

Homelessness Taskforce Shoalhaven

Meeting Date: Monday, 17 June, 2019

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

Time: 4.00pm

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Agenda

1. Apologies

2. Confirmation of Minutes

- Homelessness Taskforce Shoalhaven - 4 March 2019 1

3. Declarations of Interest

4. Presentations

HT19.4 SALT Reboot Program

Peter Dover will report on the "Salt Reboot Program", which offers job skills training, cost-free programs, services and social enterprise employment. It will assist the homeless and marginalised men, women and youth with tools they need to change their lives and become productive members of their communities. At its core "Salt Reboot" seeks to widen the circle of compassion, tenderness, and kinship, by fostering community, sanctuary, family and a place of welcome for those on the margins.

5. Reports

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6. General Business

Membership

Clr Findley - Chairperson

All Councillors

General Manager or Nominee

Tamie Harvie - Community / volunteer – interested in mental health and D&A

Penni Wildi – Community Member / Waminda

Wendy Woodward - Nowra Show Society / community volunteer

Deborah Ferrier – Community volunteer

Lesley Labka - SAHSSI – Shoalhaven Women's Homeless and DV Service

Wendi Hobbs - Shoalhaven Suicide Prevention and Awareness Network (SSPAN)

Rev Matthew Wilson – Nowra Uniting Church

Patricia David – Unions Shoalhaven

Peter Dover – Salt Ministries

Roslyn Poole - ISLHD – Homelessness Mental Health Program

Ashleigh Hudson - Mobile Response Vehicle coordinator (services for homeless)

Alan Heard – Nowra Baptist Church

Julie Bugden - Shoalhaven Homelessness Hub

Bernard Gleeson - St Vincent De Paul Nowra

Sharlene Naismith – Legal Aid

Natalie Beckett - HARP Unit – Sexual Health & Blood Borne Infections; and Aboriginal community member

Eric Coulter - Southern Cross Community Housing

Nicky Sloan – Community Industry Group

Quorum - 8

Purpose

To provide appropriate and considered strategic advice on homelessness and related issues that can be dealt with at Council level. The Taskforce will work with Council to address issues, develop options and assist with the identification of preferred solutions as part of Council's decision making process.

Role of the Taskforce

The role of the Homelessness Taskforce is:-

- Provide Council with strategic advice on homelessness and related issues that can be dealt with at a Local Government level.
- Work with Council to address issues, develop options and assist with the identification of preferred solutions as part of Council's decision making process
- Advise on the development and application of a Homelessness Strategic Plan
- Provide comment on relevant Council policies and strategies
- Advocate community views on homelessness issues

Homelessness Taskforce Shoalhaven - The Wish List:

- Plan and Strategy for dealing with homelessness and any 'incidents' that arise
- Adopting the Affordable Housing Strategy to Shoalhaven
- Permanent Shelter for the Shoalhaven
- Education of the community (possibly a forum)
- Building connections between homeless persons and wrap around services

- Permanent but temporary accommodation
- Future of Public Housing – mapping the way forward and advocating for tenants
- Business Involvement
- Plan and Policy for Emergency nights (crisis accommodation)
- Creating policy that works on the ground (Homeless protocol for the showground as an example)
- Improving life outcomes for those who have experienced/are experiencing homelessness
- What Next? – who can help after the Safe Shelter closes?
- Continue to lobbying for the State Government to get on board with the demonstration affordable housing site at Bomaderry
- Knowing who the homeless are (anywhere between 100 – 375 homeless on any given night in the Shoalhaven)

MINUTES OF THE HOMELESSNESS TASKFORCE SHOALHAVEN

Meeting Date: Monday, 4 March 2019
Location: Jervis Bay Rooms, City Administrative Centre, Bridge Road, Nowra
Time: 4.00pm

The following members were present:

Clr Patricia White - Chairperson
Clr Kaye Gartner
Clr Nina Digiglio
Clr John Levett
Penni Wildi – Community Member / Waminda
Lesley Labka - SAHSSI – Shoalhaven Women's Homeless and DV Service
Wendi Hobbs - Shoalhaven Suicide Prevention and Awareness Network (SSPAN)
Rev Matthew Wilson – Nowra Uniting Church
Peter Dover – Salt Ministries
Ashleigh Hudson - Mobile Response Vehicle coordinator (services for homeless)
Max Zalakos – Nowra Baptist Church

Also present:

Alan Heard – Nowra Baptist Church
Gordon Clark – Manager, Strategic Planning
Colin Wood – Manager, Building & Compliance
Cathy Campbell – Senior Community Development Officer
Teagan Starr – Community Development Officer

Clr White took the Chair.

Apologies / Leave of Absence

Apologies were received from Clr Findley, Clr Gash, Patricia David, Sharlene Naismith, John Steele, and Nicky Sloan.

Confirmation of the Minutes

RESOLVED (Clr Levett / Peter Dover)

That the Minutes of the Homelessness Taskforce Shoalhaven held on Monday 24 September 2018 be confirmed.

CARRIED

Declarations of Interest

Nil.

REPORTS

HT19.1 Communications Plan

**HPERM Ref:
D18/397629**

Cathy Campbell gave an update on the status of the Communications Plan, which is now complete and finalised. Council has limited resources with which to implement so many actions, so Cathy has elected two areas she thinks could be managed: building a series of hypothetical case studies, and monthly media releases. Cathy proposed that a working group be formed, meeting every two months to facilitate the development of upcoming hypothetical case studies and media releases.

Lesley Labka raised concerns about the potential for case studies to identify individuals – maintaining confidentiality is particularly important in the context of women's homelessness and domestic violence, and in such a small community. She stressed that her cohort would not feel able to participate.

Cathy clarified the case studies are intended to be positive, good news stories to change the public perception of the negatives associated with homelessness. Wendi Hobbs agreed the Taskforce must be mindful of confidentiality, and asked if case studies could be borrowed from out of the area. For example, Belconnen in the ACT has the closest demographic to us.

Hypothetical case studies would serve the purpose. Gordon Clark cited examples of generic case studies that are used by other organisations. It was agreed to amend the recommendation to refer to hypothetical case studies.

Recommendation (Item to be determined under delegated authority)

That:

1. Taskforce members endorse the Homelessness Taskforce Communication Plan
2. The following actions be undertaken during the period January 2019 – June 2019:
 - a. Develop a series of case studies to explain homelessness and its impact
 - b. Compile and distribute monthly media releases to highlight the Taskforce in the media and engage the public
3. Nominations be provided from members to form a working group to support Council's Community Development Team to develop case studies and regular monthly media releases.

RESOLVED (Matthew Wilson / Clr Digiglio)

That:

1. Taskforce members endorse the Homelessness Taskforce Communication Plan
2. The following actions be undertaken during the period January 2019 – June 2019:
 - a. Develop a series of hypothetical case studies to explain homelessness and its impact
 - b. Compile and distribute monthly media releases to highlight the Taskforce in the media and engage the public
3. A working group be established to support Council's Community Development Team to develop hypothetical case studies and regular monthly media releases, comprising: Wendi Hobbs, Peter Dover, Matt Wilson, Clr Levett

CARRIED

HT19.2 Ongoing Actions**HPERM Ref:
D18/376227**

Item 1:

Gordon Clark provided an update on negotiations with Amoveo. There has been no activity since the Memorandum of Understanding last year, but they have forwarded an example of one of their container housing solutions, which Gordon distributed to those present. These would be acquired as modular units but not fitted out, so this would be a cost consideration. If this is the kind of solution that may be chosen Council would need to go to the market to seek tenders. It would be necessary to have the land secured first before entering an agreement with a supplier.

Clr White advised that there is a café at Batemans Bay that is built from one of these units, should members wish to view one in person.

Gordon noted this represents one example of Amoveo's products, a single occupancy unit; they produce other solutions versions. The issue remains of where units would be located. There has been no substantive response from RMS on the Marriott St site, nor from Stockland and Babcock about the vacant land near Woolworths.

Peter Dover reported he is still in discussion with the Church of Christ concerning six acres of vacant land in South Nowra. The Church of Christ remain undecided as to whether they will sell the land or allow it to be used for affordable housing; this will depend on zoning.

Lesley Labka asked about the Bomaderry affordable housing site. Gordon clarified these will be privately run boarding houses, beyond Council's control. He has observed a gratifying increase in the number of boarding houses in the Shoalhaven in the past twelve 12 months: one from Southern Cross and two privately run, where previously there was only one other.

He said the option to use Council green spaces for temporary accommodation was contentious. Council's first preference is to find land already appropriately zoned as residential; it can take a minimum of twelve months to rezone a property, with added time for community consultation which often results in negative commentary. Clr White cited the emails she had received about the boarding house at Sanctuary Point, which reveal that a perception of the old style of boarding houses persists in the community.

Clr White proposed asking Southern Cross Housing to give a presentation at the next meeting regarding their current projects.

Penni Wildi suggested that the Taskforce circulates a call for Expressions of Interest to supply suitable land. Gordon suggested that the Taskforce would need to be clear what the EOI would be seeking, and what the Taskforce is itself prepared to provide or assist with.

Gordon Clark clarified that Item 1 had started as a discussion about accommodation that could be relocated if land availability changed. The Mayor has been lobbying on this issue; two representatives from the FACS Department of Housing will be meeting with her next week, to include discussion of the Bomaderry affordable housing site, and stock transfer to Southern Cross Housing. Council is potentially purchasing more land for the Bomaderry site. It is hoped this will become an example of what a well-run boarding house looks like.

Peter Dover advised that the Shelter functions well but is always full. The people could fit into a boarding house context (non-private) but not affordable housing. He described the supported rental project, which aims to transition clients into rental occupancy over 6-12 months. A pilot program has been running for three weeks with one lady living with a mentor – this has been making a huge difference. If the program works, they will lease five to ten houses. He compared it to a fostering system for chronic homeless people. His team are working towards a model with one mentor assigned to more than one resident in each home.

The Communications working group is to look at housing strategy.

It was agreed to retain item 1 in the Action Table.

Item 2:

Clr Digiglio reported that Grand Pacific Healthcare are being very helpful. Clients in need can access five services a year but can have both a health care and a mental health care plan. The care plan can be reviewed, allowing up to 18 sessions funded by Medicare. Grand Pacific will waive fees if they know the person is struggling.

Wendi Hobbs noted that SSPAN should not be listed as not having responded. She cited the barriers faced by people without access to Medicare or the Health Care Card, especially young people. Penni Wildi added that Waminda offers free assistance.

Item 3:

Updated statistics will be available for the next meeting

Item 4:

Gordon Clark clarified the Transport for NSW proposal is linked to item 1, and was an alternate option. Again, this depends on sourcing a suitable site.

Item 5:

The Communications Strategy is complete and can be removed from the Action Table.

Recommendation (Item to be determined under delegated authority)

That the Homelessness Taskforce receive the Ongoing Actions report for information.

RESOLVED (Wendi Hobbs / Matthew Wilson)

That:

1. The Homelessness Taskforce receive the Ongoing Actions report for information.
2. Southern Cross Housing be asked to give a presentation at next meeting.
3. The Communications working group look at the housing strategy as a potential media release.
4. Item 5, Communications Strategy, be removed as complete.

CARRIED

GENERAL BUSINESS**HT19.3 New Item - Nowra Baptist Church - Replacement Member**

The Nowra Baptist Church member of the Taskforce, Max Zalakos, is retiring. Alan Heard will be replacing him.

The Taskforce agreed to this change of representation.

Services overview

Wendi Hobbs – SSPAN is running volunteers' training course for those working at the shelter. A series of Mental Health First Aid courses is ongoing. A GP attends six hours per week.

Lesley Labka – SAHSSI has vacant rooms at the Junction St property for women escaping domestic violence. The case managers all have full caseloads. The DVRE funding has been extended to 2020.

Penni Wildi – The program at Waminda remains open to all women. They have had many applications. 115 employees work at six sites across the Shoalhaven. GPs, podiatrists, optometrists, midwives etc. operate at the Kinghorne St site.

Alan Heard – Nowra Baptist Church is now opening its store three days per week for groceries and clothing. The weekly meal on Thursdays is continuing. Max Zalakos added their clients are not primarily homeless as such at the moment, but a lot of people without resources. They try to assist anyone who presents with a need.

Matt Wilson – He is working alongside Peter Dover at the Shelter. The need has not decreased, and he warned of the impact of the wet or cold weather that is to come.

Peter Dover – The Shelter is full again following the lull at Christmas. There is a 35% rate of rehousing people. Some apartment properties are available for people from the Shelter, and workers are making sure that they are coping. The pilot program noted above will continue. Peter will be visiting the USA to investigate four different models. The aim is not just providing accommodation but bringing in programs to bring people back into society.

Peter added there has been an increase in the number of homeless people in Sydney. The favourable weather has been helpful in allowing people to emerge. She said the Shoalhaven is doing a great job in getting the messages across, and people are no longer afraid of the 'homeless'.

Clr Digiglio noted that many are still couch-surfing, particularly young people; Lesley added women are also 'living out of their bags'. Peter has noticed many more people are needing food: this past month, 300 different individuals have come in.

Lesley noted growing recognition that Newstart benefits are below the poverty line. SAHSSI is bring in training to help recipients find employment.

Clr Levett shared concerns that rising interest rates may mean more people will lose their homes.

Clr Digiglio noted Wollongong Council's empty home levy on holiday homes. It could be possible to build a symbiotic relationship with older homeowners who have capacity in their homes. Wendi asked whether Council make it easier in install granny flats. Gordon Clark confirmed that secondary dwellings can be assessed as complying development.

There being no further business, the meeting concluded, the time being 5.04pm.

Clr Patricia White
CHAIRPERSON

HT19.5 May 2019 - Status Report

HPERM Ref: D19/120012

Group: Finance Corporate & Community Services Group
Section: Recreation Community & Culture

Attachments: 1. May 2019 Action Table [↓](#)

Purpose / Summary

To update the Homelessness Taskforce on progress made against actions and resolutions that have been passed at previous meetings.

Recommendation (Item to be determined under delegated authority)

That the Homelessness Taskforce:

1. Receive the May 2019 Status report for information and;
2. Note Item 5 - Shoalhaven Housing Strategy Media Release – is now complete and will be remove it from the list.

Options

1. Recommendation as written above.

Implications: The Taskforce is kept updated about progress towards the completion of identified actions.

2. Request more information.

Implications: Further information will be provided about progress towards the completion of identified actions.

Background

A record of action requests from previous meetings is listed in the Homelessness Taskforce Action List. At each meeting Council staff provide an update on actions recorded; see Attachment 1.

Community Engagement

This report provides progress updates regarding actions and projects that have been the subject of discussion at meetings of the Committee.

No.	TRIM Reference Number	Included in Action Table	Issue and Allocated Person	Action Comments	Update / Outcome May 2019
1.	HT19.1 Communications Plan HPERM Ref: D18/397629		RESOLVED (Matthew Wilson / Clr Digiglio) That: 1. Taskforce members endorse the Homelessness Taskforce Communication Plan 2. The following actions be undertaken during the period January 2019 – June 2019: a. Develop a series of hypothetical case studies to explain homelessness and its impact b. Compile and distribute monthly media releases to highlight the Taskforce in the media and engage the public 3. A working group be established to support Council's Community Development Team to develop hypothetical case studies and regular monthly media releases, comprising: Wendi Hobbs, Peter Dover, Matt Wilson, Clr Levett		MAY 2019 The working group is scheduled to meet on Thursday 16 May 2019 to discuss the scope of the project and to develop a project and communications plan. A verbal update will be provided to members at the June 19 meeting.
2.		August 2017	Tony Holmes & Gordon Clark Marriot Park / Douglas Street RMS Land – general agreement to pursue for a 4-6-unit Tiny House Project. Pursue all three land options identified in the Council report. Idea to develop a community host for a tiny home – this would need to be	When the outcome of RMS is known, Clr Proudfoot to lead a doorknock of residents in the area.	Council is currently considering an alternative project. See action item Proposed Memorandum of Understanding - Affordable Housing Opportunities below. No further action yet on this site – focus shifted to the establishment of the homeless shelter and the planning work required in that regard.

No.	TRIM Reference Number	Included in Action Table	Issue and Allocated Person	Action Comments	Update / Outcome May 2019
			done in conjunction with a service provider i.e. Southern Cross Housing.		<p>Contact has been made with Amoveo re proposed MoU. They have also been invited to address the Taskforce February 2019 meeting.</p> <p>MAY 2019</p> <p>No activity re contact with Amoveo since MoU. An example of Amoveo container housing solution was tabled at the February 2019 meeting. The issue remains of where unit will be located, it is necessary to have land secured before entering into an agreement with a supplier.</p> <p>Southern Cross Housing are providing a presentation about their current projects at the Taskforce June 2019 meeting.</p> <p>Suggestion to circulate and EOI to supply suitable land.</p>
3.		August 2017	<p>Continuing Actions – Patricia David & Julie Bugden</p> <p>Statistics</p>	<p>Patricia and Julie to form a monthly report to the Mayor in respect to statistics to digest to Politicians.</p> <p><i>HT18.15 (Sept. 2018)</i> <i>"Clr Findley clarified the original intention had been to receive statistics quarterly so they can be forwarded to the State Member as part of our</i></p>	<p>No updated statistics available at time of preparing this report.</p> <p>MAY 2019</p> <p>Updated statistic to be provided at June 2019 meeting.</p>

No.	TRIM Reference Number	Included in Action Table	Issue and Allocated Person	Action Comments	Update / Outcome May 2019
				<i>advocacy. The statistics can be gathered annually and an annual report produced. This can be aligned with the Anti-Poverty report / statistics. A letter from Shoalhaven every three months to the State continues to build the story."</i>	
4.	D18/138201	April 2018	Transport for NSW Second Life Project Gordon Clark & Peter Dover	Resolved that Council contact the Department and Transport NSW to: 1. Express an interest in the Second Life Project for the acquisition of transport assets for homeless initiatives. Request an audit of State Govt land that may be available within the Shoalhaven.	Point 1 - No progress as the focus was on achieving the permanent shelter at 134 Kinghorn Street, Nowra. Point 2 – Letter sent requesting an audit of State Government land within Shoalhaven that might be suitable for this purpose. Noted that Council is willing to assist with or participate in the requested audit. No response yet. MAY 2019 Transport for NSW proposal linked to item 1. Subject to sourcing a suitable site.
5.		February 2019	Communications Working Group Shoalhaven Housing Strategy	Taskforce Communications working group is to look at the housing strategy as a potential media release.	MAY 2019 On 27 March 2018, Shoalhaven City Council Published the Media Release: "Affordable Housing Strategy Launched". Action Complete.

HT19.6 Shoalhaven Homelessness and Good Living Conditions Interagency

HPERM Ref: D19/99771

Group: Finance Corporate & Community Services Group
Section: Recreation Community & Culture

Attachments:

1. Shoalhaven Homelessness Interagency - Meeting Minutes - 6 February 2019 [↓](#)
2. Shoalhaven Homelessness Interagency - Meeting Minutes - 6 March 2019 [↓](#)
3. Shoalhaven Homelessness Interagency - Meeting Minutes - April 2019 [↓](#)
4. Shoalhaven Homelessness Interagency - Position Paper [↓](#)
5. An Affordable Housing Reform Agenda (under separate cover) [⇒](#)
6. Shoalhaven Affordable Housing Strategy (under separate cover) [⇒](#)

Purpose / Summary

To provide members with:

- Shoalhaven Homelessness and Good Living Conditions Interagency February, March and April 2019 Minutes (Attachment 1,2 and 3).
- A copy of the Homelessness and Good Living Interagency Position Paper (Attachment 4).
- Information regarding the use of Council-owned Tourist Parks for temporary emergency accommodation.
- Information regarding the implementation of strategies that are contained in Council's 2018 Affordable Housing Strategy and recommending that associated Key Performance Indicators (KPIs) are reported to the Taskforce at a future meeting.

Recommendation

That the Shoalhaven Homelessness Taskforce:

1. Receive copies of the Homelessness and Good Living Interagency minutes for February, March and April 2019 for their information;
2. Acknowledge the Homelessness and Good Living Interagency Position Paper;
3. Receive an annual report that outlines progress against KPIs that are contained in the Shoalhaven Affordable Housing Strategy.

Options

1. Recommendations are adopted as above.

Implications: Members of the Taskforce will be informed about the work of the Shoalhaven Homelessness and Good Living Interagency. The Interagency will receive advice regarding the use of Council managed Tourist Parks for emergency accommodation. Taskforce members will be informed about progress towards the completion of KPI's that are contained in the Shoalhaven Affordable Housing Strategy.

2. Not adopt the recommendations and provide an alternative.

Background

The Shoalhaven Homelessness and Good Living Conditions Interagency is a proactive network of service providers and community groups. Their work strives to support individuals and families that are at risk of, or experiencing, homelessness. The network is well attended by over twelve (12) different community agencies and organisations including a representative from Council's Community Development Team.

Council's involvement is in an observational capacity only. Meetings are convened monthly and are held in Nowra. Minutes of recent meetings of the Interagency are attached to this report (Attachment 1,2 and 3).

Members of the Interagency have agreed that Homelessness in the Shoalhaven LGA requires a multi-layered and whole of community coordinated response. To help guide their work the group have developed a Position Paper (Attachment 4).

Members of the Shoalhaven Homelessness and Good Living Conditions Interagency support the goals and recommendations that are outlined in 'An Affordable Housing Reform Agenda' (Attachment 5) that was produced in 2015 by the Australian Council of Social Services. Key recommendations in this reform agenda that are supported by members of the Interagency include:

- Tax reform;
- Investment in new affordable housing stock with specific targets that halve the shortfall in housing supply available and are affordable to the bottom 40% of household incomes by 2025. Including ensuring that there are specific growth strategies for rural areas such as the Shoalhaven;
- Innovative finance models;
- Urban planning, land and building regulation;
- An increase in Commonwealth Rent Assistance;
- Tenancy law reform, enshrining the right to adequate housing (UN Agreement) in legislation;
- Adequate, long-term and sustainable funding for specialist homelessness services.

A Position Paper has been developed by members of the Interagency (Attachment 4). The Position Paper clarifies recommendations and actions that the Interagency will take to address Homelessness in the Shoalhaven LGA.

Recommendations that are contained in the Position Paper are provided in Attachment 4 and are listed below.

- *"Safe, secure housing is a basic human right;*
- *There should be adequate accommodation for people in need of crisis, mid-term and longer-term housing needs, with a strong focus on transitioning people to stable independent housing;*
- *There should be accommodation places specifically for Aboriginal and Torres Strait Island people with adequate living skills development and support to maintain tenancies;*
- *Shoalhaven City Council lift the current ban on council-owned caravan parks being used for emergency temporary accommodation;*

- *Mandated Local Housing Affordability Strategy that plans for future population increases and provides incentives, for developers and community housing providers, to increase the stock of affordable housing available in the Shoalhaven. Strategy to provide targets and monitoring mechanisms;*
- *Increased public transport opportunities within the Shoalhaven, providing increased housing opportunities for people who do not have access to a car;*
- *Innovative whole-of-community solutions that increase public awareness and break down the stigma and barriers associated with homelessness and the vulnerabilities that put people at risk of homelessness”.*

Use of Council Owned Tourist Parks for Temporary Emergency Accommodation.

The current situation in relation to the use of Council-owned Tourist Parks for Temporary Emergency Accommodation has been investigated. The investigation included communication with Senior staff within Council’s Holiday Haven Business Unit and a review of previous records that are held by Council.

The investigation has revealed that no exclusions exist in relation to the use of Council-owned Tourist Parks for short-term, emergency accommodation. The Tourist Parks offer a range of accommodation options, such as holiday cabins, caravan sites and powered and un-powered camping sites; bookings are subject to availability.

The Shoalhaven Good Living and Homelessness Interagency have been advised of the above.

Local Housing Affordability Strategy

The Shoalhaven Affordable Housing Strategy was adopted by Shoalhaven City Council in late 2017 (Attachment 6) and was released in early 2018. The Strategy provides a range of policy solutions that aim to help facilitate additional affordable housing across the Shoalhaven Local Government Area (LGA).

The strategy is intended to be implemented in key stages over 10 years, with short, medium and long-term strategies identified for Council and others to work on.

Since the adoption of the Strategy, the initial focus has been on the delivery of short term actions. Initial actions have been associated with revising planning controls to encourage affordable residential housing and advancing the direct provision of affordable housing at the Coomea Street site in Bomaderry. Actions also include advocating and lobbying for affordable housing in the Shoalhaven LGA.

Actions that are contained in the Shoalhaven Affordable Housing Strategy are included in Council’s adopted Strategic Planning Works Program. The adopted Strategy also identifies a series of Key Performance Indicators (Section 2.4) and Council Strategic Planning Section are currently looking at efficient ways to gather and present the KPI data to Council. Future reports will be presented to the Homelessness Taskforce when available.

The above information has been provided to members of the Interagency.

Community Engagement

It is important that the members of the Homelessness Taskforce are kept informed about the work of other groups and organisations that are working to address the issue of homelessness in the Shoalhaven LGA. This report provides a structured approach to facilitate this information exchange.



SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



Meeting Minutes

Meeting:	Shoalhaven Homelessness Interagency	Date:	6 February 2019
Location:	Shoalhaven Neighbourhood Services Meeting Room 41 Worrigee St. Nowra 2541	Time:	2:00 – 3:30 pm
Chair:	Donna Corbyn, Shoalhaven City Council	Minutes:	Lesley Labka, SAHSSI

Attendees:	Name
	<p>Attendees: Donna Corbyn (Shoalhaven City Council), Merryn Corbyn (CareSouth Brighter Futures Program), Julie Bugden (Shoalhaven Homeless Hub), Ash Hudson (SALT Ministries), Allan Hall (Department of Human Services), Andrew Simpson (Department of Family and Community Services), Lesley Lane (Safe Shelters), Megan Nicholson (Family and Community Services), Cara MacDougall (TAFE NSW Shoalhaven), Wendi Hobbs (NSW Health), Lesley Labka (SAHSSI), Che Williamson (Uniting NDIA), Tricia Forbes (ROCC), Sharlene Naismith (Legal Aid), Daphne Morgan (Mission Australia, Gambling Counselling Service), Lissa Barnum, Liz West (Family and Community Services, Place Planning), Lisa Rothque (St Vincent de Paul, SHS), Claire Batchelor (St Vincent De Paul CCC Program), Julia Irvine (ARBIAS).</p> <p>Apologies: No apologies received.</p>

Action Items		
Item	Discussion / Action / Outcome	Action Assigned To
1. Acknowledgement to Country / Review previous minutes	Completed Amendment of previous minutes on the absent record that Tricia Forbes is from ROCC (not Safe Shelters)	N/A
2. Review of Action Items	The Position Paper has been completed and will be circulated to members. It was agreed that Donna from Shoalhaven City Council will submit the Position Paper to the Shoalhaven Homelessness Taskforce, with a view to asking them to endorse the position. The Anti-Poverty Committee would like to endorse the position paper. This was approved by the meeting.	Sharlene (Legal Aid) Donna (SCC)
	It was agreed that Sharlene from Legal Aid would manage the distribution list for this meeting. Shoalhaven City Council to forward the distribution list to Sharlene.	Donna (SCC) and Sharlene (Legal Aid)



SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



3. Council Presentation	<ul style="list-style-type: none"> Launched Affordable Housing Strategy last year. This strategy is linked to Council's operational plan. Otherwise, business as usual. 	
4. Agency Updates	<p>CareSouth:</p> <ul style="list-style-type: none"> Brighter Futures program – Launched the program in the Shoalhaven in Nowra – not currently at capacity. Can support 27 families across Shoalhaven (7 of these in the Ulladulla). Can accept 10% community referrals (families with children 9 and under). Specialist Homelessness Service not represented at today's meeting. <p>Department of Human Services (DHS):</p> <ul style="list-style-type: none"> Business as usual – assisting those customers who may fall through the gap if they cannot attend the office Available to go into Services to assist people understand how to use the online productions available. <p>Homeless HUB</p> <ul style="list-style-type: none"> 289 clients in January Services continue to be provided at the Homeless Hub – go to the website for the list of services and the day they attend. Counselling service is fully booked for the next 2 weeks. <p>St Vincent de Paul</p> <ul style="list-style-type: none"> Some capacity but mostly full Selected for FaCS Outcomes Pilot Talking with TAFE about running some courses on sites. Triple C program (care coordination for men or women with AoD issues) <p>ARBIAS – Initial Transitional Service (working with people exiting goal)</p> <ul style="list-style-type: none"> Transitional Service – at capacity Generally work with clients for up to 3 months. 	



SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



	<p>Youth Health</p> <ul style="list-style-type: none"> • Vacant counselling position <p>Legal Aid NSW:</p> <ul style="list-style-type: none"> • Increase in case-work on mortgage repossession. Referrals are more effective before the Sheriff attends the home. • Changes to the Tenancy Act from 28.02.19 solving some long-standing problems for victims of domestic violence exiting tenancies without penalty and removed liability for damages done by a perpetrator of domestic violence. <p>Mission Australia – Gambling counsellor</p> <ul style="list-style-type: none"> • Free confidential gambling counselling Shellharbour, Wollongong, Nowra and Ulladulla • Available to provide service information to team meetings. <p>NSW Department of Family & Community Services (FACS):</p> <ul style="list-style-type: none"> • Place-making since July 2017 in East Nowra • Mission Australia have been sub-contracted to undertake the developed work plan • Broker services into the community (employment and training, addressing transport challenges, supporting people in the community to take up leadership roles in projects, activating open spaces, community arts project on the shops at East Nowra). • Funding is up to June 2020 so the plan is focused on long-term sustainability • Targeted Early Intervention Reform underway – Forum on Friday for TEI providers. New priority group 0-3 Aboriginal and Torres Strait Islander Families. • Commissioning and planning homelessness services and TEI – Outcomes based commissioning pilot currently underway (CareSouth and St Vincent De Paul), ASES accreditation process underway at present. <p>ROCC</p> <ul style="list-style-type: none"> • Busy and nearly at capacity. Small accommodation site for women that ROCC are working with. • Partnership with SCH for allocation to some units for transitional accommodation. 	
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SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



	<p>Salt Ministries and Shoalhaven Safe Shelter</p> <ul style="list-style-type: none"> • Salt Store open Tues, Wed Thurs 11-1 pm • Safe Shelter – are doing a community garden. Safe Shelters opened for 7 months with 85 clients and 2560 beds. Service is run on donation only. Beds for 7 men, 3 women and a family room for 5. TAFE training volunteers on 27.2.19. <p>Supported Accommodation and Homelessness Services Shoalhaven Illawarra (SAHSSI):</p> <ul style="list-style-type: none"> • DVRE program's funding ends 30 June 2019 – seeking to have this extended as concerns that over 300 women a year will not be supported without the program and the accommodation service would not be able to be case managed. • Refuge is full, however there are rooms available for women eligible to the DVRE accommodation. Outreach case management currently at capacity. <p>The Good Shed:</p> <ul style="list-style-type: none"> • Delivering options to vulnerable clients to build career and business options and resources for the community. • NSW Department of Justice is pulling together a regional safety plan for communities like Nowra. • 23 February fundraising event for Safe Shelters, Local Stories at Dusk, Meroo Union Church 6-9pm. <p>Uniting (NDIA)</p> <ul style="list-style-type: none"> • New booklets (access/ planning/ utilisation of NDIS Plans) available – NDIS website – Search 'NDIS Booklets'- also available in Nowra Office. Action - Sharlene will attach the pdfs with these minutes • Limited information assistance for people experiencing challenges accessing the NDIS – please refer these to the local Uniting offices. • NDIS – 1800 800 110 <p>TAFE:</p> <ul style="list-style-type: none"> • Approximately 40 students undertaking CIV Community Services, 10-17 in Diploma and 12 in the CIV Mental Health Peer Work. • CIV and Diploma in Mental Health starting middle of the year. CIV in Disability also available in Shoalhaven. 	
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SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



	<ul style="list-style-type: none"> Invited services to access TAFE students to assist with important projects, events or to access work experience. Also spoke about inviting services to come and speak with the students throughout their course to give them an understanding of the range of services available in the area. 	
Other Business	Nil	
Next Meeting	Wednesday 6 March 2019 at 2 pm Department of Human Services – Chair/ Host Shoalhaven City Council - Secretarial	All

Action	Action Assigned To	Date completed
1. Circulate the Position Paper to Interagency Members	Sharlene Naismith – Legal Aid	
2. Submit Position Paper to the Shoalhaven Homelessness Taskforce with a request that Shoalhaven Council endorse the position	Donna Corbyn - SSC	
3. PDF of NDIS booklets to be circulated with the minutes	Sharlene Naismith – Legal Aid	
4. Forward Interagency distribution list to Sharlene Naismith, Legal Aid for managing and circulating papers	Donna Corbyn - SSC	

Meeting closed at 3.30 pm.



SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



Meeting Minutes

Meeting:	Shoalhaven Homelessness Interagency	Date:	6 March 2019
Location:	Shoalhaven Neighbourhood Services Meeting Room 41 Worrige St. Nowra 2541	Time:	2:12 – 3:20 pm
Chair:	ISLHD	Minutes:	Shoalhaven Council

Attendees:	Name
	<p>Attendees: Teagan Starr (Shoalhaven City Council); Lesley Lane (Safe Shelter Shoalhaven); Tanya Cahill (Southern Youth and Family Services); Ash McHugh (Shoalhaven Youth Support Service (SYSS) – Care South); Ros Wilson (SYSS – Care South); Emma Wood (Southcoast Community Legal Centre); Liz West (FACS Place Planning); Julia Irvine (ARBIAS I.T.S.); Wendi Hobbs (ISLHD Youth Health)</p> <p>Apologies: Lesley Labka (SAHSSI); Lisa Rothque (Vinnies); Sharlene Naismith (Legal Aid), Tricia Forbes (RoCC), Family and Community Services (FACS); Kristy Puckeridge (SYFS); Megan Nicholson (FACS)</p>

Action Items		
Item	Discussion / Action / Outcome	Action Assigned To
1. Acknowledgement to Country / Review previous minutes	<p>Amendments:</p> <p>“NSW Department of Family & Community Services (FACS):</p> <ul style="list-style-type: none"> Place-making since July 2017 in East Nowra” <p>Minutes moved by Liz West, seconded by Lesley lane</p>	SCC to amend previous minute and distribute.
2. Review of Action Items	See end of agenda for record	
2.1 Review of Action Items	Position Paper – Megan from FACS has been suggested that members of the Interagency should be noted as to whether or not they endorse the position paper. This is due to the position of government employees in making public comment.	SCC to prepare report to present Interagency Position Paper to the next Shoalhaven Homelessness Taskforce.



SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



	<p>Sharlene's suggestion – Most members of the Interagency are NGOs – if the paper is recorded as being passed by the majority of members then it could still be considered the position of the Interagency. Public agencies could be noted on the minutes as abstaining from the decision.</p> <p>Position Paper endorsed by majority present at Interagency Meeting on 06.03.2019 with a request that Shoalhaven Homelessness Taskforce endorse the position and refer to the Ordinary Meeting of Council.</p>	
<p>3. Agency Updates</p>	<p>CareSouth:</p> <ul style="list-style-type: none"> • SYSS is experiencing an increase in the age group that are accessing their service. Historically the dominant demographic was 17-18 years of age, however now 21-22 years of age is the main age of young people. • There is an increase in the number of clients accessing the service that have recently been released from goal, or have some sort of corrective service / juvenile justice link. • There has been a noticeable increase in the amount of issues associated with drug use (mainly methamphetamine or marijuana). Presentation of clients with mental health issues remains steady at around 75-78% of all clients. • Referrals consist of predominately male clients • SYSS is currently involved in a 12month Outcomes Based Pilot, facilitated through SHS & FACS. This pilot aims to assess a service via measurable outcomes for clients, rather than using target numbers of individuals supported. This pilot is a 12month commitment. SYSS uses online data collection service CIMS to input case plans, which in turn are collated into client surveys specific to each individual. This pilot also utilises the Personal Wellbeing Index. • Aboriginal people currently represent approximately 28% of all clients engaged with the residential and outreach program. The program has recently recruited an Indigenous Specific Youth Casual who enhances the connection to culture for Aboriginal clients. • The residential program is currently at capacity, with people on a waitlist. The transitional house for is currently located in North Nowra, and CareSouth is currently exploring options to relocate this property closer to the Nowra CBD to increase accessibility to services and employment opportunities. • SYSS continues to offer Outreach in the Ulladulla area, as well as managing the SCCH bed-sit. <p>Southern Youth & Family Services (SYFS):</p>	<p>Wendi (ISLHD) to identify Corrective Services Commissioner / Minister and draft letter that advocates for activation support of levels of case management for new releasees. Rob (SYSS), Julia (Arbias) & Lesley (Safe Shelter Shoalhaven) to assist.</p>



SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



- Berry Street Office; IHP transitional 12 month housing and outreach program partnering with Southern Community Housing, currently experiencing quick turnover.
- Other programs: Range Brokerage Program; an educational program & RAFT family breakdown program working to rebuild families.

Safe Shelter Shoalhaven

- New volunteers are attending TAFE Active Volunteering Course run by Wendi from ISLHD
- The Goods Shed held a great fundraiser last month, it was a catered event with entertainment.
- Donations: Ray White has sponsored the cost of a bed for twelve months & the winner of the body shop competition (community member) has donated the prize to the shelter
- The shelter has had 96 guests over the past 8 months; some are long term as the shelter continues to have no end date for guest stays
- The shelter has introduced fees for guests whose stay extends beyond 2 weeks to help cover the running costs of the shelter; this generally involves any fiscal rental assistance guests are receiving plus an additional \$5/night.
- The shelter continues to refer to other services and works to maintain connections between clients and services.
- The shelter is currently at capacity, and reports at least 95% of guests are struggling with mental health

ARBIAS – Initial Transitional Service (working with people exiting goal)

- Referrals for high risk parolees can only come through Corrective Services either before or after clients are released. Eligibility is based on a risk matrix used by Corrective Services and ARBIAS case load is maxed out at 10 clients and most clients are banned from local community services.
- ARBIAS offers a 3 month program, this can be extended by an additional 4 weeks if necessary.
- Most profound barriers to accommodation are behaviour and drug use.

Shoalcoast Legal

- Office is open on Tuesdays and Thursdays
- Illawarra legal has received funding for financial counselling; appointments at the South Coast Legal office on Fridays. Telephone appointments are available for clients who cannot attend



SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



	<p>the office & Shoalcoast Legal are advocating for clients who have restricted access to the service.</p> <p>Legal Aid NSW:</p> <ul style="list-style-type: none"> • Third criminal lawyer to start in coming weeks • Weekend Bail representation to begin this month (most areas serviced by LANSW have weekend representation for people arrested Friday night to early Sunday morning. Nowra has not had a roster and people have gone unrepresented. Legal Aid will now be providing representation at Saturday and Sunday morning bail courts in Nowra. If a person is bail refused on the weekend by the Registrar, they will go before the Magistrate on Monday morning for another try at bail. • Civil law continues to provide a busy service to inmates at SCCC. <p>NSW Department of Family & Community Services (FACS Place Planning):</p> <ul style="list-style-type: none"> • Place making programs are running in areas of social housing in East Nowra. • Employment; workshopping a program that transport employees and students to employment and training hubs to support regional employment. Exploring options for buses, funding will be allocated fund bus bookings and drivers. • East Nowra Arts project; engaging Verb Syndicate artists to revitalise East Nowra Shops, will consult with the community regarding art work. <p>Illawarra Shoalhaven Local Health District:</p> <ul style="list-style-type: none"> • Coordinating volunteer training for Safe Shelter at TAFE • Women's Wellness Festival on 21st March 2019 at the Showground; A free bus will run between East Nowra / Worrigeer to the Showground • Youth Health Wellbeing Committee is current mapping services available & accessible to young people in the Shoalhaven. • Attending the Youth Homelessness Conference over the next 2 days; to be reported on at the next meeting. 	
Other Business	<p>CAR PARKING</p> <p>Can members please ensure that they do not use the Neighbourhood Centre car park – the park is 15 min stay only and used for the purpose of the child care centre pick up and drop off. Please use street parking at all times</p>	



SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



<p>NB Sharlene suggest in future that other business go before updates. ???</p>	<p>HOMELESSNESS WEEK – SN – it would be good to do something during homelessness week (4 – 8 August) – ideas please! Go to this link for info about Homelessness Week https://chp.org.au/event/homelessness-week-2019/</p> <p>Homelessness NSW kit from 2018: https://www.homelessnessaustralia.org.au/sites/homelessnessaus/files/2018-05/Homelessness%20Week%20Event%20Kit%202018_1.pdf</p>	
<p>Next Meeting</p>	<p>Wednesday 3 April 2019 at 2 pm SALT Ministries – Chair/ Host DHS - Secretarial</p>	<p>All</p>

Action	Action Assigned To	Date completed
<p>1. Amend previous minute to reflect FACS placemaking in Nowra East since 2017, not 2014. Redistribute amended minute with minutes from 06.03.19</p>	<p>Teagan Starr - SCC</p>	
<p>2. Prepare report to the Shoalhaven Homelessness Taskforce, presenting the Interagency Position Paper, with a request that Shoalhaven Homelessness Taskforce endorse the Position Paper and refer to the Ordinary Meeting of Council.</p>	<p>Teagan Starr - SSC</p>	
<p>3. Identify Corrective Services Commissioner / Minister and send letter that advocates for activation support of levels of case management for new releasees.</p>	<p>ISLHD, SYSS, ARBIAS, Safe Shelter Shoalhaven</p>	

Meeting closed at 3:20pm



SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



Meeting Agenda

Meeting:	Shoalhaven Homelessness Interagency	Date:	3 April 2019
Location:	Shoalhaven Neighbourhood Services Meeting Room 41 Worrigee St. Nowra 2541	Time:	2:00 – 3:30 pm
Chair:	SALT	Minutes:	Tricia Forbes - RoCC

Attendees:	Name
	<p>Attendees: Lisa Rothque (Vinnies); Claire Batchelor (Vinnies); Tricia Forbes (RoCC); Peter Dover (SALT); Andrew Simpson (FACS); Natalie Foley (SCH); Emma Wood (Southcoast Community Legal Centre); Teagan Starr (Shoalhaven City Council); Sharlene Naismith (Legal Aid); Daphne Morgan (Mission Australia); Tim Condran (Southern Youth and Family Services); Alison Murie (Red Cross); Julia Irvine (ARBIAS I.T.S.)</p> <p>Apologies: Lesley Labka (SAHSSI); Liz West (FACS Place Planning); Julie Bugden (Homelessness Hub); Ash McHugh (Shoalhaven Youth Support Service (SYSS) – Care South); Ash Hudson (SALT); Margaret Crothers (Seniors Rights)</p>

Action Items		
Item	Discussion / Action / Outcome	Action Assigned To
1. Acknowledgement to Country / Review previous minutes	Acknowledgement of country by Andrew Simpson Minutes of previous meeting: moved Emma Wood; seconded by Julia Irvine	
2. Review of Action Items	See end of agenda for record	
2.1 previous minutes	Amendment to previous minutes	
2.2 Position paper	Teagan - SCC started to prepare report to present paper to next Shoalhaven taskforce. The paper is out of the scope of this taskforce, but if they accept it they can pass it on to Council.	
2.3 CSNSW letter	Advocating for levels of case management - nothing to report.	



SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



<p>3. SALT as host – presentation on services</p>	<ul style="list-style-type: none"> • Salt Box provides meals, groceries and support for more than 300 families a week. • Also have a store that opens Tuesday, Wednesday and Thursdays from 11am to 1pm. This has groceries and clothes, it is very busy • Mobile Response Vehicle – makes weekly visits to homelessness hotspots and Gateway Caravan Park, providing meals, clothing and support • Safe Shelter – provides crisis accommodation primarily for the long term homeless; open 4pm to 9am. It can house 12 people and has been at capacity every night. Safe Shelter relies on volunteers and has 165 volunteers currently involved. There are 2 shifts a night with 2 volunteers at each shift. Also provides a Pastoral Care team that helps people get to appointments. • Salt Ministries has been looking at alternative reintegration programs primarily in the US. The main one of interest is “Homeboy Industries” which is a Catholic program with a \$20million annual budget. It has a very high reintegration success rate. https://homeboyindustries.org/ 	
<p>4. Other Business</p>	<p>Homelessness Week – 4th – 8th August Do we as an interagency want to do anything?</p> <p>Go to this link for info about Homelessness Week https://chp.org.au/event/homelessness-week-2019/</p> <p>Homelessness NSW kit from 2018: https://www.homelessnessaustralia.org.au/sites/homelessnessaus/files/2018-05/Homelessness%20Week%20Event%20Kit%202018_1.pdf</p> <p>Youth Week – activity on 18th April. More information available from Headspace. Flyer to be circulated with these minutes.</p> <p>Tenants’ Union research is looking at the experience of property transfer to community housing providers both here and mid-north coast. The Tenants’ Union is closely monitoring the transfers so as to make recommendations on ‘best practice’ and to identify policy gaps. As part of a 12-month project funded by the NSW Law and Justice Foundation, they will be documenting the experiences and views of tenants and advocates concerning the transfer process and related tenancy management practices. This project is being conducted by Michael Darcy. Contact Michael on 02 8117 3720 or via michael.darcy@tenantsunion.org.au</p>	<p>Everyone to bring ideas for Homelessness Week to the Interagency meeting next month</p>



SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



<p>5. Planning goals 2018-2020 How are we tracking?</p>	<ol style="list-style-type: none"> 1. Revise position paper and distribute 2. Become a "library" of resources 3. Develop shared database for streamlined communication 4. Quarterly interagency updates 5. Develop a roster for meeting Chair and minute taker 	<p>completed what does this mean? completed still to be addressed completed and in use</p> <p>Include in agenda and minutes for each month.</p>
<p>6. Agency Updates</p>	<p>Legal Aid NSW</p> <ul style="list-style-type: none"> • Have solicitors that focus on Homelessness and debt. They work with clients with multiple and complex issues which involves working in conjunction with many agencies. They recognise that mental health issues and drug & alcohol use are some of the biggest barriers for maintaining tenancies. • Drop in sessions: - Tuesdays for civil matters - Thursdays for criminal matters - Fridays for Family matters <p>St Vincent de Paul</p> <ul style="list-style-type: none"> • Claire – drug and alcohol worker with women and men over 18 years • John Purcell House – 17 beds for men over 21 years and outreach for men over 21 years. Outreach covers from Gerringong to Batemans Bay. • Are currently juggling numbers and are hesitant to start a waiting list <p>ARBIAS – Initial Transitional Service (working with people exiting goal)</p> <ul style="list-style-type: none"> • Program works in partnership with Community Corrections • Works with people on parole considered to be at high risk of reoffending for a period of 3 months <p>Mission Australia – Gambling counsellor</p> <ul style="list-style-type: none"> • Free counselling service with no restrictions • Gambling is often the way in to provide further support <p>Southern Youth & Family Services</p> <ul style="list-style-type: none"> • Programs continuing throughout the region with offices in Nowra, Queanbeyan, Shellharbour, Goulburn, Wollongong 	



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	<p>ROCC</p> <ul style="list-style-type: none"> Provides intensive long-term case management support to women over 18 years who are connected with corrections, leaving prison or leaving D&A rehab. Lots of referrals coming in, clients with multiple and complex issues. Cover the Shoalhaven and currently have clients from Lake Tabourie to Kangaroo Valley Have small amount of transitional accommodation – none available at the moment. <p>Shoalhaven City Council</p> <ul style="list-style-type: none"> SCC Homelessness Taskforce aims to cut red tape around flexible options for accommodation Teagan works in the Community Development Unit and part of her role is to link services SCC Taskforce wants to look at some case studies / hypotheticals for potential publication and media distribution. Teagan will keep us informed <p>Red Cross</p> <ul style="list-style-type: none"> Provides support with food delivery, education and general living support <p>Shoalcoast Community Legal Centre</p> <ul style="list-style-type: none"> Provides free legal phone advice from solicitors on Tuesday and Thursday Also provides community education <p>Southern Cross Housing</p> <ul style="list-style-type: none"> Is the Social Housing provider for the Shoalhaven. They are still “tweaking” things after the housing management transfer. Aboriginal Housing is still managed by FACS with the FACS Housing office still open in Nowra. The number of people seeking housing outstrips the number of houses available Housing applications can be completed both electronically and in hard copy / paper form <p>NSW Department of Family & Community Services (FACS):</p> <ul style="list-style-type: none"> Andrew is with the FACS Contracting team, local manager is Megan Nicholson New department has been formed after the NSW election with Gareth Ward as the new minister for Families, Communities and Disability Services 	
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SHOALHAVEN HOMELESSNESS INTERAGENCY MEETING



	<ul style="list-style-type: none"> Still working with targeted early intervention. Services are currently contracted to June 2020, with re-contracting scheduled to start from July 2020. Andrew has a suggestion that we think about inviting Gareth to visit Homelessness Services in Nowra during Homelessness Week. 	
Next Meeting	<p>Wednesday 1st May 2019 at 2pm</p> <p>Chair / host – St Vincent de Paul</p> <p>Minutes - SALT</p>	

Action (complete with minutes)	Action Assigned To	Date completed
1. Ideas for Homelessness Week activities	All participants	
2. Include 2018-2020 planning goals in each month agenda	Person responsible for setting agenda (Sharlene?)	
3.		
4.		

Shoalhaven Homelessness and Good Living Conditions Interagency Position Paper – Homelessness in the Shoalhaven

Background

The Shoalhaven Homelessness and Good Living Conditions Interagency is a network of service providers and community groups striving to support individuals and families at risk of, or experiencing homelessness and to ending homelessness in the Shoalhaven Local Government Area.

Our Mission is to work collaboratively to reduce homelessness in the Shoalhaven

Our Vision is to end homelessness in the Shoalhaven

On Census night in 2016, 279 people in the Shoalhaven identified as homeless which is a 24.55% increase from the 2011 Census. People are considered homeless if they live in a dwelling that is inadequate or severely overcrowded, is insecure with no tenure, are residing temporarily between family or friends, or living in cars, tents or in the open.

Homelessness isn't just caused by a shortage of housing. Domestic Violence, unemployment, mental health, drug and alcohol abuse, a shortage of affordable housing and family breakdown all contribute to homelessness in Australia.

In the Shoalhaven inadequate levels of social and affordable housing stock, the long social housing waiting lists and low vacancy rates in the private rental market all contribute to increased rates of homelessness. The current private rental vacancy rate ranges in the Shoalhaven from 0.32% in Ulladulla up to 0.78% in Nowra. When vacancy rates fall below 2% the rate of homelessness increases. Competition, price, poor or no previous rental histories, low or insecure incomes, number of children and gender, race and disability discrimination all make securing a private rental difficult, if not impossible for some people in the Shoalhaven.

Shoalhaven's current unemployment rate is currently 6.7% and 28.9% for youth. This is expected to worsen over the next 4 years (LMIP figures). Single people on allowances receive almost \$200 per week less than the Henderson Poverty Line. Accordingly to Anglicare's 2018 snapshot research, less than 1% of houses are affordable for people receiving income support in the Shoalhaven.

Groups that are most vulnerable to homelessness are youth, single older women and victims of domestic and family violence.

Recommendations

Homelessness in the Shoalhaven requires a multi-layered and whole of community coordinated response. Shoalhaven Homelessness and Good Living Conditions Interagency recommends:

- The current housing affordability crisis in Australia be given priority consideration by all levels of government and community. The interagency supports the goals and recommendations outlined in An Affordable Housing Reform Agenda (ACOSS, CHFA, Homelessness Australia, National Shelter and NATO), including:
 - ✓ Tax reform as suggested by the report
 - ✓ Investment in new affordable housing stock with specific targets that half the shortfall in housing supply available and affordable to the bottom 40% of household incomes by 2025. Ensure there are specific growth strategies for rural areas such as the Shoalhaven
 - ✓ Innovative finance models
 - ✓ Urban planning, land and building regulation
 - ✓ An increase in Commonwealth Rent Assistance
 - ✓ Tenancy law reform, enshrining the right to adequate housing (UN Agreement) in legislation
 - ✓ Adequate, long-term and sustainable funding for specialist homelessness services
- Safe, secure housing is a basic human right.
- Adequate accommodation for people in need of crisis/ mid-term and longer term housing needs with a strong focus on transitioning people to stable independent housing

Feb 2019

- Accommodation places specifically for Aboriginal and Torres Strait Island people with adequate living skills development and support to maintain tenancies
- Shoalhaven City Council lift the current ban on council-owned caravan parks being used for emergency temporary accommodation
- Mandated Local Housing Affordability Strategy that plans for future population increases and provides incentives for developers and community housing providers to increase the stock of affordable housing available in the Shoalhaven. Strategy to provide targets and monitoring mechanisms.
- Increased public transport opportunities within the Shoalhaven, providing increased housing opportunities for people who do not have access to a car
- Innovative whole-of-community solutions that increase public awareness and break down the stigma and barriers associated with homelessness and the vulnerabilities that put people at risk of homelessness.

HT19.7 Older Women's Risk of Homelessness

HPERM Ref: D19/135406

Group: Finance Corporate & Community Services Group
Section: Recreation Community & Culture

Attachments: 1. Older Women's Risk of Homelessness: Background Paper (under separate cover) [↗](#)

Purpose / Summary

To advise that the Australian Human Rights Commission has released the Older Women's Risk of Homelessness Background Paper, and to provide a copy of the paper for members' information.

Recommendation (Item to be determined under delegated authority)

That the Homelessness Taskforce note the release of the Older Women's Risk of Homelessness: Background Paper and receive the copy provided to members under attachments for information.

Options

1. As recommended.

Implications: This will ensure the Taskforce are informed about the release of the Australian Human Rights Commission's Older Women's Risk of Homelessness: Background Paper.

2. Adopt an alternate recommendation.

Implications: This may impact the ability of the Taskforce to gain knowledge that will assist in planning and implementing strategies that will assist in reducing the impact of homelessness on older women that live in the Shoalhaven LGA.

Background

The Australian Human Rights Commission has recently released a Background Paper on Older Women's Risk of Homelessness. The background paper provides context regarding homelessness and identifies potential solutions to reduce the risk of homelessness for older women.

The number of older Australian women experiencing, or at risk of homelessness in Australia, is increasing. It is estimated that the number of older women at risk of or experiencing homelessness has risen by 30% in five years nationally, although it is difficult to determine accurate figures due to the 'hidden' nature of homelessness.

The paper has a focus on preventative and innovative approaches to the increasing numbers of older women in Australia experiencing, or at risk of homelessness. A copy of the paper is provided in **Attachment 1**.

The background paper considers the risk of homelessness for older women in the Australian context. Women over the age of 50 represent 35.1% of the Australian population. When reviewing this paper, it is important to consider this information in relation to Shoalhaven's aging population.

Women over 50 years of age represent 49.6% of the population in the Shoalhaven. Older women in the Shoalhaven have been identified as a dominant group and an emerging demographic by the Australian Bureau of Statistics (ABS). The ABS reported a 6.9% increase in Shoalhaven City's female population from 2011 to 2016, with the largest population increases in the female age structures 60 to 69 and 70 to 84. :

In response to the growing demand for affordable housing, Shoalhaven City Council launched the Shoalhaven Affordable Housing Strategy. The Strategy includes a range of short, medium and long-term strategies to have a practical impact on the supply of affordable housing. The provision of affordable housing on Council land is expected to have a practical impact on housing affordability for older people.

Community Engagement

It is important that the members of the Homelessness Taskforce are kept informed about reviews that are undertaken by State and Federal Government agencies that relate to Homelessness. This report provides a structured approach to facilitate this information exchange.

HT19.8 **Aboriginal and Torres Strait Islander People: Housing and Homelessness**

HPERM Ref: D19/135430

Group: Finance Corporate & Community Services Group
Section: Recreation Community & Culture

Attachments: 1. Aboriginal and Torres Strait Islander People: A Focus Report on
Housing and Homelessness (under separate cover) ➡

Purpose / Summary

To advise that the Australian Institute of Health and Welfare have released a report called “Aboriginal and Torres Strait Islander People: A Focus Report on Housing and Homelessness” and to provide a copy of the report for members’ information.

Recommendation (Item to be determined under delegated authority)

That the Homelessness Taskforce note the release of the Aboriginal and Torres Strait Islander people: A Focus Report on Housing and Homelessness.

Options

1. Adopt the recommendation as printed.

Implications: The Homelessness Taskforce is kept updated regarding the changes in the housing status of Aboriginal Australians at a National level.

2. Not adopt the recommendation and provide an alternative.

Background

The Australian Institute of Health and Welfare has recently released a report that examines changing patterns in the housing status of Aboriginal and Torres Strait Islander people throughout Australia. The report examines changes in key drivers of homelessness such as financial stress and ability to access services and assistance.

Changes to key demographic indicators (housing tenure, home ownership etc.) are examined between 2001 and 2016. The report indicates that household mortgage stress is reducing although household rental stress has almost doubled between 2001 and 2016.

Between 2001 and 2016 overcrowding among Aboriginal and Torres Strait Islander households declined, homeowner households reported lower rates of overcrowding, and social housing households were more likely to experience higher rates of overcrowding. New South Wales had the highest number of Aboriginal and Torres Strait Islander households living in overcrowded conditions.

According to the report, rates of homelessness among Aboriginal and Torres Strait Islander decreased between 2006 and 2016. However, Aboriginal and Torres Strait Islander people represent 22% of the estimated homeless population. Aboriginal Australians are fourteen (14) times more likely to be sleeping rough in improvised dwellings or tents and eight times more likely to be in supported accommodation for the homeless.

Community Engagement

It is important that the members of the Homelessness Taskforce are kept informed about reviews of State and Federal Government Policy that relates to Homelessness. This report provides a structured approach to facilitate this information exchange.

HT19.9 Housing and Mental Health Agreement Review

HPERM Ref: D19/152424

Group: Finance Corporate & Community Services Group
Section: Recreation Community & Culture

Attachments:

1. Consultation Background Paper Housing and Mental Health Agreement Review [↓](#)
2. The Housing and Mental Health Agreement - August 2011 (under separate cover) [⇒](#)

Purpose / Summary

To advise that the NSW Department of Family & Community Services, in partnership with NSW Health, are undertaking a review of the Housing and Mental Health Agreement.

To provide a copy of the Consultation Background Paper for members' information (Attachment 1).

To seek Homelessness Taskforce members agreement to collate and submit feedback to the NSW Department of Family & Community Services as part of the 2019 review of the Housing and Mental Health Agreement.

Recommendation (Item to be determined under delegated authority)

That:

1. The Homelessness Taskforce note the review of the Housing and Mental Health Agreement.
2. The Homelessness Taskforce receive a copy of the Consultation Background Paper and the August 2011 Housing and Mental Health Agreement.
3. The Homelessness Taskforce provide feedback regarding the NSW State Government Housing and Mental Health Agreement at its 17 June 2019 meeting.
4. The feedback be reviewed and collated by Council Community Development staff into a submission from the Shoalhaven Homelessness Taskforce and sent to the coordinating consultant.

Options

1. As recommended.

Implications: This will ensure the Taskforce have input into the Housing and Mental Health Agreement and stay informed of the process.

2. Adopt an alternate recommendation.

Implications: This may impact the ability of the Taskforce have input into the Housing and Mental Health Agreement.

Background

The Housing and Mental Health Agreement provides the overarching framework for planning, coordinating and delivering mental health accommodation support and social housing services. The agreement focuses on people who are living in social housing or who are homeless or at risk of homelessness with mental health disorders.

The most recent Agreement was published in August 2011 by NSW Government Family & Community Services – Housing NSW and is provided in Attachment 2.

The NSW State Government is currently reviewing the agreement.

An external consulting company (Lee Road Consulting) has been engaged to oversee the review and hopes to engage with a wide range of stakeholders. The consultant is keen to understand how housing and mental health systems and services are currently collaborating and coordinating efforts.

Members of the Homelessness Taskforce have raised access to medical services as an issue in the Shoalhaven and the review presents an opportunity for members to provide feedback regarding this issue to the NSW State Government.

Unfortunately, at the time of writing this report, the closing date for submission of practitioner surveys has passed. However, the consultant has advised that she would be happy to accept written feedback from the Shoalhaven Taskforce if it could be provided before 24 June 2019.

Members of the Shoalhaven Homelessness Taskforce are asked to review the attached documentation pertaining to the Housing and Mental Health Agreement, and provide feedback at the meeting to Council's Community Development team who will review, collate and submit.

Community Engagement

It is important that the members of the Homelessness Taskforce are kept informed about reviews of State and Federal Government Policy that relates to Homelessness. This report provides a structured approach to facilitate this information exchange.

Consultation Background Paper Housing and Mental Health Agreement Review

This is a brief review of the research, practice and the operating environment for the Housing and Mental Health Agreement (HMHA) for people and organisations participating in the 2019 review of the HMHA. The review has been commissioned by the Housing Design & Stewardship Branch of the NSW Department of Family and Community Services (FACS) in partnership with the Mental Health Branch of NSW Health, and undertaken by Catherine Stuart trading as Lee Road Consulting.

1. The Housing and Mental Health Agreement

Signed in August 2011, the [Housing and Mental Health Agreement \(HMHA\)](#)¹ is a formal agreement between NSW Health and FACS. It is a framework for planning, coordinating and delivering mental health, accommodation support and social housing for people who need help with mental health and housing over the age of 16 years. The HMHA was developed by NSW Health and FACS agencies in consultation with other government agencies, non-government organisations and consumer groups and expands on and replaces the JGOs².

The HMHA requires NSW Health and FACS to:

- work in partnership with each other and the non-government sector
- apply specific principles to service delivery and cross agency support within their sectors
- commit to specific actions to create coordinated and collaborative service delivery

The primary mechanism for operation of the HMHA is the District Implementation and Coordination Committees (DIACCs) established in each Local Health District (LHD). The DIACCs were formed to improve coordination, service planning and sharing of information between housing, mental health and support providers. Governance structures involving a range of stakeholders were also established to oversee the statewide implementation of the HMHA, receive reports from the DIACCs and escalate issues unable to be resolved at District level.

2. Developments in the policy, funding and service delivery environment

Significant development has occurred in the policy, funding and service delivery environments for mental health, social housing and homelessness since 2011. The NSW government is implementing significant reforms in all three sectors. In addition, the delivery of mental health services has been influenced by the introduction of significant national frameworks and implementation of the National Disability Insurance Scheme (NDIS).

2.1 National Frameworks

Several national frameworks and plans have been introduced since 2011 which influence the service priorities and delivery of mental health services in NSW.

¹ <https://www.facs.nsw.gov.au/download?file=326166>

² An earlier agreement between NSW Health and Housing NSW. Its formal name is the Joint Guarantee of Service for People with Mental Health Problems and Disorders Living in Aboriginal, Community and Public Housing.

Consultation Background Paper for the Review of the Housing and Mental Health Agreement

- The **Fifth National Mental Health and Suicide Prevention Plan, 2017-2022**³ sets national priorities for planning and delivery of mental health and suicide prevention services.
- A **National Framework for Recovery-Oriented Mental Health Services (2013)**⁴ provides information and tools to support implementation of the recovery-oriented practice.
- The **National Strategic Framework for Aboriginal and Torres Strait Islander Peoples' Mental Health and Social and Emotional Wellbeing, 2017-2023**⁵ guides and informs Aboriginal and Torres Strait Islander mental health and wellbeing reforms. The Framework recognises that culture is central to the health and wellbeing of Aboriginal and Torres Strait Islander peoples and aims to shift the way mental health programs and services are delivered, ensuring comprehensive and culturally appropriate model of care.

2.2 The National Disability Insurance Scheme (NDIS)

Under the NDIS, the range of providers delivering community based psychosocial support is expanding. Ensuring coordinated supports in this context of expanding providers, introduces new challenges for an agreement such as the HMHA.

2.3 The NSW policy, funding and service delivery environment

There are significant reform agendas underway in each of the mental health, housing and homelessness sectors. The separate agendas are underpinned by shared principles such as:

- Putting the person at the centre and providing individualised responses through better service coordination
- Providing effective assistance for groups that are poorly served by the current service system, particularly Aboriginal and Torres Strait Islander people and communities
- Resourcing prevention and early intervention strategies
- Continuing to develop the role of non-government service providers within the service system

Living Well and the NSW Mental Health Reform

The NSW Mental Health Commission's *Living Well: A Strategic Plan for Mental Health in NSW 2014-2014*⁶ establishes important directions for mental health reform in NSW. It recognises the critical importance of empowering government agencies and community organisations to work together at local levels guided by the participation of consumers, carers and families.

The NSW Mental Health Reform is a 10 year plan in response to *Living Well*. It includes a range of commitments which recognise the importance of effective collaboration between housing services and mental health services including: expansion of community supports delivered by the non-government sector for people with a severe mental illness; improved referral pathways with specialist homelessness services; therapeutic models for tenants with mental illness; and enhanced cross agency data.

³ <http://www.health.gov.au/internet/main/publishing.nsf/Content/mental-fifth-national-mental-health-plan>

⁴ <http://www.health.gov.au/internet/main/publishing.nsf/Content/mental-pubs-n-recovfra>

⁵ <https://www.pmc.gov.au/resource-centre/indigenous-affairs/national-strategic-framework-mental-health-social-emotional-wellbeing-2017-23>

⁶ <https://nswmentalhealthcommission.com.au/our-work/strategic-plan/downloads>

Consultation Background Paper for the Review of the Housing and Mental Health Agreement

Homelessness Service System Reform

Reforms to the SHS system in 2014 sought to strengthen the focus on early intervention and integrated services for people who are at risk of or experiencing homelessness.

These directions are further consolidated in the *NSW Homelessness Strategy 2018-2023*⁷ which aims to build a service system that is able to intervene early to prevent homelessness and break disadvantage; increase access to supports, including housing, that prevent homelessness and re-entry into homelessness; and create an integrated, person-centred system.

Future Directions for Social Housing in NSW⁸

This ten-year vision for social housing announced in January 2016 aims to create more social housing; more opportunities, support and incentives to avoid or leave social housing; and a better social housing experience.

The strategy has service improvement initiatives to create a better social housing experience and create more opportunities for people in the private housing market.

A key initiative under Future Directions is the Social Housing Management Transfer program⁹. This initiative involves the transfer of around 14,000 of Family and Community Services (FACS) social housing properties to community housing providers (CHPs), including the delivery of private rental assistance, in certain locations in NSW. Importantly, under the SHMT, participating CHPs will take on a service system coordination role, including responsibilities under the HMHA.

NSW Human Services Outcomes Framework¹⁰

FACS has committed to measuring outcomes from social housing and homelessness programs using the Framework. The Framework includes domains relating to both housing and health and is designed to simplify measurement of cross agency efforts. It is therefore a useful tool for cross-sector collaboration and offers a practical approach to measuring the outcomes from the HMHA.

3. Programs

There are various examples of programs and initiatives founded on collaboration between the mental health and housing or homelessness sectors to deliver outcomes for people with mental illness and housing issues. These programs typically include psychosocial mental health support and clear pathways to housing opportunities, suggesting these may be key components of a successful collaboration.

Housing and Accommodation Support Initiative (HASI)

HASI supports people with a severe mental illness to live and participate in the community. Some social housing is available through the program under standard Housing Pathways eligibility criteria.

⁷ <https://www.facs.nsw.gov.au/about/reforms/homelessness/overview>

⁸ <https://www.facs.nsw.gov.au/about/reforms/future-directions/about-future-directions-for-social-housing-in-nsw>

⁹ <https://www.facs.nsw.gov.au/about/reforms/future-directions/initiatives/management-transfer-program>

¹⁰ Further information about the Framework and its application to housing and health outcomes can be found at <https://www.facs.nsw.gov.au/download?file=326166> and https://www.finance.nsw.gov.au/human_services

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At the time of writing a comprehensive two year evaluation of the HASI program is underway.

HASI Plus

HASI Plus provides very high intensity community based support for people with severe mental illness and significant functional impairment. Community managed organisations work in partnership with local health districts and social housing providers to deliver the program.

Community Living Supports (CLS)

Similar to HASI, CLS is built on a principle of collaboration and partnership between NSW Health, non-government organisations, FACS and Corrective Services NSW. The program provides integrated support for people with a mental illness who are vulnerable to homelessness including social housing residents who may not be accessing the supports they need; Aboriginal people; community based offenders and people exiting correctional facilities.

FACS Housing Outreach and Support Team (HOST)

The assertive outreach program combines Specialist Homelessness Service and non-government psychosocial support expertise with FACS Housing expertise to provide a Housing First response to rough sleepers. Permanent housing is secured from the FACS managed social housing portfolio.

STEP (Supported Transition and Engagement Program), Connect 100 and Platform 70

The Supported Transition Engagement Program (STEP), Connect 100 and Platform 70 initiatives all combine long term, subsidised, community housing provider managed housing secured from the private rental market with psychosocial supports delivered by a non-government mental health provider to provide a Housing First response for rough sleepers. All three initiatives involved dedicated funding provided by FACS.

4. Research

Housing, Homelessness and Mental Health: Towards System Change¹¹

Findings particularly relevant to the review are:

- Programs such as HASI that integrate housing and mental health support do save government money and create a range of other benefits such as reduced hospital admissions and tenancy stability.
- Successful programs share common features: mechanisms for effective coordination at state and local levels; cross sector collaborations and partnerships; immediate access to housing; and integrated person-centred support.
- Strategies to sustain failing tenancies are a key mechanism for early intervention and prevention.
- Policy integration in the mental health and housing areas is a key enabler for improved outcomes.
- Exits into homelessness need to be prevented as they affect a person's future mental health and wellbeing.

¹¹ Nicola Brackertz, Alex Wilson and Jim Davison, *Housing, Homelessness and Mental Health: Towards System Change*, 2018, research conducted by AHURI for the National Mental Health Commission, <https://apo.org.au/node/206456>

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Mental Health and Homelessness¹²

The review found that mental health is a key risk for homelessness and that lack of coordination within the service system heightens these risks. The stakeholder enquiry identified four principles fundamental to an effective service system: continuation of the 'no exits into homelessness' policy direction; critical role of early intervention and prevention; more effective health service coordination; involving all mainstream services in the generation of solutions.

4.1 From the perspective of lived experience

Documented information about the lived experience of mental health and housing or homelessness tends to support the connections between mental health and housing or homelessness identified in the academic literature.

The report 'They spit at you with their eyes' – Experiences of Homelessness in New South Wales¹³ explores the personal experiences of homelessness including challenges with mental health flowing from the experience of homelessness **and** concludes better integration of homelessness services with mental health services is needed to support the emotional challenges of homelessness.

There's No Place Like Home¹⁴

This presentation from Being at the August 2018 The MHS Conference discussed their study of the difference between 'housing' and having a 'home'. Study participants were predominantly private renters and social housing tenants. Findings relevant for this paper are:

- Only 40% of survey participants across all tenure forms were supported by family
- 32% reported being supported by health workers. This group were slightly more likely to consider where they lived to be 'home' than those without support.
- Challenges with housing included finding it hard to keep up with paperwork, housework, gardening or maintenance and not having help with these tasks.
- The services seen as making a strong contribution to sustaining housing included doctors, hospitals and community mental health teams.

My Life as an Ex-Hoarder: A personal story¹⁵

In this presentation for the August 2018 The MHS Conference, Judy Nicholas, a social housing tenant, outlines the role that people with lived experience can play in helping health professionals and tenancy and housing workers work with hoarders to assist them.

¹² Lauren Costello, Melanie Thomson and Katie Jones, *Mental Health and Homelessness*, AHURI Synthesis Service for the Mental Health Commission of NSW, 2013, <https://nswmentalhealthcommission.com.au/sites/default/files/publication-documents/Final%20Report%20-%20AHURI%20-%20Mental%20Health%20and%20Homelessness.pdf>

¹³ Authored by Melissa Wolfshoerndl, a member of the PIAC Homeless Consumer Advisory Committee, the study is adapted from her Honours thesis for a Bachelor of Social Work, <https://www.piac.asn.au/2016/07/22/they-spit-at-you-with-their-eyes/>

¹⁴ Presentation by Peter Schmiedgen and Irene Gallagher at the August TheMHS Conference, <https://www.themhs.org/resource/s43-theres-no-place-like-home-experiences-of-housing-and-home-from-people-living-with-mental-health-issues/>

¹⁵ Presentation by Judy Nicholas at the August 2018 TheMHS Conference, <https://www.themhs.org/resource/my-life-as-an-ex-hoarder/>

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4.2 Service collaboration and integration

The increased role of non-government organisations in the mental health, housing and homelessness sectors since 2011 challenges some of the assumptions underpinning the HMHA governance structures for example:

- The role of government agencies in driving service coordination initiatives
- The role of external frameworks, particularly where non-government organisations may deliver services in more than one sector and allowing delivery of integrated services
- there may be other levers available to drive common service outcomes such as commissioning frameworks, regulatory requirements and outcomes measurement

Coordinated and Integrated Human Service Delivery Models

A number of other models exist for enabling coordinated cross sectoral service provision and one of the questions for the review is how the HMHA influences district and local level service coordination. It is important to understand the benefits and limitations of the HMHA model and consider this approach during the review.

A 2000 literature review conducted by Michael Fine, Kuru Pancharatnam and Cathy Thomson for the New South Wales Cabinet Office and Premier's Department¹⁶ identified nine other models for service coordination including service hubs and one stop shops, case management, service networks and social partnerships which could be relevant to a future HMHA. Their study also highlighted the costs and limits of service integration. For example, it may not be realistic to expect the HMHA to be effective at coordinating all aspects of mental health service provision with all aspects of social housing or homelessness services. It may be more practical to choose the aspects of each service that have the most potential to create better outcomes for people through better coordination, and focus on those.

Fine et al's research also highlights that service integration occurs at the three levels reflected in the HMHA: state government, District; and local level. Changes such as the increased commissioning of non-government organisations to deliver services and the embedding of person-centred approaches may open up opportunities for different models of service coordination and collaboration that were not practical in 2011.

How Integrated are Homelessness, Mental Health and Drug and Alcohol Services in Australia?¹⁷

The 2013 AHURI study explored the ways in which homelessness, drug and alcohol and mental health services work together to provide services. The findings suggest external frameworks such as the HMHA may be necessary for enabling service coordination. The study found that people using services with higher measured levels of integration were more likely to report positive outcomes

¹⁶ Michael Fine, Kuru Pancharatnam and Cathy Thomson, *Coordinated and Integrated Human Service Delivery Models*, Social Policy Research Centre, SPRC Report 1/05, 2005, https://www.sprc.unsw.edu.au/media/SPRCFile/Report1_05_CoordinatedHuman_Service_Delivery_Models.pdf

¹⁷ Paul Falatau, Elizabeth Conroy, Monica Thieking, Anne Clear, Sarah Hall, Alicia Bauskis, Matthew Farrugia and Lucy Burns, *How integrated are Homelessness, Mental Health and Drug and Alcohol Services in Australia?*, AHURI, 2013, <https://apo.org.au/node/34070>

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such as having a case manager, and disclosing and getting help with issues within the specialisation of other partner services.

A Multilevel Framework for Effective Interagency Collaboration in Mental Health¹⁸

This 2012 paper by Nicole Shepherd and Thomas J. Meehan looks at service coordination using interagency collaboration in mental health in Queensland as a case study. It highlights the need to resource collaborative activity over the long term by allocating the role of driving to a defined position and recognising it as work. For example, under the HMHA the role of driving collaboration is currently allocated jointly to LHD and Housing Directors.

It also notes there is ongoing work to update front line staff about the practical aspects of collaborative service delivery such as the extent to which personal and health information can be shared between services. This finding reflects experience with the HMHA where Guidelines for Exchanging Client Information were developed to support operation of the Agreement.

The research also explored strategies that help people using services to navigate between their different service providers and found the best strategies are ones that place the person in the centre of the arrangement and give them practical tools to manage the various relationships

Review questions for consideration

1. Is the current scope of the agreement right?
2. What arrangements and joined up actions will support coordinated or collaborative service planning and/or delivery?
3. What opportunities do changes to the policy, funding and service delivery environment present for a refined HMHA?
4. What sort of governance arrangements might be most effective?
5. What training or capacity building strategies should be considered?
6. How can performance or outcomes of housing and mental health collaboration be defined and measured?
7. Do you have any examples of good practice that have led to improved outcomes for people experiencing homelessness or living in social housing with mental health issues?

¹⁸ Nicole Shepherd and Thomas J. Meehan, *Australian Journal of Public Administration*, vol. 71, no. 4, pp. 403-411, <https://onlinelibrary.wiley.com/doi/full/10.1111/j.1467-8500.2012.00791.x>