

## Homelessness Taskforce Shoalhaven

**Meeting Date:** Monday, 27 November, 2017

**Location:** Jervis Bay Rooms, City Administrative Centre, Bridge Road, Nowra

## Minutes Attachments

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### Shoalhaven Homeless Hub

This service provides front-line information, advice and referral to specialist homelessness services for people and families who are homeless or at risk in the Shoalhaven region, including surrounding areas of Bay & Basin, Sanctuary Point, Culburra and Callala.

This includes providing support for people who have experienced difficulties accessing the homelessness services system, people sleeping rough, and people with complex needs, to assist their transition out of homelessness and prevent them from becoming homeless.

This service has a strong focus on responses for Aboriginal young people, men, women and families.

**This service supports:** young people; women; men; families

The Shoalhaven Homelessness Hub and the Department of Housing are the referral paths for emergency housing.

There are five (5) providers that assist:

1. **SASSHI (Phone: 44218276)**
  - a. **Women over 18 years old**
  - b. **Women with children**
  
2. **John Purcell House (Phone: 44233558)** 18 bed facility will provide crisis accommodation for **(men over 25 years of age)** experiencing homelessness.
  
3. **Southern Youth and Family Services - Family Tender (Phone: 44233347)**
  - a. **Couples**
  - b. **Couples with children**
  - c. **Men with children**
  
4. **Caresouth (Phone: 44227625) – Youth Male/Female Under 25 years old**
  
5. **ROCC – Women out of Jail Rehabilitation**

The turnaround time is 28 days temporary emergency accommodation. If after 28 days no permanent accommodation has been found, then people have to reapply through the system again for emergency accommodation.

**BREAKDOWN OF CLIENTS UTILISING THE HUB FROM NOV'14 TO OCT'17**

Description	Nov-14 to Jun 15	Jul-15 to Jun-16	Jul-16 to Jun 17	Jul17 to Oct 17
Women and Children	36 73	56 112	29 64	10 20
Men and Children	6 9	14 34	6 10	1 2
Couple with Children	20 29	52 60	34 36	14 11
Couple	42	73	58	22
<b>Youth under 25</b>				
Male	19	25	20	8
Female	15	28	9	8
Single Women	24	49	51	19
Single Men	58	125	113	51
<b>Total New Clients (Adults &amp; Children)</b>	<b>331</b>	<b>628</b>	<b>430</b>	<b>166</b>
<b>Total People Utilising on a monthly basis (Adults only - not including children)</b>	<b>769</b>	<b>1515</b>	<b>1858</b>	<b>860</b>
<b>Aboriginal Clients Assessing Service (Adults &amp; Children) (This figure is incorporated above and not extra)</b>	<b>81</b>	<b>180</b>	<b>107</b>	<b>39</b>
<b>Adults Housed through the Hub</b>	<b>43</b>	<b>56</b>	<b>46</b>	<b>22</b>
<b>Children Housed (This figure is incorporated above and not extra)</b>	<b>21</b>	<b>54</b>	<b>13</b>	<b>6</b>

Homeless Issues	(New Clients to Hub)	Figures only from Jul17-Oct17
Living in Car		25
Couch Surfing		53
Tenancy at Risk		15
Temporary Accommodation Housing		44
Living on the Streets		17
Caravan Park on temporary Basis		10
Safe Shelters		2

**Definitions**

<u>Living in Car</u>	Clients living in their cars
<u>Couch Surfing</u>	Clients living at other people’s homes or backyards eg. Family/friends/relatives until they find their own accommodation
<u>Tenancy at Risk</u>	Clients not being able to afford their rent/mortgage payments and have to move out/arrears in rent or various real estate terminations
<u>Temporary Accom.</u>	Clients being assisted by Housing NSW – temporary accommodation staying in motels/hotels etc.
<u>Living on the Streets</u>	Clients living in tents/caves/abandon buildings/open air
<u>Caravan Park</u>	Clients living in local caravan parks as a roof over their heads until permanent affordable housing is available
<u>Safe Shelters</u>	Clients stayed at Safe Shelters referred to Hub for referral process. (Most clients that where living on streets were referred to Safe Shelters from the Hub).

People access the Homelessness Hub for a variety of services daily besides seeking emergency housing:

- a. For showers
- b. Somewhere to place their belongings
- c. Somewhere to have a cup of tea/coffee
- d. Allied Health has conducted Health Checks there.
- e. General Information

**Here are the figures of all homeless people that have contacted FACS Housing NSW in the last year – needing accommodation.**

Breakdown of Caller Type	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Grand Total
Single	51	46	40	78	55	50	64	51	48	49	41	46	619
Families	24	24	24	22	25	24	26	32	31	27	26	16	301
<b>Grand Total</b>	<b>75</b>	<b>70</b>	<b>64</b>	<b>100</b>	<b>80</b>	<b>74</b>	<b>90</b>	<b>83</b>	<b>79</b>	<b>76</b>	<b>67</b>	<b>62</b>	<b>920</b>
<b>Breakdown by Gender &amp; Age</b>													
<b>0-11</b>													
Males				1									1
<b>12-18</b>													
Males	2		1	2	3	1	1	1	1	1		5	18
Females	4	1	1		2	2	6	3	1	3	1	1	25
<b>19-24</b>													
Males	9	14	8	7	7	7	11	9	5	4	5	7	93
Females	6	4	6	11	11	3	7	3	7	7	5	7	77
<b>25-34</b>													
Males	15	14	9	19	13	10	17	12	17	7	11	9	153
Females	10	8	9	15	8	17	12	12	9	12	11	6	129
<b>35-44</b>													
Males	7	11	10	10	7	10	10	10	11	16	4	8	114
Females	6	7	12	12	10	10	13	17	10	12	13	10	132
<b>45-54</b>													
Males	7	2	4	10	5	3	4	4	4	3	5	2	53
Females	4	5	2	6	9	3	6	8	9	6	3	5	66
<b>55-64</b>													
Males	1	1	2	6	3	4	2	2	2	4	4	1	32
Females	4	3			1	1	1	1	1		4		16
<b>65-74</b>													
Males						1			1	1	1		4
Females				1		2		1					4
<b>75+</b>													
Males												1	1
Females					1				1				2
<b>TOTAL</b>													<b>920</b>

**Clients Assisted/ Clients accommodated & Clients Declined ETC**

Outcomes	Jul16	Aug16	Sep16	Oct16	Nov16	Dec16	Jan17	Feb17	Mar17	Apr17	May17	Jun17	Grand Total
<b>Completed</b>	<b>66</b>	<b>63</b>	<b>60</b>	<b>89</b>	<b>77</b>	<b>66</b>	<b>85</b>	<b>79</b>	<b>74</b>	<b>68</b>	<b>62</b>	<b>52</b>	<b>841</b>
Accom	5	3	1	4	1	3	1	4	2	2	1	2	29
Advocacy	3	10	5	5	8	1	5	1	3	7	1	3	52
Info	12	5	4	10	8	8	12	14	12	8	11	7	111
NoAssist	10	7	6	11	8	8	18	11	6	7	7	11	110
Refer	6	8	10	19	12	7	22	20	15	9	15	7	150
Support	3	4	5	3	8	3	5	4	4	5	5	1	50
TA	24	24	27	33	31	36	22	25	29	27	21	21	320
Terminated	3	2	1	4	1				3	3	1		18
Accom1(No Outcome)			1										1
<b>Raised</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>11</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>8</b>	<b>66</b>
Accom	2			1	1		1			1	1		7
Advocacy												1	1
Info				1		1						2	4
NoAssist	1		1			1			2	1	1		7
Refer			1	1	1				1		1	1	6
Support				2								1	3
TA	1	1	1	4		2	1	1	1	3	1	2	18
Terminated	1											1	2
Accom1(No Outcome)	1	3	1	2	1	2	2	3	1	2			18
<b>Cancelled</b>	<b>3</b>	<b>3</b>				<b>2</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>13</b>
Info	1					1	1					1	4
Refer		1											1
Ta		1									1	1	3
Accom	2	1				1				1			5
<b>Grand Total</b>	<b>75</b>	<b>70</b>	<b>64</b>	<b>100</b>	<b>80</b>	<b>74</b>	<b>90</b>	<b>83</b>	<b>79</b>	<b>76</b>	<b>67</b>	<b>62</b>	<b>920</b>

## Registry Week Toolkit – Brief outline

No one organisation or community needs to end homelessness for every homeless person or family in Australia. However, individuals, businesses, organisations and charities can collaborate within their own communities to understand who exactly is homeless within their community. Know those people by name and work together to link those people with housing and, if needed, ongoing support to sustain that housing.

Since 2010 the Mercy Foundation has been working with Micah Projects in Brisbane and, more recently, with the Australian Alliance to End Homelessness to advise and train communities on conducting Registry Weeks. To date there have been sixteen 'Registry Weeks' across Australia, in Brisbane, Melbourne, Hobart, Sydney and Perth. These have included both city and regional areas and suburban communities that have also taken up the methodology. Australia owes a great debt of gratitude to Micah Projects in Brisbane who originally adapted the US methodology developed by Community Solutions and the tool for use in Australia. Registry Weeks are now also being effectively used in Canada and parts of Europe.

The toolkit has been prepared to assist organisations interested in implementing a "Registry Week". A Registry Week is a survey conducted that provides details of the housing, health and support needs of people experiencing homelessness. The survey collects information from people about their experiences of homelessness and their perspective of these experiences. It provides a rich source of information and can provide detail in a number of distinct homelessness categories – youth, females, Aboriginal and Torres Strait Islander peoples, people over the age of 55 and veterans from the defence forces.

The survey is conducted using the Vulnerability Index-Service Prioritisation Decision Assistance Tool (VI-SPDAT) – The VI-SPDAT is a merger of two tools. The Vulnerability Index (VI) tool established an index for vulnerability of people sleeping rough based on the self-disclosure of a number of indicators associated with an elevated risk of mortality if a person remains homeless on the streets. The Service Prioritisation Decision Assistance Tool (SPDAT) that assists with decisions in relation to prioritising services for people requiring housing, both at an individual and systemic level.

When merged together, the VI-SPDAT has been used as a triage tool to assist communities to understand exactly which people identified through Registry Week will require:

- Housing and permanent support to end their homelessness (high acuity);
- Housing and short-term support to end their homelessness (medium acuity); or
- Just jousting that is safe and affordable (low acuity).

Registry Week is guided by the following principles:

- **Housing First.** The Housing First approach recognises that a safe home is a human right and a basic need that must be met before attending to personal issues.
- **Support matched to individual and family need.** Just as having a home means different things to different people, homelessness is also experienced differently.
- **Collective impact.** Non-government and government agencies can no longer afford to work alone.

Like any other community project, a successful Registry Week requires strong planning and coordination. Community collaborations and groups of services that are working on a Registry Week



should allow a minimum of 3-6 months lead time to prepare. Registry Weeks work best as a local and collaborative effort. Organisations leading a Registry Week are encouraged to involve as many members of the community as possible – workers from all sectors of the community and beyond, local members, government agencies; political, business and community leaders; engaged citizens interested in volunteering, media and so on. A strong team is essential.



No.	Added to Action Table	Allocated Person/Group	Issue	Action Comments	Update / Outcome
1.	August 2017	Clr Findley	Advocacy  John Purcell House	Clr Findley to contact Sarah Date to find out who to discuss funding limitations with, in respect to the 11 beds set aside for South Nowra Gaol residents – can these beds be flexible for current needs?	
2.	August 2017	Clr Findley	Advocacy  There is an urgent need for a ministerial visit to the Safe Shelter Project. Local Politicians to meet with project advocates.	Clr Findley to write to The Hon Shelley Hancock MP and The Hon Ward MP seeking their attendance and the Ministers.	
3.	August 2017	Clr Findley	Advocacy  Pursue Public Housing re -urbanisation / redevelopment plan for places of low density.	Clr Findley to write to Family And Community Services about redevelopment proposals.	
4.	August 2017	All members	Advocacy  Monthly Brief	All services currently working with homelessness to provide a monthly brief to Council to be collated and sent to the Local Members and the relevant Ministers.	
5.	August 2017	Tiny Homes – Alan Blackshaw/Gordon Clark	Marriot Park / Douglas Street RMS Land – general agreement to pursue for a 4-6 unit Tiny House Project	When the outcome of RMS is known, Clr Proudfoot to lead a doorknock of residents in the area.	Strategic Planning have been in discussion with the Minister and RMS. Still in progress.

No.	Added to Action Table	Allocated Person/Group	Issue	Action Comments	Update / Outcome
			<p>Pursue all three, land options identified in the Council report.</p> <p>Idea to develop a community host for a tiny home – this would need to be done in conjunction with a service provider i.e. Southern Cross Housing</p>		
6.	August 2017	Clr Findley	<p>Permanent Shelter</p> <p>Fabcot Land</p>	Clr Findley to write to FABCOT asking for their contribution to the project through either tiny homes or a space for a permanent shelter.	Strategic Planning have written to Fabcot. No response to date.
7.	August 2017	All Members	Permanent Shelter	All members to peruse local real estate and identify possible properties for repurposing / building.	
8.	August 2017	Alan Blackshaw / Gordon Clark	Permanent Shelter	All churches to be contacted about land holdings to see if there is anything available for use as a permanent shelter. (Uniting and North Nowra City Church a possibility)	Safe Shelter in discussions with a local church re property to place a temporary building and amenities on.
9.	August 2017	Southern Cross Housing & FACS	<p>Continuing Actions</p> <p>Update of the Housing Transfer of Department of Housing Project</p>	To provide ongoing updates and progress information	

No.	Added to Action Table	Allocated Person/Group	Issue	Action Comments	Update / Outcome
10.	August 2017	Governance Officer	Continuing Actions  Local Members to be invited as permanent invitations to the HTS		Complete. Local Members have been added to the invitation list.  This will be removed from the actions list
11.	August 2017	Health Representatives	Continuing Actions	All Health representatives on the HTS Taskforce to coordinate and plan for addressing the health needs of the homeless. (Perhaps this could also be done in conjunction with SALT as a first responder).	
12.	August 2017	Alan Blackshaw	Continuing Actions  Future Mercy Project	Alan Blackshaw to consider a future Mercy Project on data for homeless in the context of Council's Community Development program	Shoalhaven is very large with numerous locations where homeless people could be sleeping. Resources not available to conduct a Registry Week activity. No further action.
13.	August 2017	Patricia David/Julie Bugden	Continuing Actions  Statistics	Patricia and Julie to form a monthly report to the Mayor in respect to statistics to digest to Politicians.	