



Review of Homeless Services, South Western Area

FINAL REPORT

Submitted 23rd December 2008

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Executive Summary

The Department of Human Services (DHS) funded a Review of the Homeless Services System in the South Western Area of Victoria and engaged the Salvation Army Social Housing Service (SASHS) as the auspice for this Review. The Review was guided by a Project Control Group comprising members of the Local Area Service Network (LASN) and DHS. Engage Consulting Australia Pty Ltd was contracted to conduct the Review.

The Review included:

1. A Scoping Study examining the South West Homeless Service System including current and projected demand. It was completed through interviews and focus groups with stakeholders and a review of written information and data relating to the sector.
2. An Analysis of the results of the Scoping Study.
3. A workshop with the South West Housing Advisory Group on findings and suggested recommendations.
4. The development of a Homeless Services System Strategy for the South West Region for the next five years.

In this report Engage Consulting Australia provides details on the background, methodology, findings and resultant strategy it developed for the Review.

The Review found that the Homeless Services System in South West Victoria works well to provide good outcomes for its clients within the constraints of its resources and the current pressures on the system.

Impacting most strongly on the sector is the affordable housing crisis and the increasingly complex and high needs of clients. However, there are emerging trends, such as the rise of housing associations in the region, and the development of new industries that have the potential to at least partially counter these pressures.

There are a number of gaps that currently exist in the system. These include shortages of crisis accommodation, singles accommodation, and accommodation for families requiring four bedrooms or more. Clients with special needs and the 'more difficult' clients are at most risk of missing out on services. There are particular accommodation facilities that are not available in the South West including a "step up, step down" for clients experiencing mental illness, a drug and alcohol withdrawal program, and live-in supported accommodation to support young people in their transition to independent living. There is also no face to face after hours service for clients of the homeless service sector in the area.

Summary of Key Findings

A summary of the key findings of the Review follows:

KEY FINDING 1: The Homeless Service System is complex and difficult to navigate

KEY FINDING 2: There is no agreed approach across service providers for the delivery of homeless services in South West

KEY FINDING 3: The South West region is large and mostly rural with little public transport connecting towns and townships

KEY FINDING 4: Homeless services are concentrated in Warrnambool with service provision also in Portland, Hamilton and Camperdown

KEY FINDING 5: In locations where particular service/s are not providing services in all business hours, other services are providing 'stop gap' measures

KEY FINDING 6: System-wide spread of staffing across the region appears to match origin of clients relatively well accordingly to the data available

KEY FINDING 7: Funding is not provided specifically for outreach service provision

KEY FINDING 8: There are generally positive outcomes for clients using homeless services in the south west

KEY FINDING 9: Services demonstrate a high degree of innovation and flexibility in tailoring services to the needs of clients

KEY FINDING 10: It is acknowledged that improvements could be made in engaging clients in service delivery planning

KEY FINDING 11: The national Housing Affordability Crisis has impacted on homeless service delivery in the South West area

KEY FINDING 12: Demand for homeless services in the South West has progressively increased since 2000

KEY FINDING 13: Demand for homeless services in the south west outstrips funded supply

KEY FINDING 14: There are increased numbers of high and complex needs clients seeking services

KEY FINDING 15: There are increasing levels of anti-social behaviour from clients in the homeless sector

KEY FINDING 16: The homeless service system is currently undergoing change in response to the introduction of accreditation

KEY FINDING 17: Public Housing is becoming more difficult to access

KEY FINDING 18: Housing Associations are likely to have an increasing influence on the homeless service system in the South West in the coming five years

KEY FINDING 19: Projected growth and changes to industry in the region may have an effect on the homeless services sector –however the direction of the effect is unknown

KEY FINDING 20: There has been a decline in the number of privately run, short-term accommodation options and very few crisis accommodation options are now available

KEY FINDING 21: There is a shortage of crisis, transitional and long term accommodation for single people

KEY FINDING 22: Half of all people accessing homeless services in SW are alone/single

KEY FINDING 23: There is a shortage of crisis, transitional and long term accommodation for families requiring four or more bedrooms

KEY FINDING 24: The most difficult clients of homeless services are most likely to miss out on receiving homeless services, particularly exit options

KEY FINDING 25: People experiencing homelessness that also have a special need such as requiring modifications to a house, owning a pet, having a low IQ or that are not good at advocating for themselves, can end up as a lower priority for service providers

KEY FINDING 26: There is a limited after hours service for clients experiencing, or at risk of, homelessness in the South West

KEY FINDING 27: Relationships amongst agencies in the South West are strong and mutually respectful

KEY FINDING 28: In the past year there have been few opportunities for workers within the homeless sector to network with each other

KEY FINDING 29: Gaining information about the role, membership and key contact people for the breadth of homeless services networks in the South West is not easy for new or marginal stakeholders

KEY FINDING 30: Interconnecting agencies do not have a good understanding of the homeless services system and would like to streamline referral processes

KEY FINDING 31: Other than self referral, clients of the homeless services system are most likely to be referred by another homeless service

KEY FINDING 32: Referrals in the homeless services sector are largely informal

KEY FINDING 33: Communication between agencies could be improved in relation to client referrals

KEY FINDING 34: There is potential to pool brokerage funding at entry points to homeless services

KEY FINDING 35: There is a perception by specialty areas in the homeless services system that other homeless services agencies do not understand their client group well

KEY FINDING 36: There are no Prevention and Recovery Areas (PARC) facilities in the South West

KEY FINDING 37: There are no substance abuse rehabilitation programs that provide live-in support to undergo withdrawal, in the South West

KEY FINDING 38: The policy shift that now enshrines the right for women and children to remain in their home after experiencing family violence changes the way family and domestic violence services interact with the system

KEY FINDING 39: Over 41% of clients of homeless services in the South West are under twenty five years old

KEY FINDING 40: Co-location of youth services works well

KEY FINDING 41: Youth specific services are concentrated in Warrnambool

KEY FINDING 42: Clarification is required about program funding, delivery in particular locations and local arrangements amongst agencies for the provision of youth homeless services

KEY FINDING 43: The incidence of young people presenting to homeless services citing mental illness as a factor in the reason for their homelessness has increased

KEY FINDING 44: The incidence of young people presenting to homeless services citing drug and/or alcohol abuse as a factor in the reason for their homelessness has increased

KEY FINDING 45: There is an emerging need for a reconciliation and mediation service for young people and their families in Portland

KEY FINDING 46: There is a need for live in supported accommodation to assist young people on their pathway to independent living

Summary of Recommendations

The Homeless Services System Strategy provides a vision, objectives and recommendations for the Homeless Services Sector over the coming five years. The strategy is based on the findings in the Review and involved contributions by the South West Housing Advisory Group. The strategy needs further work in order to be operationalised, but provides a solid framework for this to occur.

A summary of recommendations follows:

RECOMMENDATION 1. Develop a community-wide working party to develop and implement a strategic approach to address the critical shortages of crisis accommodation and all types of housing for young people, large families and single people.

RECOMMENDATION 2. Work in partnership with State and Federal government to:

- 2.1. Provide funding that meets the actual demand for homeless services, rather than for the current targets.
- 2.2. Fund the additional costs of providing outreach services.
- 2.3. Compensate for the costs of mandatory accreditation, especially on smaller organisations.
- 2.4. Fund a PARC in the South West.
- 2.5. Fund a live-in supported withdrawal facility in the South West.
- 2.6. Fund a reconciliation and mediation service for young people and their families in Portland.
- 2.7. Provide additional funding at established Opening Doors entry points in recognition of the coordination work, and potential increase in client numbers due publicity associated with Entry Points.
- 2.8. Increase the number of early intervention and prevention programs for people at risk of experiencing homelessness.
- 2.9. Facilitate dialogue about the impact of changes to industry in the region upon the homeless sector.

RECOMMENDATION 3. Work in partnership with Housing Associations to:

- 3.1. Ensure they are involved in local networking opportunities.
- 3.2. Develop housing options for young people, singles and large families (four bedrooms plus).

RECOMMENDATION 4. Work in partnership with Local Government Authorities to:

- 4.1. Encourage development of single bedroom, and four bedroom plus dwellings in the region.
- 4.2. Foster more affordable housing options in the region.
- 4.3. Address the shortage of crisis accommodation.
- 4.4. Establish dialogue about the impact of additional workers as a result of industry changes in the region.

RECOMMENDATION 5. Support and become active members of interconnecting networks and initiatives that focus on early intervention and prevention.

RECOMMENDATION 6. Work with transport networks and initiatives (e.g. Transport Connections Projects, Warrnambool Transport Network) when planning days and times of outreach service provision.

RECOMMENDATION 7. Work with the South West Local Learning and Employment Network (LLEN) and Glenelg Southern Grampians LLEN to educate young people on the impact of the housing crisis.

RECOMMENDATION 8. Work in partnership with the Southern Grampians and Glenelg Primary Care Partnership (PCP) and South West Primary Care PCP to ensure accommodation shortages identified and the high demand for homeless services identified in this Review are considered for their Strategic Plans for 2009-12.

RECOMMENDATION 9. Re-establish regular contact between homeless services and real estate agents and private accommodation providers of hotels/motels/tourist parks in the region, encouraging mutual understanding of issues faced by all parties.

RECOMMENDATION 10. Explore the possibility of linking an after hours service with a crisis/rooming boarding house in Warrnambool, similar to SASHS Grovedale model.

RECOMMENDATION 11. Support the development of the Horizon House Kelp Street project (that will support young people in their transition to independent living), and identify other opportunities to expand this program within the region.

RECOMMENDATION 12. 'Entry Points' to the homeless services system should be rationalised to have one cross target Entry Point located at each of Hamilton, Portland and Camperdown. In Warrnambool, there should be one Adult (25+) Entry Point, and one Youth (<25) Entry Point.

RECOMMENDATION 13. Each of the homeless services Entry Points should be staffed during all business hours.

RECOMMENDATION 14. One homeless services Entry Point should be designated as the 'lead entry point' for the South West, whose role will be to lead coordination of entry point policies; collate and distribute information on accommodation vacancies; and distribute other information relevant to all Entry Points in the South West.

RECOMMENDATION 15. All speciality services should be available at all Entry Points at some time every week.

RECOMMENDATION 16. All workers at Entry Points should be provided with high quality training, including regularly updates about needs of generalist and speciality homeless services.

RECOMMENDATION 17. Develop an agreed approach to service provision, demand management and expenditure of brokerage funding across services, particularly at Entry Points.

RECOMMENDATION 18. A framework for the practical operation of pooling funding at entry points should be developed in close consultation with agencies in receipt of brokerage funding.

RECOMMENDATION 19. Develop shared arrangements and pool funding with other organisations to minimise the costs of outreach service provision (e.g. co-location, possibly at Entry Points).

RECOMMENDATION 20. Build on, regularly update and promote (within the sector, to interconnecting agencies, and the general public) the South West Homeless Services Mapping (Appendix C) provided by this Review.

RECOMMENDATION 21. A set of protocols for general referral to agencies in the homeless service system (by internal and interconnecting agencies) need to be established.

RECOMMENDATION 22. A set of protocols for specific program referral needs to be established within the homeless service system that includes at least verbal (if not face to face) contact between referring and receiving workers.

RECOMMENDATION 23. Hold an annual South West networking meeting or conference for all interested and working in the homeless sector in the South West.

RECOMMENDATION 24. Establish formal mechanisms for networker information sharing and peer support across agencies such as joint staff meetings, and regularly scheduled case management and coordination meetings.

RECOMMENDATION 25. Recognise the need for, and create scheduled and regular opportunities for case coordination meetings amongst workers for clients with complex needs.

RECOMMENDATION 26. Terms of reference for each of the existing homeless services networks should be updated. These would include outlining responsibilities such as ensuring new workers in the system are notified about the network and are added to mailing lists.

RECOMMENDATION 27. Each specialty service should commit to one 'information/training' session for all other workers in the sector on an annual basis. All agencies should commit to sending workers to each of these sessions.

RECOMMENDATION 28. Establish a local community panel comprising of homeless service providers that would meet as required to deal with the 'most difficult' clients and coordinate cross agency support for them.

RECOMMENDATION 29. Each service trials at least one aspect of engaging clients in service provision for a one year period. A joint evaluation of these approaches would occur with a view to all agencies implementing the most successful features of these trials.

RECOMMENDATION 30. Agencies delivering youth homeless services need to work together to clarify program funding and parameters, the locations in which particular programs are delivered, and local arrangements for all youth homeless services to identify and attempt to minimise gaps in service; and to allow other services to effectively refer clients to the appropriate service.

Acronyms List

BFYS	Brophy Family and Youth Services
BY	Barwon Youth
CASA	South West Centre Against Sexual Assault
COAG	Council of Australian Governments
CERC	Community Equity Rental Housing Cooperative
DHS	Department of Human Services
EFT	Effective Full Time (in reference to staffing)
FDV	Family and Domestic Violence
HASS	Homelessness Assistance Services Standards
HEF	Housing Establishment Fund
HIA	Housing Industry Association
HNILS	Hopkins No Interest Loan Scheme
IHSHY	Innovative Health Services for Homeless Youth
LASN	Local Area Service Network
LGA	Local Government Area
LLEN	Local Learning and Employment Network
LoGCHoP	Local Government Community Housing Program
MOUs	Memorandum of Understanding
NDCA	National Data Collection Agency
OOH	Office of Housing
PARC	Prevention and Recovery Areas
PCP	Primary Care Partnership
PHP	Portland Housing Program
SAAP	Supported Accommodation and Assistance Program
SASHS	Salvation Army Social Housing Service
SHASP	Social Housing Advocacy and Support
SW HAG	South West Housing Advisory Group
THM	Transitional Housing Management
WRAD	Western Regional Alcohol and Drug Centre

Introduction

The Department of Human Services (DHS) funded a Review of the Homeless Services System in the South Western Area of Victoria and engaged the Salvation Army Social Housing Service (SASHS) as the auspice for this Review. The Review was guided by a Project Control Group comprising members of the Local Area Service Network (LASN) and DHS. Engage Consulting Australia Pty Ltd was contracted to conduct the Review.

The Review comprised three stages:

1. A Scoping Study examining the South West Homeless Service System including current and projected demand;
2. An analysis of the results of the Scoping Study; and
3. The development of a Homeless Service System Strategy for the South West Region for the next five years.

A draft Scoping Study Report and a draft Analysis Report were provided to the Project Control Group during the course of the project for comment. These reports have been incorporated into this final report.

Methodology

The Scoping Study

Engage Consulting Australia conducted a consultation, a literature review, and analysis of homeless services data to gather information about the system of homeless services delivered in the South West of Victoria. This information included:

- Knowledge from 'experts' in the field – key personnel in service provider organisations;
- Existing documentation from local service providers on their homeless services;
- Current literature on Homeless Services in Australia, including State and Federal Government Policy; and
- Supported Accommodation Assistance Program (SAAP) data.

The Scoping Study was completed between 18th September and 6th November 2008.

Engage Consulting Australia acknowledges the commitment and support shown by those organisations that participated in the consultation component of the Scoping Study.

Consultation

The Review conducted a consultation which involved collection of qualitative information through interviews and focus groups.

Consultation with the Project Control Group during the planning phase of the project identified key organisations to be contacted during the Scoping Study, forming the planned Consultation List (See

Appendix A). Appendix A also identifies amendments that were necessary to the planned consultation list.

Engage Consulting Australia conducted 19 structured interviews. Each of these lasted between forty-five minutes and one hour. Of them, 11 were face to face and eight were conducted on the phone. The interviews were semi-structured, qualitative interviews recorded via handwritten notes. The interviews fell into four categories:

- Managers of Homeless Services;
- Managers of Agencies with strong interconnections with Homeless Service Agencies;
- Individuals with a “System Overview” of the Homeless Service Sector in the South West; and
- Housing Associations.

In addition, three focus groups were conducted with Brophy Family and Youth Services, Emma House and Salvation Army Social Housing Service, South West. These focus groups were arranged to gain a ‘worker perspective’ from some of the key agencies providing homeless services in South West Victoria. Focus groups contained between four and nine participants each. Interviews and focus groups were conducted by Ms Kellie King.

Information was requested on perceived gaps and issues, inter-agency relationships, and details on specific programs provided by agencies. The order and level of detail of questions asked in the interviews and focus groups varied depending on the experience of individuals consulted and their type of involvement with/in the homeless services sector. The general question guides for the interviews and focus groups are provided at Appendix B.

The following organisations and individuals were formally consulted during the Scoping Study.

Homeless services

- Portland Housing Program Incorporated, Carmen Scott
- Mind , Collette Porter
- Western Region Alcohol and Drug (WRAD) Centre, Daryl Fitzgibbon and Cassie Achison
- Barwon Youth, John Townsend
- Quamby House, Kim Cook
- Salvation Army Social Housing Service - South West, Lindsay Stow
- Salvation Army Social Housing Service - South West, Worker Focus Group
- Warrnambool City Council, Murray Murfett
- Emma House , Pat McLaren
- Emma House, Worker Focus Group
- Brophy Family and Youth Services, Peter Flanagan
- Brophy Family and Youth Services, Worker Focus Group
- Community Connections, Peter Sheen
- Aspire, Phil Hose
- Gunditjmara Aboriginal Cooperative, Trish McGregor

Interconnecting Agencies

- Office of Housing - Warrnambool Branch, Gloria Falla
- South West Centre Against Sexual Assault, Helen Wilson
- Community Correctional Services - South West, Renee Gleeson

Housing Associations

- Loddon Mallee Housing, Kerry Ashley
- Community Housing Limited (Housing Association), Svetlana (Lana) Krasinski,

Whole of System View

- Office of Housing, Barwon South West, Department of Human Services, Lindsay Cameron
- Colac Area Health, Marina Lewis

In addition to the formal consultations, the following organisations and individuals were informally consulted during the Scoping Study.

- Southern Grampians Shire, Manager of Community and Leisure Services, Kevin O'Brien
- Yarra Community Housing Limited, Myra Kitchenmen,
- Corangamite Shire, Manager Aged and Disability Services, Gwyneth Rogers
- Vic Relief Food Bank, Rural Community Support Officer, Tom Brennan
- Glenelg Shire , Sam Sharp and Ashley Bishop
- Time for Youth, Creating Connections Worker, Chantelle Chavaut-Allen
- South West Health Care, Psychiatric Services, Margaret Skene
- Common Equity Rental Housing Cooperative, John McInerny
- Warrnambool City Council , Paul O'Brien and Anne Waters
- Department of Human Services, Primary Health Branch - Partnerships, Kate Gilbert
- South West Local Learning and Employment Network, Toni Hancock
- Gunditjmarra, Family Violence Worker, Libby Lesock

Literature Review

A purposive literature review of information relating to homelessness in the South West was conducted by the Review. This included:

- Documents provided by organisations involved in the Scoping Study relating to their services;
- Locally written papers and documents on the Homeless Services Sector in South West Victoria provided by organisations involved in the Scoping Study;
- Numerous websites relating to homelessness, including key government websites outlining current State and Federal Government policies and initiatives in relation to homelessness;
- Key reports and articles on homelessness in Australia ; and
- Data on public housing waiting lists in South West Victoria provided by the Office of Housing, South West Branch.

Information from published and unpublished sources was evaluated in relation to the key themes generated from the interviews and focus groups. Information from these materials has been referenced and used as supporting evidence throughout this report.

Data Analysis

The Review conducted an analysis of data from programs in the South West from the National Data Collection Agency (NDCA) Supported Accommodation Assistance Program (SAAP) provided by the regional and central offices of the Victorian Department of Human Services

The form of SAAP data provided to the Review was individual program reports for funded programs operating in the Barwon South West Region and relates to services delivered between 1 July 2006 and 30 June 2007. As such, data relating to programs run only in the South West has been disaggregated for analysis. Information from the following programs (named in the same way as in the SAAP reports) was collated and is presented in this report in support of the key concepts/themes emerging from the interviews and focus groups.

- Adolescent and Community Placement
- Emma House
- Hamilton Accommodation Program
- Portland Accommodation Program
- Camperdown District Accommodation Program
- Salvation Army Family Support Services
- BFYS
- Warrnambool Women's Refuge
- Warrnambool Youth Accommodation Program
- Brophy
- SW Indigenous Family Violence Outreach
- FDYS Crisis Accommodation
- Family Violence – SW Intensive Case Management
- Family Violence – SW Linking to the Private Rental Market
- Yhap2 – links to education
- Yhap2 – Youth Futures
- Supporting Young Parents

Information relating to services delivered by Barwon Youth could not be disaggregated to reflect South West only service delivery and as such, have not been included in the analysis. Likewise, the after hours telephone service for family and domestic violence operating from Bethany, covers the entire Barwon region and information cannot be disaggregated for South West only, thus this information has not been included in any of the data analysis.

Analysis of Information from Scoping Study

Qualitative information was evaluated using a thematic analysis approach, where key findings were described in relation to conceptual themes. Throughout the report, these themes are described with supporting 'quotes' from individuals involved in interviews and focus groups. To maintain the anonymity of participants, quotes have not been attributed directly to particular individuals. As much as possible, particular agencies have been de-identified in this report.

Program information obtained in the Scoping Study was collated into South West Homeless Services Mapping document which is provided in Appendix C. This mapping document includes some program information gained from secondary sources. Where the information was gained from a primary source, the organisation was given the opportunity to provide comment on the version provided in this report. Each program is notated to indicate whether it is a primary or secondary source, and whether it has been checked by the organisation that provides the program. An electronic copy has also been provided to the Project Control Group for future updates of this information.

Data from the specified SAAP programs available in the NDCA reports has been combined to present descriptive statistics, or an overall 'picture' of SAAP data for the South West area. Caveats on the use of the data are identified throughout this report where necessary.

Methodology for developing the Strategy

Engage Consulting Australia tested the findings and workshopped the recommendations to ensure the strategies were acceptable, feasible and achievable to key stakeholders.

A draft Analysis Report outlining key findings was submitted to the Project Control Group on the 21st November 2008 for feedback. Engage Consulting Australia also presented the key findings and workshopped ideas for recommendations with the South West Housing Advisory Group (SW HAG) on the 26th November 2008. This group was also consulted about the most appropriate format for the presentation of the *South West Homeless Services Mapping* provided as part of this report (Appendix C).

The auspice was also consulted about the general direction being taken during the strategy development.

Findings

Introduction to the Findings

This section of the report outlines the findings of the Scoping Study of the Review of Homeless services, South West Victoria. It is divided into several sections including:

- Findings in relation to the 'system' of homeless services in South West Victoria (including findings specific to particular geographic areas and also findings spanning the breadth of the system);
- Findings in relation to specific client groups;
- Current and emerging trends affecting the Homelessness Service System in South West Victoria (including the Housing Affordability Crisis, demand, diversity of services, impact of new industries in the region and exit options from the system);
- Identified gaps in the service delivery system;
- Findings in relation to the interconnections and relationships amongst agencies;
- Findings on 'specialty' services within the Homeless services System; and
- An example of how the system 'works' for one client group (young people).

Description of the Homelessness Service System in South West Victoria

The Homeless Services System in South West Victoria provides services to people who are experiencing, or at risk of homelessness for short (crisis) to medium (transitional) periods of time. Crisis support and accommodation lasts for up to two weeks, and transitional support and accommodation lasts up to twelve months. Figure 1 is an attempt to provide a general overview of the system, though it is important to note that exceptions to this pictorial representation will exist within agencies and especially in relation to specific target areas (e.g. family and domestic violence, drugs and alcohol, mental health etc).

The sector is primarily funded through the Federal Government's Supported Accommodation and Assistance Program (SAAP) and State Government's Office of Housing (OOH). In recognition of the varied factors that contribute to homelessness and the supports required, separate funding is provided for supporting young people (under 25 years old) and adults (over 25 years old). However, in some areas 'cross target' funding is provided where the one agency provides homeless services to both young people and adults (over 18 years old).

The Homeless Service System provides housing for people experiencing homelessness on a short term (crisis) and a medium term (transitional) basis. The houses (known as public housing transitional stock) are owned by State Government, but State Government funds agencies to act as a landlord for these properties. These agencies provide services known as *Transitional Housing Management* (THMs). The THMs in South West Victoria are the Salvation Army Social Housing Service (SASHS), Barwon Youth.

Support provided throughout the two week crisis period is provided by SAAP funded positions. Individuals and families in housing crisis can gain access to THM crisis properties, intensive *Crisis Support* once in THM crisis properties, access to Housing Establishment Funds (HEF) and Public Housing Early Allocation Assessment¹.

Support is also provided whilst clients are living in transitional housing for up to twelve months for adults, and eighteen months for young people. This *Transitional Support* focuses on seeking long term housing options, and dealing with the underlying causes of homelessness to secure sustainable long term housing. *Transitional Support* can be provided by generalist services (adults and young people); youth specific services (only young people); mental health services; drug and alcohol services; family and domestic violence services; and indigenous services.

In some cases, specialist support services such as mental health services, family and domestic violence services and drug and alcohol services have “nomination rights” over a certain number of properties managed by THMs. This means that these agencies can nominate ‘their’ clients to have access to these properties to the exclusion of all others. In the South West, if a property under nomination rights has been vacant for some time, there are some agency specific arrangements in place that in some cases allow the THM to tenant these properties to other clients for a certain period of time.

In the South West, Western Region Alcohol and Drug Centre (WRAD), Quamby House, Emma House and Portland Housing Program all have nomination rights over a certain number of transitional housing stock.

In addition, Aspire and Lyndoch have nomination rights for their clients to general public housing stock (as opposed to transitional stock) for a transitional period of time.

As well as these ‘core’ homeless services, there are a number of agencies also considered part of, or having a very strong connection with the Homeless services System. Such agencies provide accommodation and/or specialist support to people experiencing or at risk of homelessness.

These include support programs to sustain tenancies such as:

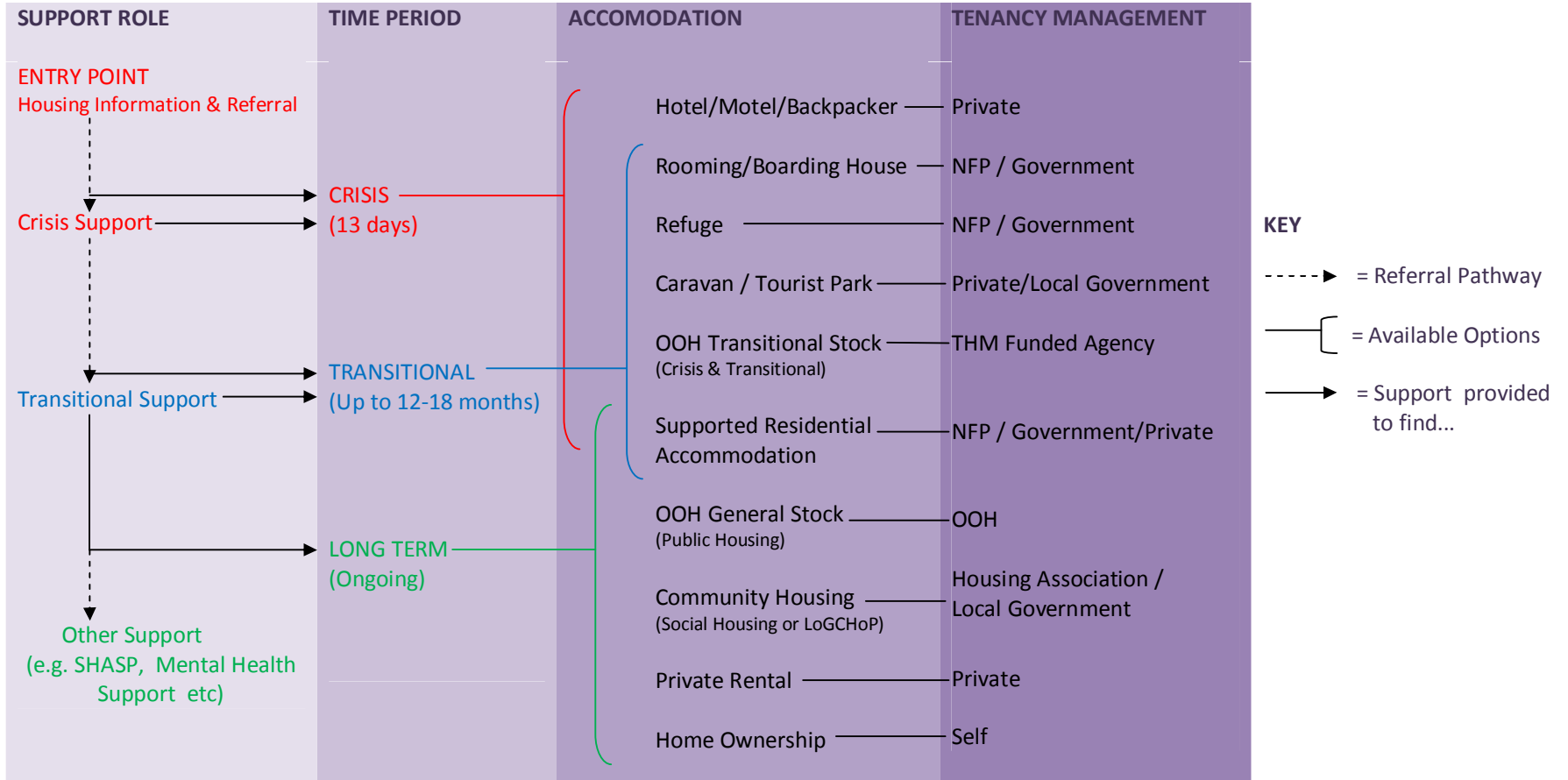
- Social Housing Advocacy and Support Program (e.g. SHASP);
- Consumer Affairs Advocacy Program (e.g. Community Connections); and
- Financial Counselling Programs (e.g. Community Connections Financial Counselling , HNILs).

There are also programs that specialise according to target group such as:

- Specialist Mental Health Services (e.g. Aspire, Mind and South West Health Care Psychiatric Services);
- Specialist Drug and Alcohol Services (e.g. Quamby House and WRAD);
- Specialist Family and Domestic Violence Services¹ (e.g. Emma House and Gunditjmarra); and
- Specialist Youth Services (e.g. Brophy Family and Youth Services).

¹ Whilst FDV services are included in this ‘specialist programs’ list, they are funded through SAAP

Figure 1: A diagrammatic representation of the Homeless services System, South West Victoria



Finally, there are housing options such as:

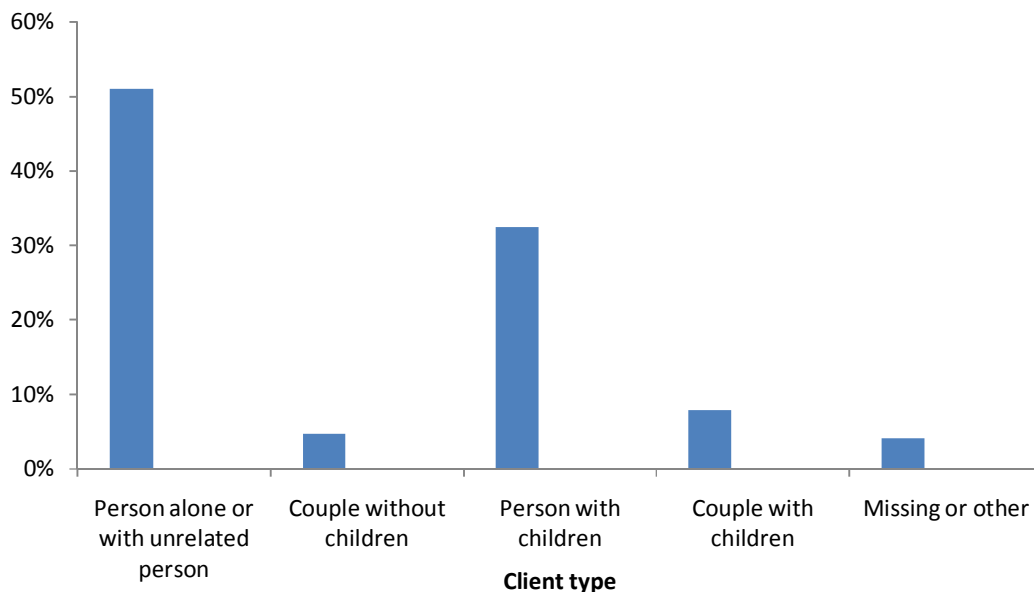
- Local Government Community Housing Program (e.g. LoGCHoP);
- Supported Residential Services - 'user pays' (e.g. Seaview);
- Supported Residential Services - 'pension only' (e.g. Themar Heights and Victoria House);
- Boarding Houses (e.g. Shamrock House and Alveston House);
- Self Help Groups (e.g. DASH);
- Housing Associations (e.g. Loddon Mallee Housing, Priority CERC Ltd, Community Housing Limited); and
- Public Housing (e.g. Office of Housing, South West Branch).

System-wide Findings

Analysis of the NDCA SAAP data shows that 960 clients accessed SAAP funded homeless services in South West Victoria in 2006-2007. This makes up 2.53% of all SAAP clients in Victoriaⁱⁱ.

Most of those clients presenting in South West Victoria were alone or with an unrelated person (51%), followed by a person with children (32.4%), couples with children (7.8%), couples without children (4.7%) and the smallest category was unreported or other (4.1%)ⁱⁱⁱ.

Chart 1. Percentage of total people seeking support in the SW region in each client category (N =960)



To those outside, or new to the homeless services system, the system is complex and difficult to navigate. This is a highly pertinent point given the most common source of referral to the homeless services sector is self referral (see Chart 7). Even those 'inside' the system noted lack of information about all the services and options that are available to them and their clients.

KEY FINDING 1: The Homeless Service System is complex and difficult to navigate

A particular point of confusion that is worthy of mention is the age groups that agencies are funded to provide services for. Table 1 provides clarification on this issue by providing an overview of the core homeless services that are provided to young people in each locality.

“There is no ‘one place’ we can go to and find out what options might be available for our clients”

“I don’t know how many transitional houses are available, I am convinced some agencies ‘hide them’ for their own clients”

There is also no clear, agreed upon approach that all homeless services in the South West operate under. Whilst it was expressed to the Review that all agencies were working toward the same vision of breaking the cycle of homelessness for their clients, their philosophies and approaches to achieve this vision were different.

KEY FINDING 2: There is no agreed approach across service providers for the delivery of homeless services in South West

Geographic Findings

The region of South West Victoria is part of the Victorian Government’s Barwon South West Region. It includes the Local Government Areas (LGAs) of Warrnambool, Moyne, Corangamite, Glenelg and Southern Grampians. It covers 22,865 square kilometres^{iv} spanning from the South Australian border in the west, to Balmoral in the north, and Camperdown in the east. Its population is 103,307^v and Warrnambool is the main service centre in the region, with 31% of the region’s population residing there. Some of the larger towns/townships include Portland, Heywood and Casterton (in Glenelg), Hamilton, Dunkeld and Peshurst (in Southern Grampians), Port Fairy, Mortlake, Macarthur and Koroit (in Moyne), Camperdown, Terang, Timboon and Port Campbell (in Corangamite).

With significant separation of localities, and very little public transport between each other and to and from Warrnambool, service provision to cover the region can be problematic.

Stakeholders believed that areas between Hamilton and the South Australian border (such as Casterton, Merino, Digby, Dartmoor and Nelson) fared the worst in terms of service provision across the region. Much of this related to inaccessible public transport into Portland or Hamilton where services could be provided.

KEY FINDING 3: The South West region is large and mostly rural with little public transport connecting towns and townships

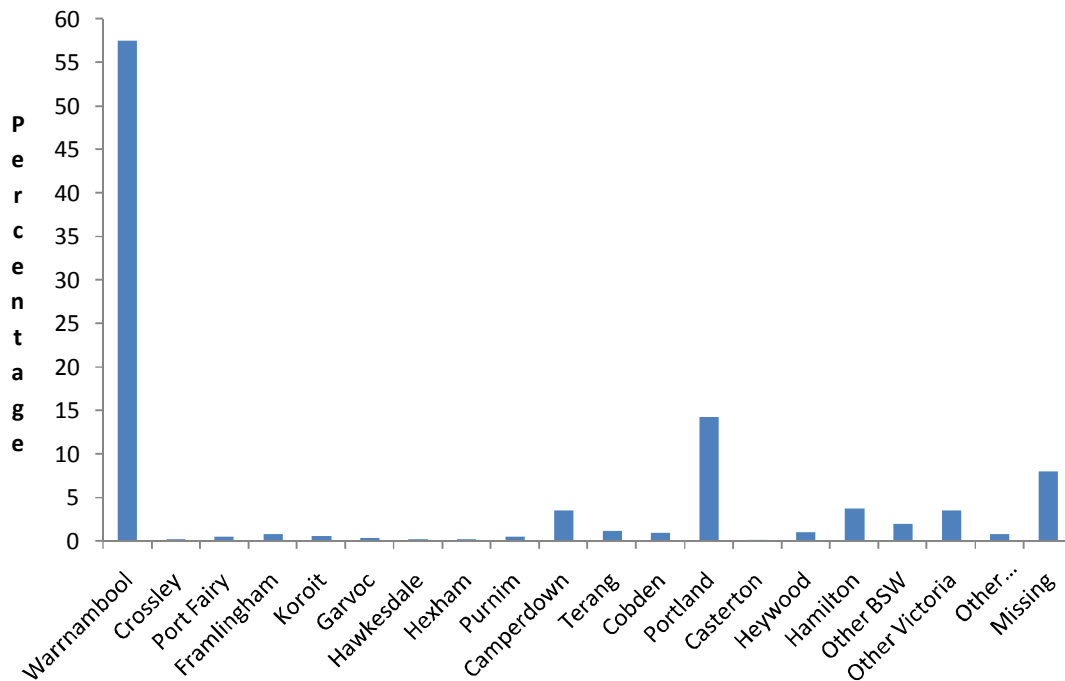
Analysis of the most common locations of clients of South West SAAP services in 2006-07 (that could be disaggregated from region-wide Barwon South West data²) before their period of homelessness shows that 86% of clients were from the South West, with 6% of clients from other parts of Australia and 8% were not reported. The biggest impact on the figure from clients from other parts of

² Barwon Youth and Bethany’s Regional After Hours Service for Family Violence could not be disaggregated according to sub-region

Australia, and one of the biggest factors in the non-reported responses, was the Warrnambool Women’s Refuge where security and anonymity for its clients are paramount.

As Warrnambool is the main city in South West Victoria most of the homeless services agencies, and the administrative hubs for these agencies, are based in Warrnambool. Other key towns for service provision within the homelessness sector are Portland, Hamilton, and Camperdown. This also matches the critical mass of clients’ point of origin as seen in Chart 2. In 2006-07, between five to 11 clients also originated (in order from most to least) from Terang, Heywood, Cobden, Framlingham, Koroit, Port Fairy and Purnim.

Chart 2: Percentage of clients by the town reported as their last location prior to the current period of homelessness (N=964)



KEY FINDING 4: Homeless services are concentrated in Warrnambool with service provision also in Portland, Hamilton and Camperdown.

Some agencies have employed staffs that live in the key towns of service provision, and others utilise Warrnambool based staff that spend time commuting to other parts of the region.

Full “face-to-face” business hours presence by staff in Portland and Hamilton was seen as crucial to stakeholders.

Services that provide outreach beyond Warrnambool several days per week do not necessarily coordinate these days with peak demand times nor public transport times for outlying townships. As a result, for the lack of any other option, the services that do have a full time presence in the smaller towns end up providing additional ‘stop gap’ services to clients. This is often outside what they are funded to do, and outside their area of speciality knowledge.

KEY FINDING 5: In locations where particular service/s are not providing services in all business hours, other services are providing 'stop gap' measures

Chart 3: Distribution of SAAP service client origin compared to distribution SAAP funded EFT (not including Brophy Family and Youth Services data³³; and not including all managerial EFT)

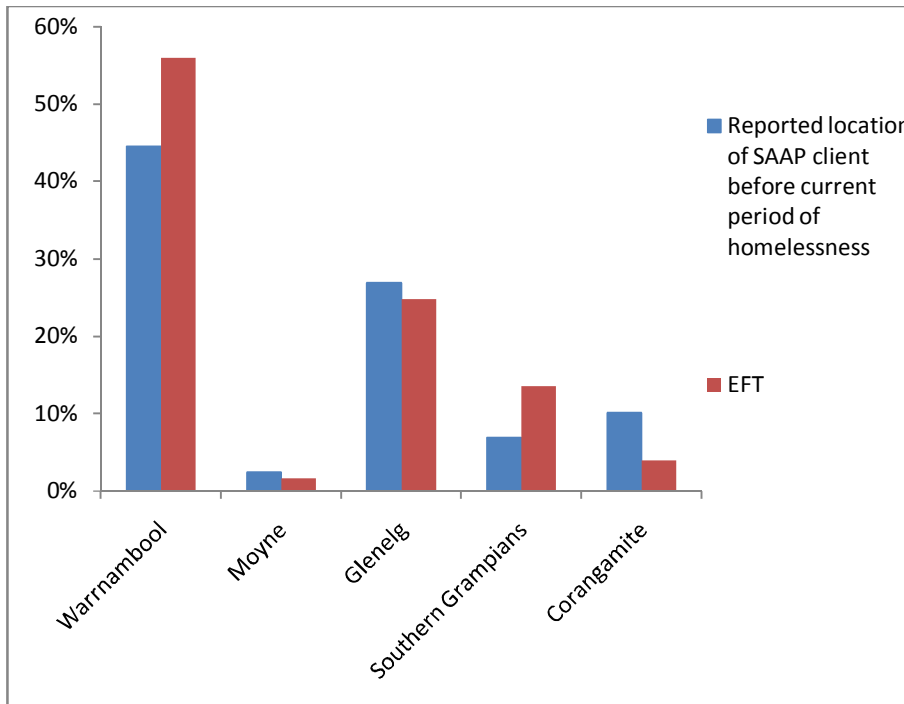


Chart 3 has been provided to give a system-wide perspective on staffing and client distribution for the South West region. With the data provided for to the Review, it was only possible to make a tentative comparison between the percentage of clients who nominated each local government area as their location prior to seeking services, and the percentage of EFT staffing across all services provided in those local government areas. Ideally a comparison would have been made between the clients' preferred location of presentation rather than their prior location as this would allow a more robust conclusion that EFT staffing is adequate in locations that clients actually wish to access services. It crucial that this chart be viewed on a system-wide basis and not reflecting an agency by agency analysis, as the dedicated EFT is provided for specific services in specific areas that have certain eligibility criteria rather than for services in general. In addition, the EFT levels did not always include managerial EFT, and therefore can be only viewed as approximate. As such, this information is provided in an attempt to map resources against need by locality but the conclusions drawn must be tentative due to the parameters of the data used.

Based on Chart 3, it suggests that additional staffing may be required in Corangamite, and also, but to a lesser degree, in Glenelg; and fewer staff may be required in the Southern Grampians. However, clients don't necessarily present to services in rigid government structured boundaries. It was

³³ This data was not included because the majority of BF&YS programs are funded for Warrnambool only, and as this is 41% of the total number of clients, it would have significantly skewed the results.

reported to the Review, for example, that clients from Casterton (in Glenelg), are more likely to access services in the Southern Grampians, than in Glenelg due to historical connections between Hamilton and Casterton; which may then mean the EFT in Southern Grampians is sufficient.

Comparing the data in this way, also suggests that Warrnambool may require fewer EFTs; however, as it is the administrative centre for all these services, and also the regional centre, more clients may gravitate there to access services – thus, perhaps the current mix of EFT is also warranted in Warrnambool.

KEY FINDING 6: System-wide spread of staffing across the region appears to match origin of clients relatively well accordingly to the data available

Agencies noted that funding models that resource for client numbers or support periods do not recognise the additional costs of providing outreach services. If appropriate staff cannot be found within the smaller towns for outreach, staff from the larger town/s must commute; impacting both on the amount of time spent travelling rather than in service provision, and on the costs of vehicle expenses for those agencies. There is also the cost of multiple locations in which the service provision is provided. The cost of getting specialist training to workers in rural and regional areas was also noted and as a result, the costs are borne by the agencies for their workers to attend larger towns in the region such as Warrnambool, Geelong or even Melbourne to keep their skills current, or worse still, they don't attend training due to lack of time and resources.

KEY FINDING 7: Funding is not provided specifically for outreach service provision

Client Centred Findings

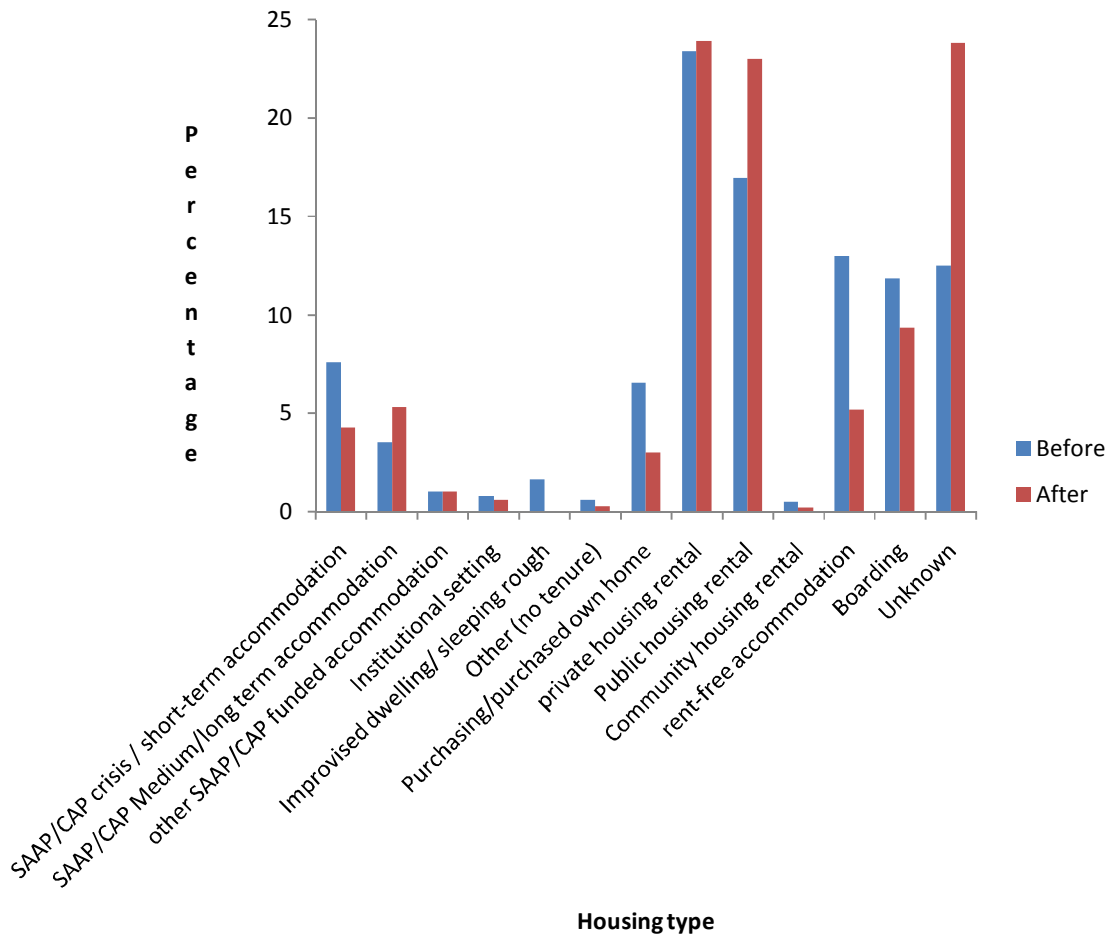
Clients of homeless services in South West Victoria are supported by very dedicated staff who achieve good outcomes within the constraints of the resources available to them.

Due to the range of underlying causes of homelessness, workers in the homeless sector are also required to have knowledge of, and be able to provide support to clients in many different ways. This is particularly important in a time where more and more clients are presenting with complex needs.

The outcomes of this dedication is evidenced in Chart 4, which shows the percentage of people in private rental, public housing and SAAP medium to long term accommodation is greater after people have accessed services than before, and there is no one sleeping rough after support.

KEY FINDING 8: There are generally positive outcomes for clients using homeless services in the south west

Chart Four: Percentage of clients in each housing type before and after support (N = 960)



This is consistent with homelessness programs within Victoria as a whole which were found by the Council to Homeless Persons to be “generally working well; the programs are only struggling because of chronic under-resourcing combined with unprecedented client demand caused in part by the national housing crisis and other socio-economic factors”^{vi}.

“All the clients we see that we find out are homeless all get permanent housing, so the sector seems to work really well in that regard”

“Workers support their clients well. They really go into bat for them.”

Without contravening funding agreements, homeless services use as much flexibility as possible in order to tailor their service to individuals. Most agencies try to provide a high degree of flexibility and innovation in providing service to clients who are at risk of, or experiencing homelessness in order to tailor the service to that individual’s needs. Agencies also work collaboratively to ‘cobble together’ accommodation packages for clients.

KEY FINDING 9: Services demonstrate a high degree of innovation and flexibility in tailoring services to the needs of clients

Whilst this Review did not consult with clients of the homeless services⁴, nor specifically ask how clients are engaged in the planning and operation of services, stakeholders noted that this is an area that can be improved in South West Victoria.

However, it is evident that some agencies have done some work in this area^{vii}. Also as the Homelessness Assistance Service Standards (HASS) that are currently being implemented by all agencies, require that “The organisation regularly seeks ongoing feedback from consumers and consults them whenever it is considering major changes to service delivery”^{viii}, it is anticipated that client engagement will improve over time.

KEY FINDING 10: It is acknowledged that improvements could be made in engaging clients in service delivery planning

Trends – Current and Emerging

The Affordable Housing Crisis

The most important trend impacting on the Homeless services System in South West Victoria is the Affordable Housing Crisis in Australia. Whilst this crisis has been developing over a number of years, it is perhaps even more volatile moving into the coming five years when there are dire financial outlooks at a global level.

A snapshot of the Affordable Housing Crisis follows:

a) National Snapshot

- In 1996, the average home cost four times the average annual wage. A decade later, the average home cost seven times the average annual wage.
- Housing stress is defined by spending more than 30% of household income on rent or mortgage repayments. It is now normal for home buyers in Australia to enter into housing stress in order to enter the property market, as on average, they spend 32.3% on mortgage repayments - compared with 17.9% in 1996.
- Across Australia, 685,000 low and middle income families and singles - or more than one in five of all families and singles who rent - are in rental stress
- First home buyers now account for barely one in six (18.4%) of all home purchases - compared to 22% in June 1996.
- The size of the average first home owner mortgage has more than doubled in the last ten years - from \$104,000 in December 1997 to \$231,000 in December 2007.
- Average rents for three bedroom homes have risen by 82% since 1996.^{ix}
- Rental vacancy rates are at critically low levels. They are at 0.3% within 4km of the Melbourne CBD, with Geelong at 0.7% and Ballarat at 0.9%^x
- Compared with all other developed countries, Australian house prices are almost the least affordable^{xi 5}

⁴ This Review considered the engagement of clients experiencing homelessness as part of its consultation but was unable to do so due to timing and resource constraints. Client engagement needs to be considered and embedded by funding bodies at the outset of any new initiative or research.

⁵ This snapshot was previously written by the author for another paper that is yet to be published.

Chart 5: Housing Affordability Index, Australia^{xii}



Chart 5 clearly demonstrates the extent of the Affordable Housing Crisis in Australia. Most recently, the Housing Industry Association (HIA) reported a slight improve in Housing Affordability for their September 2008 Quarter. Whilst the HIA-CBA First Home Buyer Affordability Index rose 3% in the quarter, it remained “at near record lows, at a level 1.1% below that of the September 2007 quarter”.^{xiii}

a) *Local Snapshot*

The Housing Affordability Crisis is also evident in the South West:

- In the December quarter of 2007, Warrnambool and District’s rental vacancy rate was recorded at only 1.5%^{xiv}; and
- Though public housing waiting lists in the Barwon South West Region remained steady during the March 2008 quarter, there were record private market rents and all-time low vacancy rates.^{xv}

The following information provided by the Warrnambool City Community Profile Website^{xvi} showed that in Warrnambool:

- Households were more likely to rent than in Regional Victoria as a whole (26.7% of the population were renters compared to 20.5%);
- Had a smaller proportion (37.8% compared to 41.8%) of households with low mortgage repayments (less than \$950 per month) than Regional Victoria as a whole; and
- Had a smaller proportion (32.6%) of households with low rental payments (less than \$140 per week) compared to Regional Victoria as a whole (44.3%).⁶

⁶ This snapshot was previously written by the author for another paper that is yet to be published.

The impact of the Affordable Housing Crisis on society

“Affordable Housing is crucial to a country and its people. Without it, people are impoverished, families and communities eroded, jobs lost and the economy weakened.”

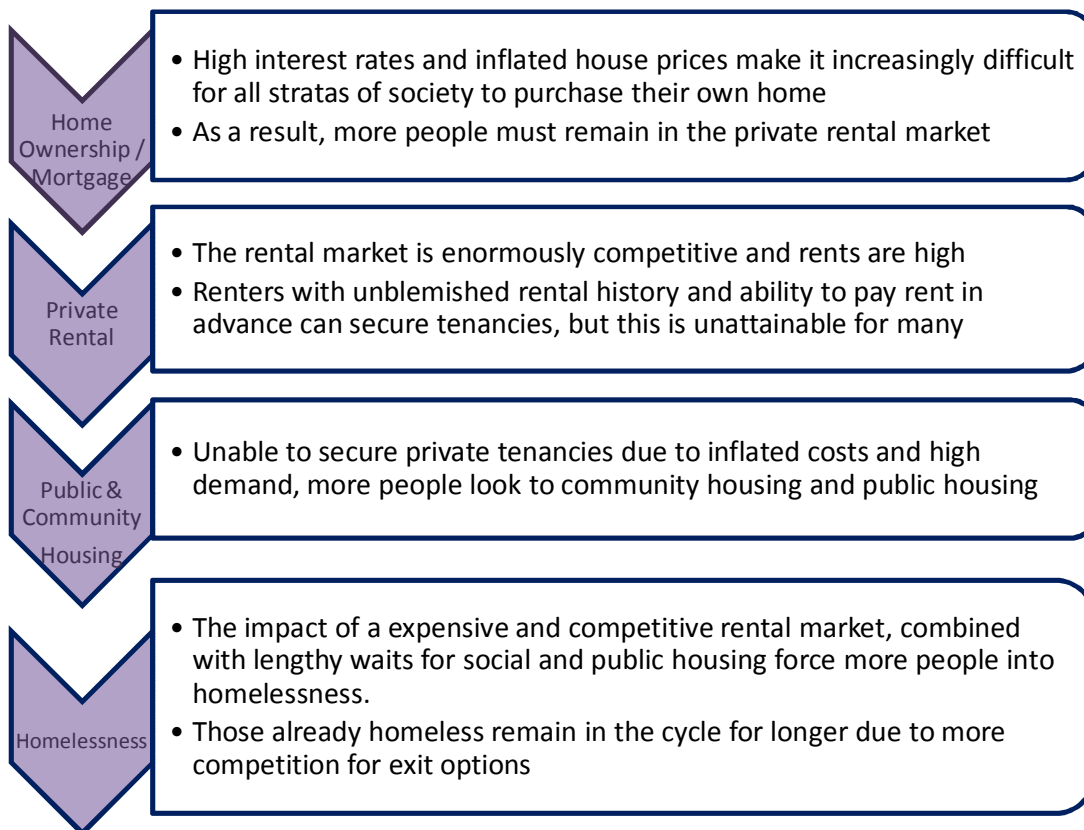
Julian Disney, Chair of the National Affordable Housing Summit^{xvii}

Low levels of Affordable Housing leads to housing stress in a large number of households. Indeed, there are now 1.1 million low and middle income families and singles in housing stress - about 220,000 more than in 2004^{xviii}. Housing stress particularly affects young people, families with young children and older people.^{xix}

The Impact of the Affordable Housing Crisis on the Homeless services System

Increased pressure on any type of housing tenure results in a trickle down effect on other types of housing tenure. When the pressure is squarely at the “top of the chain” due to difficulty in attaining home ownership, this puts pressure on all other types of housing tenure as illustrated in Figure 2.

Figure 2: The trickle down effect of the Housing Crisis in 2008



Alleviating pressure at any point in the chain releases pressure at all points downstream and ultimately assists to alleviate pressure on the homeless sector, where the most vulnerable in society find themselves. It is keeping this in mind, that the Review has spent time talking with Community Housing providers about their plans for South West Victoria.

KEY FINDING 11: The national Affordable Housing Crisis has impacted on homeless service delivery in the South West area.

Demands on homeless services in South West Victoria

Most agencies noted the increase in demand for services over the past five to ten years. To illustrate this point, at the same time housing affordability began to decline (see Chart 5), between 2000-2001 and 2002-2003, one South West service noted a more than two-fold increase in the number of homeless clients they were servicing. This figure remained similar or higher up to the 2005-2006 financial year.

As outlined in a recently released report by Access Economics, the demand for all welfare services is set to continue to increase for at least the coming few years in the face of the current financial crisis.^{xx}

KEY FINDING 12: Demand for homeless services in the South West has progressively increased since 2000.

Further to the increase in demand, it is important to note that the Review found that many homeless services in the South West self reported that they currently provide services to much greater levels than they are funded to do so. For example:

- Agency 1 reported that its targets for program X for the year were 122 episodes of support, but from only July to December 2007, they provided 88 episodes of support. For program Y, agency 1 reported that there were 145 episodes of support provided between July to December 2007, yet they were funded for only 84 episodes of support.
- Agency 2 reported that it was funded to deliver 96 support periods for the whole of 2008, but as of the 9th of October, it reported that it had already provided 214 support periods. Agency 2 also indicated that this is a similar scenario for some of its other programs.
- Agency 3 reported that it is funded for a caseload of 48 per year, but that it routinely has closer to 100 on its caseload for the year.
- Agency 4 reported that its total funded target for the year is 220 clients, but it provides services to closer to 300 each year.

An attempt has been made to compare this self reported information with the NDCA SAAP data, however inconsistencies in data collection formats, periods and definitions preclude any statistically reliable direct comparison or analysis.

Ideally a statistically robust comparison would be made using standardised data collection tools for within and between agencies to provide valid statistical information about an agencies' level of service provision in comparison to their level of funding.

Some services very carefully manage their demand in order to prevent worker burnout. They do this by providing a minimalist service to everyone that presents, but have very strict eligibility criteria for anything more extensive. They are also careful not to 'advertise' their service too widely. Whilst this is an important management technique to support the staff and organisation, unintended results may be to place even further pressure on those agencies with 'open door' policies, and to exclude more 'difficult' clients from their service.

Those agencies that have an 'open door' policy have strong support for this open door approach; especially given they are dealing with the most vulnerable in our society. However, it was evident that worker pressure and burnout is becoming an increasing issue for these agencies. This is further exacerbated when the recruitment of appropriate staff can take months.

KEY FINDING 13: Demand for homeless services in the south west outstrips funded supply

Stakeholders reported that more clients are presenting with high needs and complex problems. This is consistent with observations across the welfare sector. For example, the prevalence of co-occurring mental health and substance abuse disorders is now considered to be widespread^{xxi}.

So many clients are presenting as homeless or with complex needs, that the OOH finds it very difficult to cater for low income people with no other complicating or complex factors in Warrnambool. The length of wait for "Wait Turn" public housing for people without additional needs in Warrnambool is between three to eight years (depending on number of bedrooms required)^{xxii}. This trend of increasing numbers of complex and high need clients in public housing can be seen throughout Australia^{xxiii}.

The impact of high demand for homeless services on individual clients is that those that present with lower priority issues get only minimal assistance, which can ultimately mean they are in the homeless system for much longer overall. Those that do have higher needs also end up receiving support for a shorter period of time.

An example of this can be seen at Brophy Family and Youth Services when in 2000-2001, the same time as housing affordability began to decline (See Chart 5), 35% of clients received support for over 13 weeks, yet this figure had decreased to only 15% of clients in 2006-2007 that were receiving support for over 13 weeks^{xxiv}. Likewise the length of support during their crisis accommodation program where in 2000-2001 only 12% of clients received less than two weeks of support, with this increasing in 2006-07 to 30% of clients receiving less than two weeks support^{xxv}.

KEY FINDING 14: There are increased numbers of high and complex needs clients seeking services

Numerous people interviewed noted the general trend of increased levels of ant-social and violent behaviour from clients in the homeless sector in the past five years. Specific examples of such behaviour related to a particular area in Portland, and to unsupervised young people in transitional housing (and their friends)^{xxvi}.

KEY FINDING 15: There are increasing levels of anti-social behaviour from clients in the homeless sector

Diversity of homeless services agencies

Coinciding with the emergence of greater administrative requirements and in particular, the impact of the requirement for accreditation against the Homelessness Assistance Services Standards (HASS) by DHS funded providers of homeless services by December 2009^{xxvii}, a number of smaller organisations have closed within the past 12-18 months. These include Camperdown District Accommodation Program and Hamilton Accommodation Program. As of January 2009, Portland Housing Program will also close its doors. The service provided by these organisations, however, has not ceased, with the Salvation Army Social Housing Service now providing services in these areas.

The advantages of this are that workers based in these areas now have a more management, administrative and governance support through their new organisation.

The disadvantage of the decline in the number of agencies providing services, however, is the lack of choice available for clients of the homeless services sector. Of course, the counter arguments to this is that there was only ever one provider in those small towns and that housing stock availability does not change regardless of the number of providers of homeless services.

Smaller agencies emphasized that while they support the need for accreditation and other administrative requirements, the impact on their agencies is especially significant given there are no funds available to assist with this work. Larger organisations can generally absorb the workload better, sharing it with other parts of their organisation and shifting resources to assist. Such flexibility is not available to small agencies.

KEY FINDING 16: The homeless service system is currently undergoing change in response to the introduction of accreditation

Exit options from the Homeless Service System

As can be seen in Chart 4, Public Housing and Private Rental (along with unknown) are the most usual exit options from the homeless services system for clients. Pressure on the availability of these exit options has been building over the past decade coinciding with the affordable housing crisis.

As seen earlier in this report, the 'trickle down' effect of high interest rates and property prices create pressure in the private rental market, leading to high private rental rates and high competition for private rental. At the time of writing, the most recently available rental report (March 2008^{xxviii}) indicated that the median rent for the Barwon South West Region was \$220 per week, the most expensive in regional Victoria. Barwon South West also recorded the largest annual change in rents, up 10% in the past year. Barwon South West had the least percentage of affordable lettings for regional Victoria, with only 38% of rental properties being considered affordable to

households on Centrelink incomes. This, however, is significantly better than the situation in metropolitan Melbourne where only 9% are considered affordable.

Stakeholders noted that whilst farm houses can be more affordable to rent than houses in the larger towns, without transport they are difficult to inspect prior to rental. Subsequent to renting farm houses, clients face high costs of petrol or other transport costs, social isolation and lack of access to services.

Due to the impact of the Affordable Housing Crisis and the increase in high and complex needs clients, *“Public housing’s traditional client base is growing, but access to public housing has been decreasing”* National Community Housing Forum.^{xxix}

Turnover of public housing stock has also slowed in the South West in the past two years (especially from July – December each year), meaning that the waiting times for public housing have increased and replacement of housing stock back into transitional and other specialist stock has also slowed.

Social stigma associated with a number of areas within the region impacts on the rate of general public housing stock in these areas being accepted by clients. Young people, parents and women who have experienced domestic violence can often refuse accommodation in particular areas out of concern of the impact of the local neighbourhood on children, young people and their originally perceived social status.

“Some of my clients would rather continue to be homeless than accept a house in that street”

Wait times for public housing depend on the number of bedrooms required, the location of the stock and the ‘segment’⁷ the client falls under. In general, wait times are the longest in Warrnambool and Portland (see Appendix D). When wait times for public housing are long, people tend to source tertiary options and are taken off the waiting lists. This can ultimately leave them in the cycle of homelessness for a longer period of time.

Funding for public housing is not likely to have a significant increase in the near future; with the most recent Council of Australian Government (COAG) Meeting suggesting only an additional \$46 million will be spent on public housing over the next five years. This amounts to less than the amount that would be consumed by inflation over the same period^{xxx}.

KEY FINDING 17: Public Housing is becoming more difficult to access

In response to the conundrum, in 2004 the Victorian Government released a \$70million initiative “Strategy for Growth in Housing for low income Victorians”^{xxxii}. This initiative funds Housing Associations to develop partnerships with the private sector and local government to build and tenant properties for long term affordable housing (usually income based rent, as opposed to market rent).

⁷ Segment One - Those experiencing recurring homelessness; Segment Two – Those supported by DHS funded programs or requiring major disability modifications; Segment Three – Early Housing for those who are in insecure housing or have medical needs; Wait turn – general waiting list.

This Review found three Housing Associations (Loddon Mallee, Community Housing Limited and Common Equity Housing Limited) that currently have properties in South West Victoria. Whilst numbers of properties are currently quite low (21 properties in total), it was indicated to the Review that these numbers are expected to rise significantly in the coming years.

Since July 2008, people on public housing wait lists can be referred to housing associations for consideration via a centrally managed process by the Office of Housing^{xxxii}.

KEY FINDING 18: Housing Associations are likely to have an increasing influence on the homeless service system in the South West in the coming five years

Impact of New Industries for the region

Stakeholders expressed concern about the pressure large new industries in the areas such as Mortlake Gas Power Station Project^{xxxiii} (at Mortlake), the Woodside Otway Gas Project^{xxxiv} (off the coast of Port Campbell), and the Blue Gum Woodchips Terminal^{xxxv} (at the port of Portland); as well as existing industries that are utilising schemes for skilled migrants to fill skill shortages; may have an impact on the homeless sector due to the ‘trickle down’ effect.

However, for all the concern, the economic boost and new jobs that will be generated through these initiatives may in fact assist to alleviate pressure on the homeless services system. For example, it was noted by stakeholders that booming industry and low unemployment in Portland in the past decade has reduced the demand for homeless services there.

KEY FINDING 19: Projected growth and changes to industry in the region may have an effect on the homeless services sector –however the direction of the effect is unknown.

Gaps in the System

Crisis accommodation

There has been a gradual erosion of privately run short term accommodation (hotels, motels, caravan parks) throughout South West Victoria. Either the accommodation providers have closed down (e.g. Flying Horse, The Grand Hotel, The Western Hotel, The Criterion Hotel etc.) or the management of the accommodation provider no longer accept clients of the homeless services sector, with the possible exception of women with children.

Tourist seasons coincide with low vacancy rates, and the increased wariness of accommodation providers for potentially anti-social behaviour, also compounds this effect, especially in tourist towns like Warrnambool and Port Fairy.

Young people experiencing homelessness fare worst in the current scenario, with no options for private crisis accommodation in the South West.

Men also fare poorly in relation to private crisis accommodation, with only one or two hotels in the larger towns in South West Victoria that will accept them.

The caravan and tourist parks that do provide an option for crisis accommodation have limits on lengths of stays (e.g. two weeks) and can be as expensive as private rental (e.g. \$260 per week).

KEY FINDING 20: There has been a decline in the number of privately run, short-term accommodation options and very few crisis accommodation options are now available

Singles accommodation

Chart 1 shows that 51% of people presenting to homeless services do so alone, or with unrelated persons. This is particularly pertinent given the Review found a shortage of singles accommodation in all types of housing available to people experiencing, or at risk of homelessness. This was reported in every interview and focus group.

Private rental prices for single bedroom accommodation had the largest percentage change of property types in regional Victoria, with a 7.9% increase in the year leading up to March 2008^{xxxvi}.

As already noted, crisis accommodation is scarce for all clients, but including singles. Transitional Housing and Public Housing⁸ also have few properties available for singles. Wait times for one bedroom accommodation in public housing can be up to eight years, and has the longest of all wait times according to bedroom numbers (see Appendix D).

Men and young people experiencing homelessness tend to fare worst in this area as they are less likely to have a partner or children.

As discussed later in this report, the lack of singles accommodation also impacts negatively on the ability for women and children who have experienced family violence to stay in their own home.

Also due to the lack of singles accommodation, single people can be forced into share-houses that can result in other social issues such as increased anti-social behaviour within a neighbourhood. Anecdotally, there are also landlords of private rental properties that exploit the lack of singles accommodation and rent out rooms in large share houses without regard for tenants rights.

“It’s got to the point where I know some workers that are becoming reluctant to take on a single male because they know there are no exit options for them out of the system”

KEY FINDING 21: Half of all people accessing homeless services in the South West are alone/single

⁸ Public Housing has only provided accommodation for single people within the past 15 years. Prior to then single people were ineligible for public housing. This is reflected in the current profile of public housing stock.

KEY FINDING 22: There is a shortage of crisis, transitional and long term accommodation for single people

Accommodation for families requiring four or more bedroom houses

There are few houses available in crisis, transitional and public housing for families requiring four or more bedrooms. This is also reflected in public housing wait times for 4 bedroom houses, which along with single bedroom houses, are the longest (See Appendix D).

In public housing, when a family does succeed in tenanting such a property, exit is rare due to the lack of houses with four or more bedrooms in the private rental market. Private rental costs of four bedroom or more houses can also be prohibitive for low income clients.

KEY FINDING 23: There is a shortage of crisis, transitional and long term accommodation for families requiring four or more bedrooms

The most 'difficult' clients

The Review has found that for reasons that are understandable for individual agencies, though not acceptable for a state that believes in supporting all its citizens, the most 'difficult' clients experiencing homelessness are most likely to miss out on services.

These include:

- Young people who have not gained the skills for independent living and allow themselves or friends to engage in anti-social behaviour , negatively affecting their tenancies;
- Single people (mostly men) with drug and alcohol issues;
- People who have debts with the OOH and do not, or are unable, to pay their arrears of \$200 lump sum and regular fortnightly payments to regain access to public housing;
- People who are evicted from public housing properties for antisocial behaviour that face long periods before being accepted onto waiting lists again; and
- Clients who are most likely to be anti-social or disruptive to other clients in shared or communal facilities are less likely to gain and keep a place in those facilities.

KEY FINDING 24: The most difficult clients of homeless services are most likely to miss out on receiving homeless services, particularly exit options

People experiencing homelessness with special needs

During the consultations, stakeholders identified numerous groups of people with special needs that they find particularly difficult to get a good outcome for. These include people with a disability that requires that there are modifications to a house, and people with pets. Whilst pets are not prohibited from THMs and public housing, they are not actively encouraged due to the potential for the pet to cause damage to the property or its contents. It can also be difficult for homeless services to find houses appropriate for the relevant pets, especially in the current environment where housing is in generally short supply.

In addition, people who have not been diagnosed with an illness, or do not officially fall into a specific category, but who may have a low IQ combined with a low socio-economic background, or don't advocate well for themselves can end up as a lower priority in the homeless system.

KEY FINDING 25: People experiencing homelessness that also have a special need such as requiring modifications to a house, owning a pet, having a low IQ or that are not good at advocating for themselves, can end up as a lower priority for service providers

After hours service

Currently outside weekday business hours, there is no face to face service for people experiencing homelessness in South West Victoria.

However, there is an 1800 number available to clients experiencing homelessness in the South West. This number connects to outside the sub-region, to the SASHS Grovedale site near Geelong. Interconnecting agencies that require crisis accommodation for their clients outside of business hours are advised to use this 1800 number.

The SASHS Grovedale staff have protocols in place to link clients with crisis accommodation in their local area. This also includes access to crisis accommodation funding for men involved in family and domestic violence disputes.

It is also noted on the Barwon South West Homelessness Network website that clients needing service after hours in Hamilton should contact the local police.

"I have heard that when crisis accommodation is needed for someone out of hours, it comes down to the worker (who is not familiar with the homeless sector), begging with hotels in the area to get the person accommodation for the night"

KEY FINDING 26: There is a limited after hours service for clients experiencing or at risk of homelessness in the South West

Relationships amongst Services

Strong and Supportive Relationships

Stakeholders were unanimous in their praise of the good will, high level of mutual respect, and the good quality relationships that exist amongst homeless services agencies in South West Victoria. This was true for worker, manager and network levels.

Numerous stakeholders also noted that the smaller and more rural the location, the better the relationships and the networking.

Co-location also seemed a positive factor in having strong relationships. This was both the case for Brophy Family and Youth Services Complex and in smaller towns, such as Manifold Place in Camperdown.

However, stakeholders did comment that like in any good relationship, there are often a number of ‘niggles’ that generally stem from communication issues, lack of understanding or different philosophical approaches to an issue.

“Our relationships are strong; we are exemplary in that regard”

“Being in a small town, you soon learn as a worker who you have to know and communicate with to get a good outcome for your client”

“It’s such an advantage to have the worker from the other agency just there to talk as you walk down the corridor or in the staff room”

KEY FINDING 27: Relationships amongst agencies in the South West are strong and respectful

Networks for the Homeless services Sector

There are a number of networks in South West Victoria that relate directly to the homeless service sector. Table 1 provides an outline of these.

Table 1: Homeless services Sector Networks in South West Victoria

Name of Network	Role	Membership
Local Area Service Network (LASN), South West	Implementing the State Government’s <i>Opening Doors</i> initiative in local catchment areas. ^{xxxvii}	Managers of key homeless services agencies in South West Victoria and DHS representatives.
South West Housing Advisory Group (SW HAG)	To assist with the development of a comprehensive and integrated housing and support service system in the Barwon South Western region. ^{xxxviii}	Managers and workers from agencies working in, and with a strong interest or relationship to the homeless services sector. Currently meeting quarterly.
Barwon South West Homelessness Network	A Networker provides consultation, coordination and linkages, needs identification, planning and service development, community education and advocacy training and sharing of best practice for SAAP and THM funded agencies in the Barwon South West. ^{xxxix}	Membership includes SAAP and THM agencies in South West Victoria. The Network has a Reference Group whose membership is drawn from managers within these agencies.
South West Mental Health Housing Group	Sharing information and mapping housing services available to mental health clients in South West Victoria.	Managers of agencies working in the fields of mental health and homelessness in South West Victoria.
Integrated Family Violence Network	Aims to improve and develop services to people experiencing family violence, in all communities in the region. It is linked to the Integrated Family Violence Plan and the Regional Indigenous Family Violence Action Plan ^{xl} .	Emma House, South West Centre Against Sexual Assault, Brophy Family and Youth Services, Community Connections and Gunditjmara Aboriginal Cooperative.
Community Housing Federation	A statewide network for THM services	Managers of THM services throughout Victoria

As illustrated in Table 1, most of the networks are at managerial level, with few opportunities for workers to connect with each other. At least two agencies, however, have scheduled regular joint peer support meetings with each other to facilitate improved worker interaction.

KEY FINDING 28: In the past year there have been few opportunities for workers within the homeless sector to network with each other

The other point to make is details on the role, membership and key contact people for these networks was unclear to stakeholders in the sector, especially following staff turnover.

KEY FINDING 29: Gaining information about the role, membership and key contact people for the breadth of homeless services networks in the South West is not easy for new or marginal stakeholders

The networks in the South West that have key interconnections with the homeless sector include:

- South West Primary Care Partnership (SW PCP) -providing coordination and strategic planning amongst providers of primary health care;
- Southern Grampians and Glenelg Primary Care Partnership (SGG PCP) -providing coordination and strategic planning amongst providers of primary health care;
- South West Local Learning and Employment Network (SW LLEN) - proving coordination and strategic planning amongst education and industry to facilitate smooth youth transitions from school to employment, further education or training;
- Glenelg and Southern Grampians Local Learning and Employment Network (GS LLEN)- proving coordination and strategic planning amongst education and industry to facilitate smooth youth transitions from school to employment, further education or training;
- Community South West - an alliance of nine not-for-profit organisations in South West Victoria; and
- Transport Connections Projects, “Getting there and Back” (Warrnambool, Moyne and Corangamite) and “Two Rivers Transport” (Glenelg and Southern Grampians)- improving local transport through local partnerships and use of existing assets and services.

Interconnecting Agencies

Regional interconnecting agencies interviewed as part of this Review felt there could be improvement in mutual understanding and communication between their agency and the homeless services system. Streamlining referral processes and gaining a better understanding of each other’s services and philosophies was seen as critical.

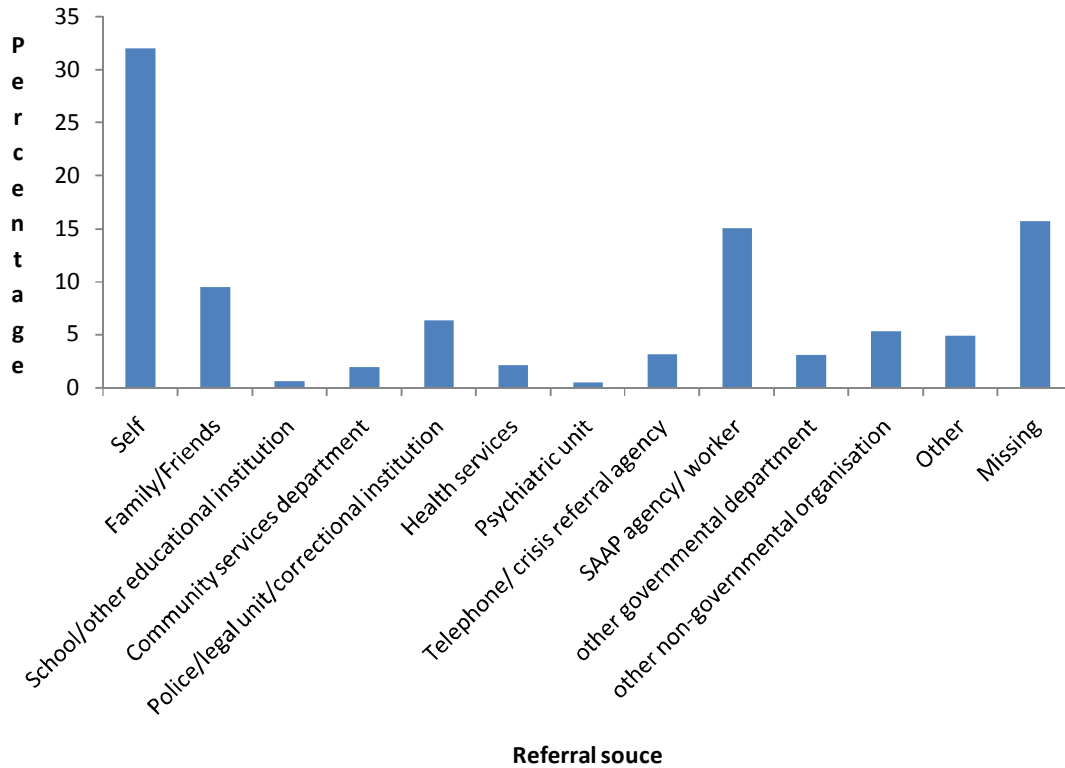
It is important to note, however, that in Portland, the stakeholders in the homeless sector noted how well the welfare sector worked together right across police, psychiatric services, community services and education. This was similar of the situation expressed in relation to Hamilton and Camperdown.

KEY FINDING 30: Interconnecting agencies do not have a good understanding of the homeless services system and would like to streamline referral processes

Referrals between agencies

Other than self referral, referral by another SAAP agency was the most likely source of referral to the homeless services system (See Chart 6).

Chart 6. Percentage of clients seeking services, by reported source of referral (N=960)



KEY FINDING 31: Other than self referral, clients of the homeless services system are most likely to be referred by another homeless service

Stakeholders indicated that referrals to and between homeless services are largely informal, yet sometimes are supported by fax referral forms and consensual data sharing. Some agencies also hold Memorandums of Understanding (MOUs) outlining the relationship between the two services, though this is a less common practice.

KEY FINDING 32: Referrals in the homeless services sector are largely informal

Concern was expressed by stakeholders about the following types of incoming referrals to their agency:

- When clients are told to go to another service, but the service at point of initial presentation does not notify the service they have referred on to expect the client;

- When the service at the point of initial presentation does not tell the client (or tells them inaccurate information) about what to expect at the service they are being referred to; and
- When there is only written referral information provided to the service that the client is being referred on to that is not supported by verbal or face to face contact with the referring worker.

Concern was expressed by stakeholders about the following types of outgoing referrals from their agency:

- When there is significant onerous paperwork associated with the referral (due to time pressures faced by workers);
- Being unsure of the eligibility criteria for the other service;
- Lack of consistency in applying policies and eligibility criteria for accepting referrals by workers in the same agencies; and
- When the service a client is referred to, does not notify the referring service of the outcome.

KEY FINDING 33: Communication between agencies could be improved in relation to client referrals

“People just want to close their case with a referral to another service – but they don’t stop and have a close look at whether our service is appropriate and don’t pass on case notes. We end up starting from scratch and we often find out we just have to refer them on to a more appropriate service.”

“Without prior warning, clients just arrive at our door saying Agency X sent them and they don’t know what to expect. We have to explain the whole system to them as Agency X didn’t bother telling them about the differences in what we do”

“We just refer to Agency X regardless of the client’s circumstances as we have done work with them in the past”

Brokerage Funding

Most agencies that currently have access to brokerage funding for the homeless services sector such as HEF, cautiously provided support to the principle of pooling brokerage funds at entry points to the homeless sector. Agencies were concerned that “their money” may be used up by “other agencies’ clients” and therefore their clients may miss out. Those interviewed suggested that conditions for such pooling would have to follow a strict and agreed set of criteria for agencies to consider pooling brokerage funds.

A few agencies were not interested in the advantages pooling brokerage funding could bring. These agencies noted that the way they currently spend their brokerage money appears to be significantly different to other agencies.

Agencies that have access to brokerage funding other than HEF indicated their willingness to pool funding, though much of this would be dependent on the conditions placed on funding by the funding body.

Much of the brokerage funding for youth homelessness is already pooled in the region, via an arrangement with Barwon Youth and Brophy Family and Youth Services.

KEY FINDING 34: There is potential to pool brokerage funding at entry points to homeless services

Opening Doors Initiative

The Opening Doors initiative through State Government is about to be rolled out in South West Victoria.

This project was piloted in five areas as the Statewide Homelessness Assessment and Referral Framework from October 2006-July 2008. After Review of the pilots, the initiative was extended to cover the whole of Victoria. In each sub-region, the Opening Doors initiative is overseen by a Local Area Service Network (LASN) whose members are drawn from key local homeless services agencies. The LASNs oversee the development of 'visible entry points' that aim to reduce the 'run-around' that clients can experience and improve coordination across services^{xii}.

At the writing of this Review, the South West LASN had been established, and a worker was about to be appointed to support the initiative.

Specialty Services

Whilst all the previous sections also relate to these speciality services, the following section provides an overview of the key findings particular to 'specialty services' within the Homeless services System in the South West. This includes mental health services, drug and alcohol services, and family and domestic violence services.

A more detailed exploration of the findings of the Youth Homeless services System has also been provided in this section as the 2006-2007 NDCA SAAP statistics indicate that more than 41.7% of clients in the South West were aged under 25⁹.

Understanding each other's services and specialties

Services external to (and many services within) the Homeless services System in South West Victoria were unaware of the range of homeless services available to their clients in the region.

Specialist support services including youth, drug and alcohol, family and domestic violence and mental health, all mentioned that other parts of the homeless services sector do not adequately understand their specialty system and the particular issues faced by their clients.

Perhaps a reason for this lack of understanding is that there are few opportunities for workers to network with workers in other agencies in the homeless services sector. Forums such as the South West Housing Advisory Group (SW HAG) are attended by some workers on occasion, but many are not able to attend due to the demand of increasing workloads.

⁹ For more information on how this figure was derived, see the statistics section in the Youth Homeless services Section

KEY FINDING 35: There is a perception by specialty areas in the homeless services system that other homeless services agencies do not understand their client group well

Mental Health Homeless services

Mental illness is a key factor in the cause of homelessness, with around 30% of Australia’s homeless population experiencing a mental health problem^{xliii}.

The impact of de-institutionalisation continues to affect the homeless sector with inadequacies in systems available in its stead.

In particular, there is no Prevention and Recovery Areas (PARC), or ‘step-up step-down’ facilities in the South West. Such facilities are supported accommodation that are used to either avert admissions to hospital for psychiatric care, or to provide an interim step post-discharge and going home. They can provide accommodation for up to four weeks and are effective in prevention of homelessness for mental health clients.

KEY FINDING 36: There are no Prevention and Recovery Areas (PARC) facilities in the South West

Substance Abuse Homeless services

Since the closure of the “Bridge Program” in Fairy Street, Warrnambool, there is no drug and alcohol rehabilitation program in which clients can undergo withdrawal in the South West. The nearest program is in Geelong. This negatively impacts on their ability to reconnect, and continue rehabilitation within their own community.

KEY FINDING 37: There are no substance abuse rehabilitation programs that provides live-in support to undergo withdrawal, in the South West

Family and Domestic Violence

Over the past ten years, the family and domestic violence (FDV) sector has been most influenced by the change of government policy from removing women and children from their home in the advent of violence, to supporting them to remain in their home when it is safe and secure to do so.

This fundamentally changes the way that that FDV services interconnect with the homeless services sector. Of course, there are still many instances where FDV service must provide support for women and children to find new accommodation, however (apart from safety, which always remains foremost) this is no longer their primary objective upon intake.

A shortage of accommodation for single people impacts on men who use violence, and ultimately on the ability for a woman and her children to remain in their home.

KEY FINDING 38: The policy shift that now enshrines the right for women and children to remain in their home after experiencing family violence changes the way family and domestic violence services interact with the system

Youth Homelessness

Statistics on Youth Homelessness

In 2005-2006, NDCA SAAP data showed of all clients presenting to SAAP services that financial year, 1.9% were under 15 years old, 18.5% were aged 15-19 and 15.1% were aged 20-24^{xliii}, totalling 35.5% of the total number of people accessing SAAP services. Whilst the data available for the South West could not be disaggregated adequately enough to gain a more accurate figure, Brophy Family and Youth Services alone serviced 41.7% of SAAP clients in the South West in 2006-2007. Therefore, clearly youth homelessness is a particular issue in South West Victoria.

KEY FINDING 39: Over 41% of clients of homeless services in the South West are under twenty five years old

Geography of the Youth Homeless Service System

The Homeless services System catering to young people is even more confusing than the general homeless services system in South West Victoria. This was noted within homeless services agencies, but more importantly by interconnecting agencies.

Whilst young people themselves were not consulted in this Review, self referral can account for 50% of contact with youth homeless services, with friends and family coming in next at 10-15%^{xliv} in South West Victoria, meaning any confusion about the services available for young people amongst the general public would have a significant impact on access.

Currently, youth specific homeless services in the South West are based in Warrnambool and they are all co-located at Brophy Family and Youth Services. The additional funding provided through Creating Connections and project Headspace, both of which connect other services to the youth homeless services, is a very positive development. This co-location approach appears to be working very well for clients.

It was noted the lack of resources in regard to housing often meant young people felt let down or disappointed when services were unable to provide the assistance the young people required.

KEY FINDING 40: Co-location of youth services works well

Stakeholders noted that ideally young people require youth specific homeless service/s in each locality throughout the region. This would recognise the specific skills required in working with young people, as well as reducing the confusion for workers, interconnecting agencies and young people themselves about where they need to go to access services.

KEY FINDING 41: Youth specific services are concentrated in Warrnambool

The Review found there was significant confusion about who is funded to, and secondly, who actually delivers youth homeless services in particular locations in South West Victoria.

The DHS advises that the following agency is funded to provide services in Glenelg only:

- Portland Housing Program, is funded to provide transitional support (for 16-25 year olds)

Further to this, the following agencies are funded to provide youth services to the whole of the south west sub-region:

- Barwon Youth is funded to provide THM Housing (Crisis and Transitional), Housing Information and Referral and Transitional Support to 16¹⁰-25 year olds
- Brophy Family and Youth Services is funded to provide transitional support (for 16-25 year olds)
- Salvation Army Social Housing Service is funded to provide THM Housing (Crisis and Transitional), Housing Information and Referral, Transitional Support and Crisis Support (for 16-25 year olds)

Brophy Family and Youth Services is also provided funding for a reconciliation and mediation service (for 16-25 year olds), community adolescent placement services (for 12-17 year olds), and young people leaving care (for 16-18 year olds).

It needs to be noted that where these agencies are funded to provide services in the broad South West and sub-regional area, they may only deliver these services from one location in the South West and provide their services to outlying areas via outreach. In addition, there are a number of local arrangements in place amongst these agencies, whereby agencies may have agreed to refer all young people to a particular agency within a particular LGA. These local arrangements are unclear and this has led to confusion in the sector about who young people should be referred to in particular localities. However, the Review also notes that such local arrangements further illustrate Key Finding 9, that services are innovative and flexible to meet the needs of individual clients. The Opening Doors initiative in the South West area may assist in clarifying these service boundaries for youth homelessness and identify any gaps or duplications.

KEY FINDING 42: Clarification is required about program funding, delivery in particular locations and local arrangements amongst agencies for the provision of youth homeless services

¹⁰ It should be noted that the age of 16 noted in this section is actually 'school leaving age' in the SAAP Act. The school leaving age has recently changed in Victoria from 15 years old to 16 years old.

Trends in the Youth Homeless Sector in South West Victoria

Rental Market

Affordable Housing is a particular issue for young people as the rental market is particularly tight and discriminating. Stakeholders in the sector have indicated that many real estate agents in the South West actively discriminate against young people, especially those that can be linked with homeless services via references.

Mental Health

Observations of several people interviewed noted the increase in young people presenting with mental illness over the last decade in the homeless sector.

This is supported by Brophy Family and Youth Services' own analysis^{xiv} of its NDCA SAAP data which shows clients disclosing that mental health issues are a reason for seeking assistance rising from 0.4% in 2005/06 to now at 4%.

KEY FINDING 43: The incidence of young people presenting to homeless services citing mental illness as a factor in the reason for their homelessness has increased

Substance abuse issues

Brophy Family and Youth Services' analysis^{xvi} of its NDCA SAAP data shows the percentage of clients disclosing that drug and/or alcohol issues are a reason for seeking assistance rose from 1.4% in 2005/06 to now at 6%.

KEY FINDING 44: The incidence of young people presenting to homeless services citing drug and/or alcohol abuse as a factor in the reason for their homelessness has increased

Parental Rejection

Anecdotal evidence from services in Portland has identified parents as a barrier for young people in returning home. Parents of young people are less likely to welcome their children home after significant anti-social behaviour.

KEY FINDING 45: There is an emerging need for a reconciliation and mediation service for young people and their families in Portland

Gaps in the Youth Homeless Sector in South West Victoria

There are no in-house supported accommodation options for young people who are not yet capable of independent living. Whilst the youth homeless services in the area can provide some support during business hours, this is not a substitute for someone living with them and assisting them with the transition to independence.

This has a large impact on neighbourhoods where transitional houses dedicated to young people are located. It is not unusual to have to cede the house back to general stock due to neighbourhood fatigue of constant anti-social behaviour from un-supervised young tenants, and their friends, living near them.

When houses are put back into general stock, it can then take a significant amount of time (up to 11 months recently) to replace the transitional house dedicated to young people due to generally low turnover levels of public housing stock, along with specific requirements of youth transitional houses, and the neighbourhood that such a house is placed in.

Indeed the report “Australia’s Homeless Youth”^{xlvii} recommends developing a new form of youth housing that is linked to education, training and employment as well as adequate ‘post-vention’ support on their exit from SAAP services to prevent recurring homelessness by these young people.

The development of the ‘Horizon House’ program in Kelp Street, Warrnambool,(a partnership with St John of God, the OOH, Barwon Youth and Brophy Family and Youth Services) would go some way to addressing this need, however, more similar ‘in-house’ or ‘lead tenant’ accommodation would be required.

KEY FINDING 46: There is a need for live in supported accommodation to assist young people on their pathway to independent living

Further Work on the Youth Homeless Sector in the South West

The Creating Connections Project that is part of the Statewide Youth Homelessness Action Plan that is currently underway will further consider the youth homelessness sector in the Barwon South West region. The local arm of the project is a partnership between Barwon Youth, Brophy Family and Youth Services, and Time for Youth.

It has a ‘youth hubs’ component which will focus on early intervention and individually tailored housing assistance and support for young people with complex needs. A ‘hub’ will be in Warrnambool, with a secondary consult to Hamilton and Portland. It also has a research component that will consider the gaps, relationships and needs of the youth homelessness sector in the region. The research component will be completed in August 2009.

A further youth initiative may be developed through discussions that are occurring between a local foundation and BHP Billiton regarding emergency accommodation for eight to 10 young people, including a residential support worker^{xlviii}. This would be a welcome development if it came to fruition.

Homeless Services System Strategy

Introduction to the Strategy

The Homeless services System Strategy has been developed in conjunction with the findings from the Scoping Study and through feedback provided on the findings that were presented at the SW HAG meeting on the 26th November 2008.

Each recommendation is mapped against the finding/s it addresses and the objective/s it falls under. Not all findings have corresponding recommendations, as not all findings needed to be addressed. Instead a finding may have provided evidence of whether a particular recommendation may be practical in its implementation. For example, *KEY FINDING 27: Relationships amongst agencies in the South West are strong and mutually respectful*, has no corresponding recommendation, but it provides evidence that there is a sound basis for the practical implementation of the raft of recommendations that relate to improving coordination amongst homeless services.

The implementation of the strategies provided will fall on specific networks, agencies, and workers within the South West Homeless services System. The Review did not presume to delegate duties to members of the homeless service system, and therefore the recommendations provided are general in nature. Specificity such as detailed approaches to the strategies, time limits, responsibilities and resourcing constraints need further work to form an operational strategy for implementation.

Recommendations mostly apply to all services, but some relate more to one service than to other .

Strategy Vision

“To improve outcomes for clients of homeless services in the face of increasing pressures on the homelessness sector in the next five years.”

Strategy Objectives

- 1) Address the gaps in the system.
- 2) Improve accessibility and customer service for clients of the homeless services system.
- 3) Improve coordination amongst services.
- 4) Improve communication amongst services.
- 5) Effectively manage demand through supporting early intervention initiatives, prevention initiatives, and initiatives that reduce the length of time clients remain in the cycle of homelessness.

Homeless Services System Strategy - Recommendations

Recommendation	Meets Objective/s					Addresses Finding/s
	1 Gaps	2 Clients	3 Coordination	4 Communication	5 Prevention	
STRATEGIC RELATIONSHIPS WITH EXTERNAL ORGANISATIONS						
1. Develop a community-wide working party ¹¹ to develop and implement a strategic approach to address the critical shortages of crisis accommodation and all types of housing for young people, large families and single people ¹² .	✓	✓	✓	✓	✓	18, 20, 21, 22, 23, 25, 30, 39
2. Work in partnership with State and Federal government to:						
2.1. Provide funding that meets the actual demand for homeless services, rather than for the current targets .	✓	✓				12, 13
2.2. Fund the additional costs of providing outreach services.	✓	✓				3, 5, 7
2.3. Compensate for the costs of mandatory accreditation, especially on smaller organisations.	✓					16
2.4. Fund a PARC in the South West.	✓	✓			✓	36
2.5. Fund a live-in supported withdrawal facility in the South West.	✓	✓			✓	37
2.6. Fund reconciliation and mediation service for young people and their families in Portland.	✓	✓			✓	15, 45
2.7. Provide additional funding at established <i>Opening Doors</i> entry points in recognition of the coordination work, and potential increase in client numbers due publicity associated with Entry Points.	✓	✓	✓			13, 33
2.8. Increase the number of early intervention and prevention programs for people at risk of experiencing homelessness.					✓	12, 13, 43, 44, 45, 46
2.9. Facilitate dialogue about the impact of changes to industry in the region upon the homeless sector.			✓	✓	✓	12, 19

¹¹ The working party would be led by the homeless services sector, but be a partnership between private accommodation providers, real estate agents, other local businesses, housing associations, local philanthropics, local , state and commonwealth government, and key interconnecting agencies.

¹² This working party should consider the impact of the 'trickle down' effect of the Affordable Housing crisis and support and develop initiatives that relieve pressure at all levels.

Recommendation	Meets Objective/s					Addresses Finding/s
	1 Gaps	2 Clients	3 Coordination	4 Communication	5 Prevention	
3. Work in partnership with Housing Associations to: 3.1. Ensure they are involved in local networking opportunities. 3.2. Develop housing options for young people, singles and large families (four bedrooms plus).			✓	✓		18, 29, 30
	✓	✓			✓	18, 21, 22, 23, 39
4. Work in partnership with Local Government Authorities to: 4.1. Encourage development of single bedroom, and four bedroom plus dwellings in the region. 4.2. Foster more affordable housing options in the region. 4.3. Address the shortage of crisis accommodation. 4.4. Establish dialogue about the impact of additional workers as a result of industry changes in the region.						22
	✓				✓	18, 21, 22, 23, 39
					✓	11
	✓					20
					✓	19
5. Support and become active members of interconnecting networks and initiatives that focus on early intervention and prevention.					✓	12, 29, 30
6. Work with transport networks and initiatives (e.g. Transport Connections Projects, Warrnambool Transport Network) when planning days and times of outreach service provision.		✓	✓			3, 7
7. Work with the South West Local Learning and Employment Network (LLEN) and Glenelg Southern Grampians LLEN ¹³ to educate young people on the impact of the housing crisis.			✓		✓	39
8. Work in partnership with the Southern Grampians and Glenelg Primary Care Partnership (PCP) and South West Primary Care PCP to ensure accommodation shortages identified and the high demand for homeless services identified in this Review are considered for their Strategic Plans for 2009-12.	✓		✓	✓	✓	12, 20, 21, 23, 29, 30
9. Re-establish regular contact between homeless services and real estate agents and private accommodation providers of hotels/motels/tourist parks in the region, encouraging mutual understanding of issues faced by all parties.					✓	11, 20, 21, 22, 23

¹³ Working with the LLENs is important due to the potential of such an education campaign to reduce some young people's aspirations to access further education and training away from their home.

Recommendation	Meets Objective/s					Addresses Finding/s
	1 Gaps	2 Clients	3 Coordination	4 Communication	5 Prevention	
10. Explore the possibility of linking an after hours service with a crisis/rooming boarding house in Warrnambool, similar to SASHS Grovedale model.	✓	✓				26
11. Support the development of the Horizon House Kelp Street project (that will support young people in their transition to independent living), and identify other opportunities to expand this program within the region.	✓	✓			✓	46, 15
STRENGTHENING COMMUNICATION AND COORDINATION WITHIN THE SYSTEM						
ENTRY POINTS						
12. 'Entry Points' to the homeless services system should be rationalised to have one cross target Entry Point located at each of Hamilton, Portland and Camperdown. In Warrnambool, there should be one Adult (25+) Entry Point, and one Youth (<25) Entry Point.		✓	✓			2, 4, 5, 6, 7, 28
13. Each of the homeless services Entry Points should be staffed during all business hours.		✓	✓			4, 5, 6, 7, 28
14. One homeless services Entry Point should be designated as the 'lead entry point' for the South West, whose role will be to lead coordination of entry point policies; collate and distribute information on accommodation vacancies; and distribute other information relevant to all Entry Points in the South West.			✓			5
15. All speciality services should be available at all Entry Points at some time every week.		✓	✓			5, 41, 28
16. All workers at Entry Points should be provided with high quality training, including regularly updates about needs of generalist and specialty homeless services.		✓	✓	✓		5, 35
GENERAL COMMUNICATION AND COORDINATION						
17. Develop an agreed approach to service provision, demand management and expenditure of brokerage funding across services, particularly at Entry Points.		✓	✓			2, 34, 12, 13
18. A framework for the practical operation of pooling funding at entry points should be developed in close consultation with agencies in receipt of brokerage funding.						34
19. Develop shared arrangements and pool funding with other organisations to minimise the costs of outreach service provision (e.g. co-location, possibly at Entry Points).						7

Recommendation	Meets Objective/s					Addresses Finding/s
	1 Gaps	2 C clients	3 Coordination	4 Communication	5 Prevention	
20. Build on, regularly update and promote (within the sector, to interconnecting agencies, and the general public) the <i>South West Homeless services Mapping (Appendix C)</i> provided by this Review.			✓	✓		1,29, 30, 31, 33
21. A set of protocols ¹⁴ for <i>general referral</i> to agencies in the homeless service system (by internal and interconnecting agencies) need to be established.		✓	✓	✓		33
22. A set of protocols for <i>specific program referral</i> needs to be established within the homeless service system that includes at least verbal (if not face to face) contact between referring and receiving workers.		✓	✓	✓		33
23. Hold an annual South West networking meeting or conference for all interested and working in the homeless sector in the South West.				✓		28, 30
24. Establish formal mechanisms for networker information sharing and peer support across agencies such as joint staff meetings, and regularly scheduled case management and coordination meetings.						28
25. Recognise the need for, and create scheduled and regular opportunities for case coordination meetings amongst workers for clients with complex needs.		✓	✓			14
26. Terms of reference for each of the existing homeless services networks should be updated. These would include outlining responsibilities such as ensuring new workers in the system are notified about the network and are added to mailing lists				✓		29
27. Each specialty service should commit to one 'information/training' session for all other workers in the sector on an annual basis. All agencies should commit to sending workers to each of these sessions.				✓		28, 35
28. Establish a local community panel comprising of homeless service providers that would meet as required to deal with the 'most difficult' clients and coordinate cross agency support for them.	✓		✓			24

¹⁴ This may be as simple as an email from the service at point of presentation, to the service the client is being referred to, to advise that client has been recommended to attend.

Recommendation	Meets Objective/s					Addresses Finding/s
	1 Gaps	2 C clients	3 Coordination	4 Communication	5 Prevention	
29. Each service trials at least one aspect of engaging clients in service provision for a one year period. A joint evaluation of these approaches would occur with a view to all agencies implementing the most successful features of these trials.		✓				10
30. Agencies delivering youth homeless services need to work together to clarify program funding and parameters, the locations in which particular programs are delivered, and local arrangements for all youth homeless services to identify and attempt to minimise gaps in service; and to allow other services to effectively refer clients to the appropriate service.	✓	✓	✓	✓		42

Conclusion

The homeless service system in South West Victoria faces numerous challenges. In particular these include increasing demand for services in an already under-resourced environment, a shortage of crisis accommodation, a shortage of particular types of transitional and long term accommodation and challenges of coordination and communication across services in a disparate rural / regional area.

Despite these challenges, agencies and workers in the sector currently deliver generally good outcomes through their dedication and determination. In addition, the high level of mutual respect amongst agencies, coupled with the outcomes to be facilitated by the Opening Doors initiative in the coming years, will assist in improvements to coordination and communication within the sector.

However, through no fault of the agencies and staff, there are already indications that a less than optimal service is being provided due to the high demand on the system. If demand continues to increase, and funding for services and accommodation options do not, client outcomes could deteriorate in the foreseeable future.

For this reason, a coordinated effort across homeless services agencies, all levels of government and business, is required to tackle the issues faced by this sector to ensure the community in South West Victoria continues to respect and care for its most vulnerable members.

APPENDIX A – Planned Consultation List

(Provided to Project Control Group on 16 September 2008)

PRIORITY LIST FOR FORMAL INTERVIEWS & FOCUS GROUPS

The following people/organisations will be invited to be interviewed as part of this Review:

No.	Organisation	Interviewee
1.	SASHS	Lindsay Stow
2.	Brophy Family and Youth Services	Peter Flanagan
3.	Barwon Youth	John Townsend
4.	Community Connections	Peter Sheen
5.	Emma House	Pat McLaren
6.	Warrnambool City Council	Murray Murfett
7.	Aspire	Phil Hose
8.	Gunditjmara	Trish McGregor
9.	WRAD	Darryl Fitzgibbon
10.	Yarra Community Housing Ltd	TBA
11.	Loddon Mallee Housing	TBA
12.	Community Housing Ltd	TBA
13.	Richmond Fellowship/MIND	Mary Porra / Collett Porter
14.	<i>Quamby Housing Program</i>	<i>TBC</i>

There will be two “system view” interviews:

No.	Organisation	Interviewee
15.	DHS – BSW Region	Lindsay Cameron
16.	Colac Area Health – BSW Regional Homeless Networker	Marina Lewis

There will be two¹⁵ focus groups with Workers:

No.	Organisations	Interviewee
17.	SASHS &/or Community Connections	Worker Focus Group
18.	Brophy Family and Youth Services &/or Emma House	Worker Focus Group

There will be two interviews with services with key connections to the homeless service system:

No.	Organisation	Interviewee
19.	Dept of Justice – Community Corrections	TBA
20.	Portland and District Health	Innovative Services for Homeless Worker

¹⁵ It may be that the Project Control Group believes it inappropriate to have focus groups with workers from 2 different organisations due to organizational confidentiality issues. If this is the case, please advise which of these organisations would be the priority ones to hold focus groups with for the purpose of the Review.

SECONDARY INTERVIEW LIST

If time is available, and I am unable to interview all people/organisations on the priority list, I will make contact with people on the following list for their involvement in an interview instead:

1. South West Centre Against Sexual Assault
2. SWHC Psychiatric Services Branch
3. Lifeline
4. Kirrae Health
5. Mpower
6. Centrelink – South West
7. Warrnambool Independent Settlement Services Network
8. Warrnambool Public Tenants Association

INFORMAL CONTACT

Also as part of the scoping project, I will be making informal contact with the people/organisations outlined below. I believe the following projects are relevant to this Review and I will be contacting:

1. Opening Doors Worker - TBA, Brophy Family and Youth Services
2. Creating Connections - Chantelle Chavaut-Allen, Time for Youth
3. Emergency Relief Mapping - Tom Van Etten, South West PCP
4. Service Mapping from Mental Health Perspective - Margaret Skene, SWH

I will also be alerting the following organisations that the Review is occurring and inviting them to provide relevant information/material to the Review.

5. Portland Housing Program
6. Glenelg Shire
7. Corangamite Shire
8. Moyne Shire
9. Southern Grampians Shire

Finally, I will be contacting the South West Office of Housing to get a perspective and data from them.

10. Gloria Falla

VARIATIONS TO THE PLANNED CONSULTATION LIST

During the Scoping Study it became apparent that there needed to be some alterations to the planned Consultation List. The variations and reasons for these follow:

Interviews that were cancelled

- *Yarra Community Housing Limited, Myra Kitchenmen.* Upon preliminary discussion with Myra, it became apparent that a full structured interview with Yarra Community Limited was not necessary. Instead, information was gathered through an informal consultation with this organisation.
- *Portland District Health, Innovative Health Services for Homeless Youth (IHSY) Worker.* When Portland and District Health was contacted to schedule this interview, reception indicated they did not know of this project and instead referred the Review to Quamby House. Other workers have indicated that there may be some staff changeover in this program at the current time.

Additional Interviews

During the course of the Scoping Study, it became clear that formal interviews also need to be conducted with:

- Gloria Falla from the Office of Housing (OOH), South West Branch, as a key interconnection agency
- Portland Housing Program, as a key stakeholder organisation in Portland
- South West Centre Against Sexual Assault (SW CASA), as an additional key interconnection agency that the Project Control Group indicated was a high priority in the consultation on who should be interview for this Review

Alteration to Focus Groups

The planned Consultation List indicated that the Scoping Study would include two focus groups with workers drawn from Emma House, Brophy Family and Youth Services, Salvation Army Social Housing Service and Community Connections.

However subsequent to the initial interviews being conducted, it became apparent that better information may be elicited from focus groups that only had one agency in attendance. Therefore the Scoping Study included three focus groups with three organisations.

It was also intended to run a focus group with workers from Community Connections, however, as time ran short in the Scoping Study with the additional interview and focus group, instead workers from Community Connections were invited to provide email feedback to the Review as an alternative.

Alteration to Local Government Authority (LGA) contact

It was indicated that the Review should make contact with each of the LGAs in the region, and this occurred with one exception. Despite several attempts from both parties, contact with Steve Dawkins from Moyne Shire was unable to be made during the Scoping Study.

APPENDIX B – Interview Guides

INTERVIEW GUIDE: Homeless Services
Overview Questions
1. What is the primary purpose of your network/organization?
2. What geographic area does your network/organization service?
3. What is your role in the network/organization?
Mapping Questions
4. What initiatives does your organization oversee that relate to Homelessness?
5. Can you provide an overview of each of these? (Detail Support, Accommodation, Brokerage & Follow up provided to clients)
6. What is the funding source for these Initiatives?
7. Approximately how many EFT staff do you employ in these Initiatives?
8. What are the eligibility criteria for clients for each initiative?
9. What geographic area does each initiative cover?
10. Is the funding for each initiative recurrent? If not, when does the current contract conclude?
General
11. Are you aware of any gaps in the homeless services sector in South Western Victoria?
12. Are you aware of any duplication in the homeless services sector in South Western Victoria?
13. What do you see as the key issues for the homeless services sector in South Western Victoria over the coming 5 years?
14. What do you think can be done to address these issues?
15. What are the key things that the homeless services sector in South West Victoria does really well?
16. What are the key things that the homeless services sector in South West Victoria could improve upon?
Data Questions
17. How many clients are you funded to assist through each initiative per year?
18. Do you meet your client quota for each initiative (is there unmet demand or not fill your quota?)
19. Do you see any general trends in your data over the past 5 years?
20. What trends do you anticipate in the coming five years?
21. Do you see any geographic anomalies in your data?
22. Does your organization have any internally kept data sets, that you are willing to share, that would inform this Review? These would not include identifiable information about clients.
23. Is client data (with permission of the client & in accordance with Privacy Laws) shared between homeless and other service organisations? (If relevant) How does this work well/not work well?
24. What data do you have on client outcomes/follow up?
Interagency Communication
25. What organisations/networks does your organization actively communicate with that relate to Homeless Services at a management level?
26. What organisations do workers from your organization interact with in relation Homeless Services and other Services for their clients?
27. How do these management and worker interactions operate? Are they formal? Informal?
28. Is time allocated in manager and worker schedules to allow for interagency communication?
29. What do you see as the benefits/positives of your existing interagency communications in relation to people at risk of, or experiencing homelessness?
30. What do you see as the disadvantages/negatives of your existing interagency communications in relation to people at risk of, or experiencing homelessness?
31. How do you currently use brokerage funding (e.g. HEF)?
32. Can you see ways to improve the effectiveness of the use of brokerage funding?
Other?
33. What theoretical frameworks/models/core values does your organization see as important in relation to the homeless sector?
34. What would you most like to see as an outcome to this Review?
INTERVIEW GUIDE: Interaction Agency
Overview Questions

35. What is the primary purpose of your network/organization?
36. What geographic area does your network/organization service?
37. What is your role in the network/organization?
Clients experiencing, or at risk of Experiencing Homelessness
38. What initiatives does your organization oversee that regularly come in contact with people who are experiencing, or at risk of experiencing Homelessness?
39. What is the main purpose of these initiatives?
40. How do you generally identify that your clients are experiencing, or at risk of experiencing Homelessness?
41. What do you do when you have identified that your clients are experiencing, or at risk of experiencing Homelessness? Is this a formal or informal practice?
42. Do you follow up your clients' outcomes in relation to homelessness? If so, how does this work and what have you found from doing this?
Interagency Communication
43. What organisations/networks does your organization actively communicate with that relate to Homeless Services at a management level?
44. What Homeless Services organisations do workers from your organization interact with in relation to their clients?
45. How do these interactions with the Homeless Services sector operate? Are they formal? Informal?
46. Is time allocated in manager and worker schedules to allow for interagency communication with Homeless Services organisations?
47. What do you see as the benefits/positives of your existing interagency communications in relation to people at risk of, or experiencing homelessness?
48. What do you see as the disadvantages/negatives of your existing interagency communications in relation to people at risk of, or experiencing homelessness?
General
49. Are you aware of any gaps in the homeless services sector in South Western Victoria?
50. Are you aware of any duplication in the homeless services sector in South Western Victoria?
51. Do you see any general trends in clients experiencing, or at risk of experiencing homelessness over the past 5 years?
52. What trends do you anticipate in the coming five years?
53. What do you see as the key issues for the homeless services sector in South Western Victoria over the coming 5 years?
54. What do you think can be done to address these issues?
55. What are the key things that the homeless services sector in South West Victoria does really well?
56. What are the key things that the homeless services sector in South West Victoria could improve upon?
Other?
57. What would you most like to see as an outcome to this Review?

INTERVIEW GUIDE: System Overview
Introductory Questions
58. What is your role in relation to the homeless services sector in SW Victoria?
59. How long have you been involved with the homeless services sector in SW Victoria?
Overview Questions
60. In your own words, can you describe the homeless services sector in SW Victoria as a whole and how each component relates to each other?
61. What do you think are the strengths and weaknesses of this current model?
62. Are you aware of any gaps in the homeless services sector in South Western Victoria?
63. Are you aware of any duplication in the homeless services sector in South Western Victoria?
64. What do you see as the key issues for the homeless services sector in South Western Victoria over the coming 5 years?
65. What do you think can be done to address these issues?
66. What are the key things that the homeless services sector in South West Victoria does really well?
67. What are the key things that the homeless services sector in South West Victoria could improve upon?
Interagency Communication
68. What organisations/networks does your organization actively communicate with that relate to Homeless Services?
69. Is this communication formal/informal? How does it operate in practice?
70. What do you see as the benefits/positives of existing interagency communications in relation to people at risk of, or experiencing homelessness?
71. What do you see as the disadvantages/negatives of your existing interagency communications in relation to people at risk of, or experiencing homelessness?
72. How does brokerage funding (e.g. HEF) get utilized in SW Victoria? Is this substantially different to other regions?
73. Can you see ways to improve the effectiveness of the use of this brokerage funding?
Other?
74. In comparison to other regions in Victoria, how well does the homeless services sector in SW Victoria operate?
75. Are there components of models in other regions/states/countries that the homeless sector in SW Victoria could learn from?
76. Has there been Reviews/research done on the homeless sector in SW Victoria, or in other jurisdictions that would be particularly useful in informing this Review?
77. What would you most like to see as an outcome to this Review?

FOCUS GROUPS GUIDE: Workers
1. What is/are your role/s in the network/organization? What programs relating to homelessness do you work on?
General
2. What do you see as the key issues for the homeless services sector in South Western Victoria over the coming 5 years? What do you think can be done to address these issues?
3. Are you aware of any gaps or duplications in the homeless services sector in South Western Victoria?
4. What are the key things that the homeless services sector in South West Victoria does really well?
5. What are the key things that the homeless services sector in South West Victoria could improve upon?
Client Outcomes
6. What circumstances generally lead to clients accessing your services? Are these the same now, as they were 5 years ago? 10 years ago?
7. For clients in each of your initiatives, how many other organisations that deliver homeless services are they typically also dealing with (both homeless services and other types of community services)?
8. Are there geographic areas that are served better than others in the region?
9. (Where relevant) What are the positive and negative experiences & impacts on your clients of multiple contacts with different organisations in relation to homeless services?
10. What follow up mechanisms are in place for your clients once they no longer meet the eligibility criteria/leave your services?
Interagency Communication
11. What organisations do you interact with in relation Homeless Services and other Services for their clients? Formal? Informal? Time?
12. What do you see as the advantages & disadvantages of your existing interagency communications in relation to people at risk of, or experiencing homelessness?
13. Can you see ways to improve the effectiveness of the use of brokerage funding?
14. Is client data (with permission of the client & in accordance with Privacy Laws) shared between homeless and other service organisations? How does this work well/not work well?
Other?
15. What would you most like to see as an outcome to this Review?

APPENDIX C - South West Homeless Services Mapping

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Aspire	Home Based Outreach*	This is a home based outreach program for people with a serious mental illness and complex needs who are homeless or at risk of experiencing homelessness. Each client is allocated a worker that undergoes service planning to address the client's needs. Individual support and developing partnerships with other agencies on behalf of the client are core components to the program. Housing is a prominent need and workers will assist with linking with other agencies.	Not Known	Clients experiencing a mental illness aged 16-65 years old	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	Aspire provides psychiatric, disability, rehabilitation and support services and carer support across South West Victoria.	www.aspire.org.au	03 5560 3000
Aspire	Housing and Support Program*	Linked to the Home Based Outreach program, the Housing and Support program provides access to fourteen Transitional Housing Management (THM) Program stock. Support for independent living is provided for 12 months - 2 years.	Any. Subsequent referral pathway flow chart provided in Aspire documentation	Clients receive a low income, do not own a property, do not have significant assets, do not owe money to the OOH at risk of homelessness and requiring support from Aspire	Not Known	Aspire provides psychiatric, disability, rehabilitation and support services and carer support across South West Victoria.	www.aspire.org.au	03 5560 3000

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Aspire	Supported Residential Service Program*	This service provides activities and programs to Victoria House and Themar Heights. It provides no case management or assistance with housing.	By SRS proprietors for their residents	Residents of Victoria House and Themar Heights	Not Known	Aspire provides psychiatric, disability, rehabilitation and support services and carer support across South West Victoria.	www.aspire.org.au	03 5560 3000
Barwon Youth (BAYSA Limited)	Transitional Housing Management Landlord Services*	Provides Transitional Housing Management for 25 properties in South West Victoria. These properties are located in Warrnambool (19 properties), Portland (4 properties), Hamilton (4 properties) and Camperdown (1 property). These houses include 2 properties for crisis housing (13 days) and 23 for transitional (up to 12-18 months). The THM worker is co-located at Brophy Family and Youth Services in Warrnambool.	Referrals are generally via the Brophy Family and Youth Services Support Team. In Portland, Portland Housing Program has nomination rights but these will cede to Brophy Family and Youth Services upon their closure.	15-25 year olds who are experiencing, or at risk of experiencing homelessness. When demand is high, higher priority is placed on young parents, and lower priority is placed on those who are in tertiary homelessness (i.e. couch surfing).	Warrnambool, Moyn, Corangamite, Glenelg, Southern Grampians	Based in Geelong, Barwon Youth has been providing youth services to the Barwon South West since 1981. It provides support in the areas of education, employment and training; homeless services; youth support; alcohol and drug programs and co-located programs.	www.barwonyouth.org.au	03 5221 4466 though for program referral, contact Brophy Family and Youth Services on 03 5561 8888
Brophy Family and Youth Services	Youth Homelessness Program - Crisis Accommodation*	This crisis accommodation program provides short term crisis accommodation, referral and support.	Intake daily through Youth Hub	15-25 years old, experiencing, or at risk of experiencing homelessness	Warrnambool	Brophy Family and Youth Services offers families and youth a range of services ranging from accommodation, home based care, counselling, employment, educational support, training and enterprising opportunities.	http://www.brophy.org.au/	03 5561 8888

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Brophy Family and Youth Services	Youth Homelessness Program - Independent Young Person's Support Service (IYPSS)*	This service provides support to young people experiencing, or at risk of homelessness as they make the transition to independent living.	Intake daily through Youth Hub	15-25 years old, experiencing, or at risk of experiencing homelessness	Warrnambool	As Above	http://www.brophy.org.au/	03 5561 8888
Brophy Family and Youth Services	Youth Homelessness Program - Reconciliation and Mediation Program*	This program provides mediation and reconciliation to young people and their families.	Intake daily through Youth Hub	15-25 years old, experiencing, or at risk of experiencing homelessness	Warrnambool	As Above	http://www.brophy.org.au/	03 5561 8888
Brophy Family and Youth Services	Youth Homelessness Program - Young People Leaving Care*	This program provides intensive support to young people leaving state care.	Through Child Protection or Intake daily through Youth Hub	16-18 years old, and preparing to exit from a state order such as guardianship or custody	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	As Above	http://www.brophy.org.au/	03 5561 8888
Brophy Family and Youth Services	Housing Establishment Funds (HEF)*	Funding linked to other homelessness programs.	linked to other programs	15-25 years old, experiencing, or at risk of experiencing homelessness	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	As Above	http://www.brophy.org.au/	03 5561 8888

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Brophy Family and Youth Services	Young Parents Group*	This support group for young parents provides parental education and information, support, social networking, referral and access to the broader service system.	Intake daily through Youth Hub	15-25 year old parents with multiple complex needs	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	As Above	http://www.brophy.org.au/	03 5561 8888
Brophy Family and Youth Services	Community Adolescent Placement Service (CAPS)*	Accommodates and supports young people who are homeless with the assistance of volunteer caregivers.	Intake daily through Youth Hub	12-17 year olds experiencing, or at risk of experiencing homelessness	Not Known	As Above	http://www.brophy.org.au/	03 5561 8888
Brophy Family and Youth Services	Community Reconnections*	Uses an assertive outreach model to assist people with complex multiple support needs and who are homeless or living in insecure, low-cost accommodation	Not known	Not known	Southern Grampians, Warrnambool and Moyne.	As Above	http://www.brophy.org.au/	03 5561 8888
Brophy Family and Youth Services	Adolescent Support Program (ASP)*	This program provides outreach and support to young people and their families via early intervention, mediation and specific counselling aimed at family preservation and reunification.	Intake daily through Youth Hub	12-18 year olds experiencing, or at risk of experiencing homelessness	Not Known	As Above	http://www.brophy.org.au/	03 5561 8888
Brophy Family and Youth Services	Finding Solutions*	An early intervention and diversionary program for young people at risk of being placed in out of home care and their families	Referrals from Department of Human Services (DHS) only	12-16 year olds at risk of being placed in out of home care and their families	Not Known	As Above	http://www.brophy.org.au/	03 5561 8888

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Brophy Family and Youth Services	Job Placement, Employment and Training (JPET)*	Assist young people who are homeless or are risk of homelessness and facing barriers to employment, education and training. This program assists with income and personal needs, while ensuring a greater chance of securing career paths and sustainable futures.	Intake daily through Youth Hub	15-21 years old, experiencing, or at risk of experiencing homelessness and facing barriers to education, employment and training	Not Known	As Above	http://www.brophy.org.au/	03 5561 8888
Catholic Church	Shamrock House**	Located in Crossley, this rooming/boarding house provides housing for up to ten people. It is mostly short term crisis housing, but is flexible to the needs of the clients. Father Murphy and a number of volunteers live at Shamrock House and provide informal support to their clients.	Clients are interviewed by Father Murphy and given a trial period if successful in gaining a vacancy.	Preference is given to families in crisis.	Crossley	Shamrock House is run by the Catholic Church, in particular, Father Murphy who established and runs the House	No website	03 5568 7287

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Common Equity Housing Limited (CEHL)	Common Equity Rental Housing Cooperative (CERCs)**	CEHL own eleven properties (one 2 bedroom, six 3 bedroom & one x 4 bedroom) that are leased to a voluntary housing co-operative (Priority CERC) in Warrnambool. These properties are intended for long term rental housing and operate under co-operative management. In the co-operative model tenants take responsibility for tenancy management within their co-operative on a voluntary basis.	CEHL take referrals from housing agencies that identify applicants who wish to join housing co-operatives but the applicants must demonstrate an understanding of co-operative functioning and a willingness to undertake voluntary work within the co-operative.	In order to be eligible for housing within the CERC Program, applicants needs to meet the following criteria: 1. Have been accepted as a CERC member ; 2. Have an income within the current Office of Housing guidelines; 3. Have disposable assets of less than \$30,000 in value (or less than \$60,000 if requiring a property with major disability modifications); 4. Not to hold financial interest in any residential property; and 5. Meet the relevant bedroom allocation criteria for the vacant property	Warrnambool	CEHL do not consider their housing as part of the homelessness network, though it has been included in this mapping as they are an option for exit from the homelessness system in the South West.	http://www.cehl.com.au/	1800 353 669. The South West contact is Priority CERC Ltd at Warrnambool Neighbourhood and Community House, 17 Fleetwood Court, Warrnambool Vic 3280

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Community Connections	Social Housing Advocacy and Support Program (SHASP)*	SHASP has two main types of assistance; support services (case support & intervention to sustain tenancies) and advocacy and community development (advocate with Office of Housing, assist early housing applicants, tenant participation in forums, issues and associations in relation to their housing, support to community facilities)	OOH referrals to SHASP could be improved	Public Housing tenants OR entering or on the public housing waiting list	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	Community Connections is a not-for-profit, non-government organisation that provides a range of human and social justice services to families, children and individuals in South West Victoria.	http://www.connect.com.au/	1300 361 680
Community Connections	Consumer Affairs Advocacy Program*	Provides advocacy for the Victorian Civil Administrative Tribunal	Consumer Affairs Victoria provides all referrals	Private Tenants	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	Community Connections is a not-for-profit, non-government organisation that provides a range of human and social justice services to families, children and individuals in South West Victoria.	http://www.connect.com.au/	1300 361 680
Community Connections	Financial Counselling Program*	Financial Counselling is a free, confidential service offering information on credit granting laws and practices, the options available if you can't pay bills, fines or debts; your legal rights and implications and possible government assistance	Self referral, other agencies, and from within Community Connections other programs	None but there is an intake interview at which a brief intervention occurs if necessary, and a waiting list.	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	As Above	http://www.connect.com.au/	1300 361 680

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Community Housing Limited	Housing Association - Social Housing Program**	Community Housing Limited owns and manages tenancies for two 2 bedroom units in Warrnambool and two 2 bedroom units in Hamilton. It is an affordable housing program that provides long term housing below market rentals. Rent is adjusted to income.	To date, referral has mainly been through SASHS. Whilst the turnover of tenants is low, CHL will accept referrals from other organisations.	Not Known	Warrnambool and Hamilton	Community Housing Limited is an affordable housing organisation which assists access to, develops and manages sustainable housing for people in need. It provides crisis housing, transitional housing and long term housing.	www.chl.org.au	03 8405 9764
Daily Activities and Self Help (DASH)	DASH***	DASH manages one three bedroom property in Warrnambool.	Via the self help group.	Via the self help group, with consideration given to current mix in the property.	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	DASH is a self help group which focuses on advocacy, community education, housing program, peer support and social and recreational activities.	No website	03 5560 3000
Emma House	High Security Refuge**	This high security refuge is located at a secret address in Warrnambool. It provides short term communal housing for four women (three with children, and one single) who have experienced domestic violence. It is mainly for clients from outside the region. Local clients can utilise the refuge only if they meet strict safety criteria that maintains the integrity of the secret address.	Through the Melbourne crisis line and via Emma House's Outreach Program.	Women (and their children) who are experiencing, or have experienced domestic violence.	State-wide	Provides services for women who are, or have, experienced domestic violence through an outreach service, transitional housing and a refuge.	Under construction	03 5561 1934

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Emma House	Outreach Program**	Provides a service to women who are experiencing, or have experienced domestic violence, that choose to remain in their home and/or community. This service is also the entry point for all Emma House clients.	Self referral or other agencies	Females (and their children) who are experiencing, or have experienced domestic violence.	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	As Above	Under construction	03 5561 1934
Emma House	Transitional Housing Program**	Provides Transitional Housing for women who have experienced, or are experiencing, domestic violence. Emma House manages 4 houses and has nomination rights for 2 SASHS properties.	Referral is through Emma House's outreach program	Females (and their children) who are experiencing, or have experienced domestic violence.	State-wide	As Above	Under construction	03 5561 1934
Francis Foundation	Alveston House***	This Warrnambool rooming/boarding house provides thirteen beds for people experiencing mental illness. Beds are mainly for long term clients, but there is sometimes capacity for crisis accommodation. Volunteers play a key role in the operation of the house.	Through Barwon Place, Psychiatric Services	Need to be in a psychiatric program. Psychiatric Services determines details.	Not Known	Not Known	Not Known	03 5562 5198 (mornings)
Glenelg Shire Council	Local Government Community Housing Program**	Glenelg Shire manages two houses in Heywood that were obtained through the Local Government Community Housing Program prior to Council amalgamations. They are provided as social housing.	Not Known	Not Known	Glenelg	Glenelg Shire Council is a Local Government Authority.	www.glenelg.vic.gov.au	03 5522 2200

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Gunditjmara Aboriginal Cooperative	Indigenous Community Housing*	Gunditjmara provides management, maintenance and tenancy agreements for 13 FaCSIA owned properties that are available for indigenous people experiencing homelessness. Tenants constitute mainly single parents and elders.	Properties are rarely vacated. When they are, tenants are accessed from the Gunditjmara waiting list.	Indigenous people (not an eligibility criteria, but incidentally, most people that access the service have a mental illness)	Warrnambool	Gunditjmara Aboriginal Cooperative offers health, community and cultural support to local aboriginal people and their community.	http://www.gunditjmara.org.au/home.html	03 5564 3333
Gunditjmara Aboriginal Cooperative	Indigenous Public Housing Support & Advocacy*	Gunditjmara provides informal support and advocacy for local indigenous people in relation to OOH inquiries and issues.	Self referral	Indigenous people in public housing	Warrnambool	As Above	http://www.gunditjmara.org.au/home.html	03 5564 3333
Gunditjmara Aboriginal Cooperative	Crisis Response Funding**	There is a small amount of funding available to Gunditjmara for crisis housing during a family and domestic violence dispute. Given the limited amount of funds available, this is only used during after hours and weekends.	Family and Domestic Violence Worker at Gunditjmara	Indigenous clients experiencing family and domestic violence disputes	Warrnambool	As Above	http://www.gunditjmara.org.au/home.html	03 5564 3333
Gunditjmara Aboriginal Cooperative	South West Indigenous Family Violence Outreach Program**	The program provides crisis support to women and children who are experiencing family violence throughout the five aboriginal communities (Portland, Hamilton, Heywood, Framlingham and Warrnambool). Key components of the service include support and referrals for medical services, the justice system, counselling, housing, refuge, accessing Centrelink payments and child protection advocacy.	Any, self referral or through other agencies	Women and children experiencing family violence. Clients must be of Aboriginal or Torres Strait Islander (ATSI) descent or be the mother of a child from indigenous descent	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	As Above	http://www.gunditjmara.org.au/home.html	03 5564 3333

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Loddon Mallee Housing Services	Affordable Housing Program**	This social housing program has two components. It develops a project deal with a variety of partners to organise building properties; then it rents them out as social housing at between 10-30% below market rents based on the tenant's income levels. Recently 6 houses have been built in Warrnambool, and at the writing of this Review, were in the process of being tenanted. Loddon Mallee Housing currently provides tenancy management for these properties.	While Loddon Mallee is currently fine tuning their protocols for their new Warrnambool properties, likely referral process is as follows. When a property becomes vacant, it will be listed on their vacancy register on their website as well as notify the Office of Housing, local housing and homelessness agencies, and local real estate agents. It may also be advertised in the local paper, and referrals are accepted from existing tenants.	To be eligible for this program, the tenant's income must be between \$30,000 and \$80,000 per annum; have a good history in property management and a good rental history. At least 50% of tenants are required to be from the Office of Housing waiting lists.	Warrnambool	Loddon Mallee Housing Services is a Housing Association providing social housing options. It provides housing and support services in the Loddon Mallee Region of Victoria. In other regions of Victoria, it provides Affordable Housing.	www.lmhs.com.au	03 5444 9016

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Mind (formerly Richmond Fellowship)	Homeless & Mental Health Service**	Upon exit of the acute inpatient unit at South West Health Care, clients are provided with three months support in relation to their housing needs. One client per year is provided with six months support.	Only through acute inpatient unit at South West Health Care (Ward 9).	Clients must be over 16 years old and homeless or at risk of homelessness.	Patients exiting Ward 9 only.	Provides a diverse range of programs and service to people with a mental illness and/or homeless across Victoria and South Australia.	http://www.mindaustralia.org.au/	03 5562 6012
Mind (formerly Richmond Fellowship)	Residential Program**	Mind provides housing and support for ten young people with a mental illness for up to two years.	Any.	16-24 year olds with a mental health diagnosis or at risk of developing a mental illness. There is some discretion/flexibility on the age criteria.	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	Provides a diverse range of programs and service to people with a mental illness and/or homeless across Victoria and South Australia.	http://www.mindaustralia.org.au/	03 5562 6012
Mind (formerly Richmond Fellowship)	Outreach Service**	This service is attached to the Mind Residential Program, providing intake and discharge planning services. It also provides outreach support to additional clients.	Any	16-24 year olds with a mental health diagnosis or at risk of developing a mental illness. There is some discretion/flexibility on the age criteria.	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	As Above	http://www.mindaustralia.org.au/	03 5562 6012

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Mind (formerly Richmond Fellowship)	Personal Helpers & Mental Service (PHAMS)**	This is an outreach mental health service that assists people without a diagnosis of mental illness who are aged 16+.	Any	Aged 16 and over, clients without a diagnosis of mental illness	Warrnambool	As Above	http://www.mindaustralia.org.au/	03 5562 6012
Mind (formerly Richmond Fellowship)	Supported Housing**	Mind has 2 x 2 bedroom units to support 4 clients.	Not Known	Not Known	Not Known	As Above	http://www.mindaustralia.org.au/	03 5562 6012
Partnership between Brophy Family and Youth Service, Barwon Youth and Time for Youth.	Creating Connections*	Youth Hubs targets homeless young people 15 to 25 years old by focusing on early intervention and individually tailored housing assistance & support for those with complex needs. It will provide a secondary consult to Hamilton and Portland.	Intake daily through Youth Hub	15-25 years old, experiencing, or at risk of experiencing homelessness	Warrnambool, Moyne, Corangamite, Glenelg, Southern Grampians	Partnership	NA	Contact via Brophy Family and Youth Services on 03 5561 8888

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Portland District Health	Innovative Health Services for Homeless Youth***	Innovative Health Services for Homeless Youth (IHSY) was established as a joint Commonwealth and state and territory government program response to the Burdekin Report. It promoted a diverse range of youth health projects in 1991 with the aim 'to improve the health outcomes of homeless and otherwise at-risk youth aged 12-24 years and their dependents through the provision of specialised health services and improved access to mainstream health services'	Not Known	Homeless and otherwise at-risk youth aged 12-24 years and their dependents	Glenelg	Provides primary, acute and aged care services to resident of the Portland district.	http://www.swarh.com.au/portland/index.asp	03 5522 1180
Portland District Health, Quamby House	Supported Accommodation Program**	This program has nomination rights for four Transitional Housing Management Properties. The program provides the support component for clients with drug or alcohol addictions, post-withdrawal, whilst they are in the Transitional Housing program. Each tenancy lasts for 2-3 months, during which clients have weekly meetings to work on life skills, relapse prevention and general support. Abstinence is mandatory throughout the tenancy.	Any	Clients with a drug or alcohol problem, who have completed a withdrawal episode. Clients must have established a strong rapport with Quamby House prior to being eligible to enter this program.	Glenelg & Southern Grampians	Part of Portland and District Health, Quamby House is a drug and alcohol treatment service. It provides all drug and alcohol services with the exception of residential rehabilitation and a needle/syringe program.	http://www.swarh.com.au/portland/index.asp	03 5521 0350

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Portland District Health, Sea View House	Seaview - Supported Residential Service***	Sea View House operates under the Supported Residential Services Regulations, controlled by the Department of Human Services Victoria. It has 52 single rooms and 3 double rooms and provides accommodation for those requiring a low to medium level of care. It is not funded by government, and is a user pays service.	Not Known	Adults	Not Known	Portland Sea View House is a Supported Residential Service (S.R.S). Run by Portland District Health	http://www.swarh.com.au/portland/page_seaview.asp	03 5522 1160
Portland Housing Program Incorporated	Portland Housing Program**	Portland Housing Program provides support for young people and those over 25 years old that are homeless or at risk of experiencing homelessness. It provides transitional housing support, public housing support, has a very close relationship with the indigenous community and also does some prevention work in a local secondary college.	Portland Housing Program has an open door policy and will accept referrals from anyone.	Anyone who is homeless or at risk of experiencing homelessness (under and over 25 years old).	Gleneilg	Portland Housing Program is a cross target program supporting people who are homeless or at risk of experiencing homelessness. It concludes operation in January 2009.	NA	03 5523 2217

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Salvation Army Social Housing Service	Transitional Housing Management*	Provides housing information and referral, transitional housing and distribution of brokerage funding (HEF) for clients. SASHS provides this through Housing Information and Referral workers (who focus on provision of advice and brokerage funding); Community Tenancy workers (who manage transitional housing tenancies for up to 1 year duration), and both Transitional and Crisis housing properties. Support services are provided to tenants by SAAP funded housing support services. 55% of THM properties are supported by SASHS (see SASHS Transitional Support Program), with the remainder supported by WRAD, Quamby House, Emma House or the Portland Housing Program. All Crisis Accommodation properties supported by SASHS. SASHS manages 46 THM properties in the South West (39 are transitional and 7 are crisis). There are an additional 4 transitional properties in Terang and Camperdown that are managed through SASHS Colac.	Self referral and via other agencies.	Anyone 25 years old or over and homeless, or at risk of experiencing homelessness.	Clients can be from anywhere; but funded for service delivery in the Barwon South West Region	The Salvation Army has created its Social Housing Service (SASHS) to ensure a co-ordinated, high standard and broad range of housing services is provided. SASHS has a vision of a society in which all people are able to access housing which is appropriate, secure and affordable. SASHS exists to meet the housing-related needs of those people not able to access such housing.	http://www.salvationarmy.org.au/sashs/default.asp	03 5561 6844

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Salvation Army Social Housing Service	Crisis Accommodation Program*	The Crisis Accommodation program provides crisis accommodation for up to two weeks. There are 3 crisis houses in Warrnambool, 2 in Portland and 2 in Hamilton. During this period, a support worker provides Intensive Housing Support. Outreach support is also provided through this program depending on overall case load.	Via the Housing Information and Referral workers in the Transitional Housing Management Program	Anyone who is over 18 years old that is homeless or at risk of experiencing homelessness in the South West. The one exception to this is that SASHS also provides outreach support for those aged 15-18 years old in Hamilton.	Clients can be from anywhere; but funded for service delivery in the Barwon South West Region	As Above	http://www.salvationarmy.org.au/sashes/default.asp	03 5561 6844
Salvation Army Social Housing Service	Transitional Support Program*	The Transitional Support program provides case managed Housing Support beyond the crisis period. Housing support agencies have nomination rights to designated THM properties, that is, they nominate to the THM tenancy worker which client should be accommodated and then provide support to them while they are in the property.	Via the Crisis Accommodation Program OR the Housing Information and Referral workers in the Transitional Housing Management Program	In Warrnambool, SASHS Transitional Support service provides post crisis housing support to anyone who is over 25 years old that is homeless or at risk of experiencing homelessness. In Hamilton and Camperdown, SASHS provides support to those aged 15-25.	Clients can be from anywhere; but funded for service delivery in the Barwon South West Region	As Above	http://www.salvationarmy.org.au/sashes/default.asp	03 5561 6844

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Themar Heights	Supported Residential Service***	This rooming/boarding house provides private, pension-only accommodation.	Not Known	Clients can be any age, but must be on a pension. Takes males and females.	Not Known	Not Known	Not Known	03 5562 0334
Victoria House	Supported Residential Service***	This rooming/boarding house provides private, pension-only accommodation.	Not Known	Clients can be any age, but must be on a pension. Only takes males.	Not Known	Not Known	Not Known	Not Known
Warrnambool City Council	Community Housing Program*	Warrnambool City Council (WCC) is the owner of six 2 bedroom units and seven 3 bedroom houses. It rents these houses out using the same rental formula as the Office of Housing (25% of income) but with a standard tenancy agreement. WCC conducts inspections yearly. Rents are paid through Centrepay, and SASHS calculates the rental amounts on behalf of Council. Turnover is only about 1-2 per year. WCC also provides informal opportunistic support to tenants such as providing references, or helping to access other community services.	When a vacancy arises, WCC contacts the Office of Housing for 6 eligible referrals from the waiting list. WCC contacts these people, checks on their current circumstances and interviews those still eligible or interested e in the vacancy.	The houses are available for single parents who are from Warrnambool, or have a base in Warrnambool (i.e. moved away, but still have family here) and are on the Office of Housing waiting list. The 2 bedrooms units are for single parents aged under 25 years old and the 3 bedroom houses are for single parents of any age with 2 or more children.	City of Warrnambool	Warrnambool City Council is a Local Government Authority.	www.warrnamb ool.vic.gov.au	03 5559 4800

Organisation	Program Name	Summary	Referral Process	Client Eligibility	Geographic Area	Organisation Role	Organisation Website	Phone Number
Western Region Alcohol and Drug (WRAD) Centre	Supported Accommodation**	The Support Accommodation Program provides clients recovering from addiction with short term housing along with a tailored support program that includes an individual treatment plan. Elements of support may include counselling, personal care, education and relapse prevention, referrals to health and welfare professionals and community services. mediation, linking into long term housing. WRAD is the nominating agency for 4 x 2 bedroom units (for young people); 1 x 3 bedroom house (SASHS); 3 x 2 bedroom units (Warrnambool); 1 x 2 bedroom unit (Hamilton).	Referral is through the triage service at the WRAD Centre.	Recent completion of a withdrawal program or equivalent; ongoing drug and alcohol counselling; currently homeless OR at risk of becoming homeless OR living in inappropriate housing.	Properties are in Warrnambool and Hamilton, but referrals can be from anywhere in Australia	The WRAD Centre's vision is to advance the health and wellbeing of those in the South Western Region of Victoria affected by Addictive behaviours and to promote optimal enjoyment of life. The WRAD Centre seeks to provide comprehensive, holistic support and treatment to individuals and others affected by addictive behaviours and associated issues.	http://www.wrad.org.au/	1300 009 723
Winda Mara Aboriginal Cooperative	Housing Program***	Winda-Mara's Housing Program aims to house as many families as they can within the community. They want to provide a high standard of housing but also make sure it is affordable enough for the tenant to eventually purchase their house if they choose to do so. Winda-Mara currently runs 26 residential properties throughout Portland, Heywood and Hamilton.	Call 5527 2051	Not Known	Portland, Heywood, Hamilton	Winda-mara is an Aboriginal Cooperative	http://www.wmac.org.au/	03 5527 2052

* KEY * = Primary Source and final version checked by Organisation ** = Primary Source, but final version not checked by organisation *** = Secondary Source only
NOTE: This South West Homeless Services Mapping table has also been provided to the Project Control Group in MS Excel format for future alteration or updating.

APPENDIX D – Public Housing Wait Times

TOWN	1 BEDROOM Rental Singles Youth (<25)/ Rental Singles General (25-54)	1 BEDROOM Rental Singles Elderly (55+)	2 BEDROOM	3 BEDROOM	4 BEDROOM
CAMPERDOWN	48 months 12 months – EH	24 months 7 months – EH	12 months 10 months – EH	18 months 5 months – EH	NO STOCK
CASTERTON	NO STOCK	NO STOCK	NO STOCK	NO STOCK	NO STOCK
COBDEN	NO STOCK	6 months 3 months – EH	24 months 6 months – EH	24 months 6 months – EH	NO STOCK
COLERAINE	NO STOCK	NO STOCK	NO STOCK	4 years	NO STOCK
DERRINALLUM	NO STOCK	12 months	NO STOCK	NO STOCK	NO STOCK
DUNKELD	NO STOCK	9-12 months	NO STOCK	INDEFINITE	NO STOCK
HAMILTON	24 months 6 months – EH	12 months 3 months – EH	24 months 6 months – EH	6 months 3 months – EH	2 years
HEYWOOD	NO STOCK	12 months 6 months – EH	NO STOCK	3 years 12 months – EH	NO STOCK
KOROIT	NO STOCK	12 months 3 months – EH	36 months 12 months – EH	5 years 12 months – EH	24 months
LISMORE	NO STOCK	6 months	NO STOCK	NO STOCK	NO STOCK
PORT FAIRY	NO STOCK	12 months 6 months – EH	3 years 12 months – EH	5 years 2 years – EH	NO STOCK
PORTLAND	2 years 12 months – RCHL/SUP 12 months – EH / SPEC	6 years 12 months – EH	6 years 10 months – EH	12 months 6 months – EH	indefinite 12 months – EH
SKIPTON	NO STOCK	6 months	NO STOCK	NO STOCK	NO STOCK
TERANG	NO STOCK	6 months 3 months – EH	24 months	12 months	NO STOCK
TIMBOON	NO STOCK	6 months	NO STOCK	NO STOCK	NO STOCK
WARRNAMBOOL	8 years 3-6 months RCHL/SUP 24 months – EH SPEC	3 years 3-6 months RCHL/SUP 6-8 months – EH SPEC	8 years 6-8 months – EH	6 years 3-6 months – RCHL/SUP 6 months – EH	3 years 12 months – RCHL/SUP 24 months – EH spec

BARWON/South West.

ESTIMATED WAITING TIMES – AS AT NOVEMBER, 2008

Acronyms:

EH Early Housing or Medical requirements

RCHL Recurring Homelessness

SUP Supported Accommodation

SPEC Special Modifications required

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