homelessness are working in DHHS - it was also wonderful to hear the Launch speaker to hear other service responses to homelessness.

Networking opportunities and information sharing with groups and individuals who all share common interest and focus on homelessness.

The workshops were useful for exploring the issues faced with our work but as often happens, all services experience the same issues and barriers and we don't seem to have access to any solutions.

Functional Zero presentation was very useful and hopefully can be implemented across Victoria. "

The workshop sessions were great - I would have liked to be in more than just one!

Hearing broadly what is happening in the sector, space to reflect in workshop

Loved the speeches, networking, actually all of it can't just pick one

Getting information on the service out there to assist client experiencing homelessness

The time we have to network, and renew links is invaluable.

The Expo is great, particularly for new workers to the field, as it starts conversations leading to the asking of questions and gaining knowledge.

Really liked the evidence base functional zero approach and DHHS updates in terms of future directions

Least useful aspects of the Forum

The majority of respondents did report anything that was not useful at the Forum. The main comment was wanting more time for the Forum and Expo and making the Expo more engaging. Other issues raised included that the speed networking was awkward for some and the general need for less talk and more action and funding to provide real housing options for people experiencing homelessness. Note that from the comments it can be seen that aspects of the Forum that did not appeal to some participants had strong appeal for others and vice versa.

I found the workshops a little general, it would have been good to have more workshop specific content.

Workshop facilitator was not overly skilled/experienced

The speeches on stats and systems around what the current situation is. I think most were aware of the issues. The functional zero talk was great as it was more hopeful and offered solutions.

Discussions were difficult for someone with hearing aids, as multiple groups were in the same space.

Speed networking was a bit awkward.

Presentation by DHHS - Future Directions in Homelessness. It came across directionless....

Workshops

The networking was too long

Usual industry issues of too many reviews, inquiries, panels, plans, strategies consultations, blah blah blah but never any actual housing delivered

A lot of talk but no action.

Every aspect - found it useful and built new relationships

Liked how it was solutions focussed

Would have liked the whole day.

Nothing, I found it very enjoyable and it moved along with good flow

Use of information from Forum

Participants were asked how they plan to use the information from the forum in their work. The responses in the feedback survey were varied from using the information to make referrals and sharing resources for better client outcomes to sharing information and learnings with their colleagues and more networking. Following up on contacts made through the speed networking and expo were also common responses.

information about different services will assist in making referrals for specific issues.

Improve housing support within mental health system

Will use the information to share with our local network and to assist in reporting to Council

I will use the networks and contacts I've made to pool resources for clients to deliver better outcomes. I feel more confident in my practice knowing that I'm not alone and sharing the frustrations.

I have set up some meetings with local services to see how we can better support our homeless young people

The workshop provided me with lots of info I can use to better inform my work with clients.

Discuss findings further with SHSN and offer a contribution as necessary.

It was great making contacts at the 'speed dating' and this could have gone for even longer - great event!

Will plan to meet with another service who experience similar issues so we can share ideas for navigating.

To inform my organisation and use the knowledge to inform our homelessness response protocol and housing/urban design vision for the future

give clients more information on where to go and a better understanding of what a homeless experience really is

Bring together a group across southern region inner and outer around youth homelessness

Look at other solutions to increase alliance and all work towards same goal

From a training perspective the networks I made were important and will be discussed and accessed at team and agency level.

I was able to confirm some ideas which I will now pursue with vigour

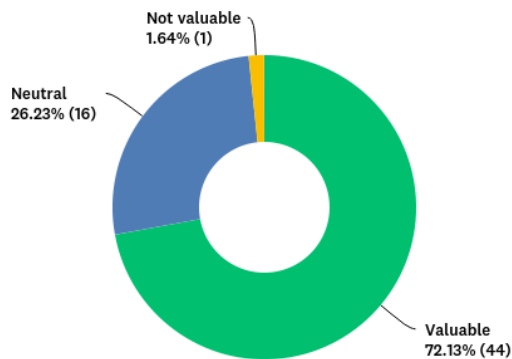
additional networking means I have more services to support my clients

I will be able to use my knowledge from the workshop session in my everyday work.

Workshops

61 respondents rated the workshops with 72% of respondents finding the workshops valuable. 26% were neutral about the workshops and only one respondent found the workshops not valuable.

Figure 3 Q14 How would you rate the workshop?



Feedback comments included the need for introductions at the beginning of the session (for those groups where this did not occur), varied feedback on the facilitators and the stimulating discussion whilst others focussed on the intractable problems that our sector face particularly around housing and the difficulty to move forward without this issue improving. Some respondents suggested longer workshop sessions or having two workshops for more discussion.

Great input form a diverse group.

Just came back to the same issues of lack of housing. Very difficult to move forward from that to find other solutions.

There was no 'round the group' introduction or outline of the purpose.

I found it encouraging that most of the people participated with sharing their experiences and asked questions to those of us who work in the sector.

Great info and facilitator was very knowledgeable.

Great opportunity for youth services providers to come together and discuss common issues and to also learn about other services available for young people in our region

Difficult to be able to hear discussion as feedback to hearing aids from room.

Keen interest in seeing well overdue improvements and changes."

If the forum had more time, it would have been good to perhaps have the chance to do 2x 40 min workshops so as to go to more than one

It was difficult to hear everyone talk in the room we were in but great group, lots of very valuable insights, information and ideas. I found it really motivating as a group that we all shared the passion to collectively make a difference.

It was great to hear about the Orange Door but also the experience of workers who support people who have experienced or are perpetrators of family violence.

I would like to know where the information is going. I have attended various forums recently and it is good to reflect but more useful to know the information sourced will have a purpose towards change

Facilitator appeared not skilled at facilitation

Good conversations and hoping recommended solutions and potential working together cross region happens

Very well organized a morning well spent. Would like to see more group workshops - this could provide for networking instead of the speed networking.

The discussion was very valuable but unfortunately the people that knew about the theme took over the conversation and it was hard to get a word in.

interesting discussions but no new ideas - more local governments to share ideas would be helpful.

It was great to involve us for recommendation of gaps in system that we are experiencing

Expo

85% of respondents reported visiting the Expo stalls. Feedback on the Expo part of the Forum was positive with most respondents finding it useful and good for networking. Potential improvements offered were more stalls/agency participation and more space to reduce crowding. Expo stall holders found it useful to hold the stall and reported few issues with the organisation of the stalls

Well organised and extremely valuable

good information and resources for future reference

Reasonably good variety of services and literature.

Expo was great - would have like more stalls

stall were good - varied and interesting to hear what other agencies are doing

Too crowded so very difficult to have conversations with stall holders.

Good, staff were knowledgeable on their programs

they were terrific generated great discussion

Good networking opportunities

Very helpful and a good range of services.

It was great to chat with staff from attending agencies to hear their experience on the ground.

I plan on setting up a stall next year as so useful, particularly if there were a few more from my local working area

The Expo was very interesting, and had quite a diverse array of information and giveaways.

Easily accessible, good spread of information available

Well organized and informative. Aboriginal representation would have been nice.

All stall holders very engaging lots of information available

Very versatile and informative

Simple process, easy set up & set down, good accessibility, valuable to learn presentation skills from other agencies

Good to network and make connections and be out in community to talk to other professionals in a different setting

Lots of contacts made through one on one contact through the stalls.

A very noisy venue and it was difficult to hear conversations.

Ran very smooth, no issues from our end at all

Future Forums

98% of respondents said they would attend another SHSN Forum in the future with only one respondent saying they would not attend. A broad range of topics were suggested for future forums including:

- Advocacy and how to gain political traction for the issue of homelessness and how to lobby to increase Government commitment to building housing stock.
- THM reform
- innovation in homelessness sector, specialist case management programs, exiting justice system Housing first model
- How to best improve information sharing and truly become an integrated network.
- housing supply innovation
- Different programs including the Homeless court pilot, PRAP
- Lived experience speakers/participants and MPs attending
- Opening Doors, HEF and Entry Points - processes and differences in practice
- Homelessness and family violence, family violence information and the process for referral
- More DHHS presence regarding future planning and outcomes within SHS
- First Peoples/First Nations specific services, human rights-based approaches, over 65+'s and homelessness, LGBTIQ+ safe services

- NDIS
- Information about the interface/intersectionality between homelessness and other/mainstream services eg mental health, AOD, disability, Centrelink, Child Protection, Aboriginal, LGBTI, family violence
- Presentation of good practice case studies that show solutions to common problems
- Presentation of positive case studies from other LASNs/regions and how they address some of the tough challenges in the homelessness space.
- Update of the Functional Zero program
- Would be great to look at strengthening the space across youth homeless
- Working with CALD and ATSI communities experiencing homelessness with a multi-cultural lens
- Accessing different housing markets

Final Comments

A number of respondents made further comment about the Forum, Expo or SHSN overall which were generally reiterating their positive feedback about the Forum. Specific comments included

As always, a well run and informative event.

Really impressed by how many people attended, the level of energy and passion ... Well organised and not too long so interest didn't wane.

It was a great success.

It was good, but would have preferred it to be longer.

Enjoyed collaboration and quick round networking...

Very valuable expo and forum that I've attended to in a while as it focused on Southern region so great networking and information sharing opportunities. The speed get to know you groups I thought were really good, great ice breakers and I thought this helped also with the group sessions that people were networking even more so after forum

Great work in setting and planning by the SHSN network

Overall really great opportunity to attend this and I look forward to attending in the future

I would love it if it was a full day expo. There is so much to learn and so little time,

Great catering, great venue, overall positive experience

very well organised, congratulations

Could have been a little shorter

Looking forward to the next one.

Ruth as a coordinator does a great job bringing it all together with her passion and knowledge

I enjoyed it very much however, I want more action. I want to hear that there is more housing available, more options, more houses been built to meet the demand.

It runs like clock work and that is a credit to Ruth and her team.

Attachment A Forum Workshop Notes

Young people at risk of and experiencing homelessness

Key issues/barriers

- Navigating the system - understanding of internal services
- Letting young people know they can contact services directly
- Need for earlier intervention
- Lack of accommodation
- Understanding suitable/appropriate accommodation for particular young person and their circumstances
- Need for stable housing and employment
- Youth 2 campaign
- Solutions and Advocacy
- Purely youth specific entry points required or youth dedicated resources at entry points
- Joined up initiatives for youth regarding nomination rights
- More youth foyers
- Establishing a government body to cap private rental pricing to affordable levels
- Post-care youth specific model – head leasing to foster independent living
- More rental brokerage – PRAP, bond loans, etc
- Improved communication and consistency including on accommodation vacancies
- Prioritising youth
- Local networking eg youth homelessness meetings
- Making it known to young people that options are limited
- Consistent management of prioritisation list
- Allocation to youth across the region
- Discuss youth at Opening Doors Review and the network level
- Strengthen real estate relationships

Legal issues and homelessness

Key issues/barriers

- 50 years + family violence - CALD background, homeless and isolation from community
- Fines issues – criminal penalties, payment plans,
- Gambling – fraud/theft – legal charges, mental health condition
- FVIO (Family Violence Intervention Order) – respondents, homeless, recidivism
- Committing crimes to get access to services, shelter, health care, food, support, sense of belonging.
Committing crimes to support habits – drug and gambling;
- Solutions and Advocacy
- 50 years + family violence – referral to crisis accommodation, community engagement
- Gambling – access to mental health programs
- Fines – work to pay fines
- FVIO – keep engaged with CCO officers to prevent breaches and for drug and alcohol programs
- Criminal matters – repeat offenders seeking shelter
- More casework required to keep engaged in programs
- More women's only housing and more women and children's only housing
- Access to housing for offenders to prevent them from committing crimes to go back to jail
- Assist rough sleepers to prevent them committing crimes to support themselves – drugs/sex/etc
- Preventing recidivism to get access to housing/supports

Migrants, refugees and asylum seekers (mainly focussed on asylum seekers)

Key issues/barriers

- No income – equals non-eligibility for certain services including some homelessness services
- No work rights, no Medicare, no health care cards, can't access Centrelink
- If they do access mainstream services – can be very limited
- Very lengthy court processes
- Often no family – reliant on people who are also on low incomes
- Younger people – UAMs (Un-Accompanied Minors) - vulnerable

Solutions and Advocacy

- Advocate for work rights
- More opportunities for EAL classes and more documentation in other languages and “easy English”
- Crisis housing is for everyone according to policies - Access to homelessness agencies for no/low income
- Increased access to safe – “women-friendly” services
- Communication – educating services
- Advocacy to State and Federal governments
- Keeping rigorous and detailed data to inform advocacy
- Forming consortiums/networks and seminars
- Consultancy – youth especially, at risk groups
- Ensuring mainstream services understand the barriers for this cohort
- Funding – options – increased amount for housing – HEF
- Pushing for asylum seekers to be on the agenda for seminars/workshops dealing with homelessness

Sector training needs

What training is missing from the current training offer?

- Identifying elder abuse training
- Orientation to the Opening Doors Framework – focussing on consistency, managing staff absences, updating knowledge, communications, etc
- Expansion on “insight into refugee experience” training –
- Aboriginal and Torres Strait Islander specific training (working with clients) – who now manages this?
- “key contact” connections with the NDIS – negotiating NDIS

Priority training

- Through my Eyes Training
- Difficult but Necessary Conversations
- Mental Health First Aid
- ASIST
- CRAF (MARAM) training
- Opening Doors Framework training

Barriers to participating in training

- Timetabling
- Location
- Being released from work and service delivery
- Offering multiple days of training
- Services/training not being offered onsite at service office (needing to go to TAFE or other location)

Enablers to participating in training

- Regular schedules and locations
- Frequency
- Full day training (as half day training ends up taking the whole day)
- Flexibility - onsite or in-house, allow all staff to attend and locations

Rough sleeping – who, what, where, how?

Key issues/barriers

- Lack of safe appropriate long term sustainable housing options -
 - Rooming houses not appropriate
 - Lack of accommodation for people on Newstart – discrimination
 - Consumers not willing to gain support because there are no housing options apart from options they do not want (rooming houses and caravan parks)
- Councils moving people on after complaints
- People disconnected from community due to having to move out of area.
- No vacancies for young people in refuges or emergency accommodation
- Not enough long term housing support provided to keep people housed
- Lack of legislation to make developers create affordable houses
- Mental health and AOD – not many services have resources to outreach to rooming houses
- Community backlash when modular units built in certain areas

Solutions and Advocacy

- Replicating Towards Home
- Network meeting groups – stronger together
- Continuing long term support when housed
- Consumer participation throughout process
- Minimum standards of rooming houses to be increased
- Local government looking at ideas to facilitate philanthropic ideas
- Campaign and education around landlords – right to have homes and upskilling proprietors.
- Educate schools – early intervention for young people – using youths to petition for change.
- Real estate – going to conferences/into their space to present programs
- Bungalows or modular units in back gardens of people in the community
- Making contact with MPs
- Community engagement with non-homeless services – show evidence
- Newsletters and evidence based practice

Private Rooming Houses

Priority recommendations from Rooming House Summit

Recommendation 1. Rating rooming houses

- Like Air BnB - clients can have knowledge to make a decision and housing workers can have more info on options and safety for outreach workers – use rating stars
- Increases accountability of rooming houses
- Council involvement increases registration of rooming houses
- Regulatory model
- Clients are given Rooming House booklets by entry points – 80% of landlords are not giving out the booklets - this could be included in the ratings

Recommendation 7. Bargaining using HEF

- Limited options for entry points
- Using consumer power – not using those rooming houses - difficult to implement in practice
- Ethical dilemma for workers using unsafe rooming houses

Recommendation 3. Outreach support workers

- Rooming house managers need support to understand client need and vulnerabilities
- Increasing number of outreach workers to cover rooming houses.

Next Steps

- Consult with proprietors of rooming houses about the implementation of the recommendations
- Data collection to report to government - risk factors, discrimination, violence, arrests
- App – set of standards - number of bathrooms in the property, number of residents

Local government and homelessness

Key issues/barriers

- Some Councils have no precedent, protocol or position on homelessness and rough sleeping
- No Council social workers connecting to homelessness service providers
- Inconsistent approach of some council officers leading to some distrust of enforcement and local laws not representative as some are very engaged and supportive.
- Requires designated resources and ongoing funding within Councils - rate capping limits resourcing for emerging and/or growing needs
- Growth areas have different demands and challenges
- Design of new Council facilities to provide services that can be used more broadly eg showers in sports clubs (resource utilisation)
- Whilst Councils may not provide housing, they can support in other ways
- Does local government understand its own role? –strengths, education and the role it can play in ending homelessness?
- We need to better articulate the costs (to State and local governments) of delivering (or not delivering) services that our citizens require.
- Expectations of quick response (not the reality with rough sleeping)

Solutions and Advocacy

- Port Phillip Zero model
- Local government to identify gaps and advocate to fill these gaps
- provide an ear (librarians/community services) - educate staff to assist
- referrals to agencies (assertive outreach)
- community education, advocacy and training for staff/traders/community
- increase understanding of human rights
- Consistent approach needed across local government – incl. Council customer service script
- Sharing info/communication – including agency/council network meetings and cross networking
- Disconnect between Council and agency approaches to rough sleeping
- Common toolkit
- Better interrogation of data at LGA level and sharing of data

Consumer Participation

Consumer Survey questions – what should we ask our consumers?

- Better to focus on 2-3 things and tie in with Strategic Plan
- access points - consumer experience telling story over and over
- Build a question about what could make the transition easier when/if being released from prison/courts
- Sharing information like services connect – time saving
- Needing to tell the worst about clients to get them support when as workers we want to highlight strengths
- Do services focus on strengths or weaknesses?
- Services to know how to work with certain diversities – eg LGBTI
- perhaps kit could have a checklist to be ticked.

NDIS and homelessness

- Evidence issue with lack of case management
- Greater assistance to access system is required
- Level of comprehension around NDIA correspondence varies
- What is agencies' responsibility for housing?
- Greater Local Area Coordinator resources and skilling working with people experiencing homelessness
- Flexible funding (State government) to assist with access to NDIS

Family Violence and the Orange Door

Key issues/barriers

- Perpetrators –
 - lack of support/workers not wanting to work with them
 - limited resources, supports, fee charging services –barriers – eg men’s behaviour change services
- Housing (lack of)
 - Impacts on ability to support
 - Corrections influx – homeless alternative breach IVO to return home for housing. Losing OOH due to family violence. IVO/incarceration
 - People choosing to return to family violence due to inappropriate or lack of crisis housing/response.
 - Impacts on mental health
- Young people
 - Gaps in services – services unwilling to work if people stay in family home/partnership
 - Under 18s – over 18s put into unsuitable accommodation eg rooming houses
 - Access to sufficient income – can’t live on Centrelink Youth Allowance. Living away from home allowance barriers – no choice but to return. Long wait times to receive benefits.
 - Homeless/couch surfing – unable to address trauma and family violence
- CALD – visa complexities, wait times for refuge – hotel accommodation is substandard and risky
- Intake/support services – exceeding support period times due to lack of options, housing
- No affordable housing – THM clog – impacts on those who need it now
- Closing rooming houses – impacts felt immediately
- Neighbourhood fatigue – impacts on THMs

Solutions and Advocacy

- Orange Doors brokerage
- Support for perpetrators – more and easily accessible men’s behaviour change programs and grief and loss support
- funding – more resources –funding reform
- Housing – secure, affordable, long term housing
- Early intervention – acute – start education from kinder
- Local communities working together – place based responses
- True collaboration – remove the competitive systems
- Providing support to parents/families – early intervention
- Long term support
- all housing models – crisis, medium, long term, low needs and intensive - purpose built houses, Towards Home and Foyer models –
- Access to income – to afford housing – particularly young people and Centrelink relationship
- Support Youth2 campaign
- New buildings to have set amount of public housing/social housing
- THM review
- Empower clients – planning/thinking about realistic housing options – shift expectations
- Relationships with real estate agents/property managers – financial incentives
- Networking/forums – bring services together to brainstorm and focus on solutions
- Pool our data – very individual/agency based – leverage this for better systems.