

Training

Stable Housing Pilot Project 2018

Acknowledgement to country

Access Health and Community acknowledges the Wurundjeri people, who are the traditional custodians of this land. We pay our respects to Wurundjeri Elders past and present, and extend that respect to other Aboriginal and Torres Strait Islander people. We value their ongoing contribution to the cultural heritage of this land.

Overview

- Increase your knowledge on the project
- Teach you how to make referrals
- Where to find resources
- What information to pass onto a client
- Take you through a real life scenario
- Upskill you to make appropriate referrals

Purpose of the pilot

- To identify homelessness before it ever occurs
- Keep people in housing
- Link clients with services

About the pilot

- Assess a client's risk of homelessness
- Access resources to make referrals
- Piloting in Boroondara, Manningham and Yarra

Timelines

- Pilot will run till March 2019
- It includes:
 - Approximately three to four month implementation period
 - Evaluation – phone interviews and focus groups

Benefits of being involved

- Test out the At Risk Tool
- Test additional resources
- Be enabled to identify homelessness
- Refer clients to homeless service agencies
- Regular e-bulletins
- Feedback at anytime

Measuring success

- Number of partnering agencies taking part
- Increase in at risk referrals
- 70% of referrals are appropriate

Activity – At Risk of homelessness

Lets brainstorm....

What are some triggers indicating someone may be at risk of homelessness?

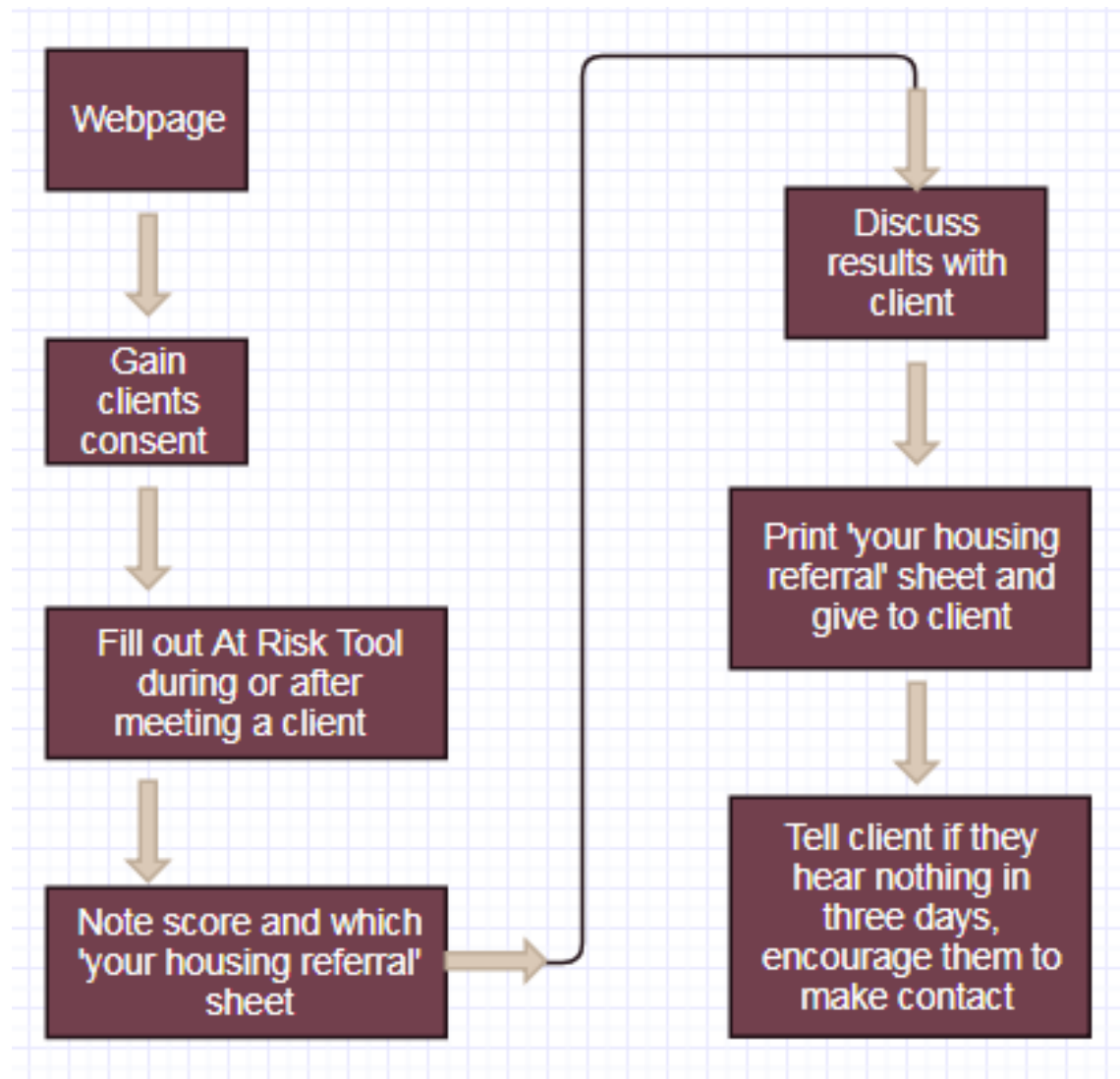
How does the pilot work?

- A trigger is sparked via a conversation with your client
- Discuss that you have concerns
- Could be at risk of homelessness
- Explore the option of making a referral

High risk referral

- Victim of domestic violence or home conflict
- 50% income on rent or mortgage
- Under 18 years and living away from home
- Rooming house resident
- Private rental on Centrelink payments

How to make a referral



Main points about referring

- Fill out the At Risk Tool
 - during or after a client presentation
- You can attach a referral letter
- Discuss score with client
- Stress: secure housing takes time
- Print and pass ‘your housing referral’

Online At Risk Tool

- Add the link to the online At Risk Tool
- Work through an example online
- <https://access.extemporesandpit.com/stable-housing-at-risk-screening-tool/>

Activity

- Two case studies will be discussed
- You can ask questions
- Fill out the At Risk Tool
- Discussion of results and final score

Jason's story - case study one

- At risk of homelessness

Questions

Jason....

- Did you feel you would leave your housing?
- How was your home situation?
- You seem like you weren't coping, please explain?
- Were you experiencing any other medical conditions?
- How would you describe your behaviour?

Jason's story – case study one

At risk of Homelessness Score

The client

- Is facing eviction or likely to abandon their home? +1
- Is undergoing family or relationship breakdown including domestic violence? +1

Does the client have:

- Mental ill health issues? +1
- Anti-social behaviour? +1
- Lack of coping or practical skills? + 1
- Chronic medical condition? +1
- An indigenous Australian + 1

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Case study two

- When Jason became homeless

Questions

Jason...

- What is the time difference from case study one?
- How would you describe your finances at this time?
- Were you still experiencing relationship issues?
- Did you still feel like you could not cope?

Jason's story – case study two

At risk of Homelessness Score

The client

- Is facing eviction or likely to abandon their home? +1
- Has a history of previous institutionalisation? + 1
- Is undergoing family or relationship breakdown including domestic violence? +1
- Does not have sufficient income to cover daily living costs? +2

Does the client have:

- Mental ill health issues? +1
- Anti-social behaviour? +1
- Lack of coping or practical skills? + 1
- Chronic medical condition? +1
- An indigenous Australian + 1

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John's story – case study one

- At risk of homelessness

Questions

John....

- Did you feel that you wanted to leave you housing?
- Have you had a previous history of being in prison?
- Would you describe yourself as having a mental illness?
- How would you describe your behaviour?
- Did you have any other medical conditions?
- Were you living alone?

John's story – case study one

At risk of Homelessness Score

The client

- Is facing eviction or likely to abandon their home? +1
- Has a history of previous institutionalisation? +1

Does the client have:

- Mental ill health issues? +1
- Anti-social behaviour? +1
- Lack of coping or practical skills? +1
- Learning disabilities? +1
- History of rough sleeping? +1
- Chronic Medical Conditional? +1
- Single >25 and living alone +1

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John's story – case study two

- When John became homeless

Questions

John....

- Did you have substance misuse issues?
- Did you have a history of rough sleeping?

John's story – case study two

At risk of Homelessness Score

The client

- Is facing eviction or likely to abandon their home? +1
- Has a history of previous institutionalisation? +1

Does the client have:

- Mental ill health issues? +1
- Substance misuse issues? +1
- Anti-social behaviour? +1
- Lack of coping or practical skills? +1
- Learning disabilities? +1
- History of rough sleeping? +1
- Chronic Medical Condition? +1
- Living in derelict Accommodation or evidence of hoarding? +1
- Single >25 and living alone +1

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Helen's story – case study one

- At risk of homelessness

Questions

Helen...

- What is the YWCA?
- Did you want to leave your accommodation?
- How were your finances then?
- Would you say you had a mental illness?
- Any substance misuse issues?
- Do you have a learning disability?
- At the time, would you say you had anti-social behaviour?

Helen's story – case study one

At risk of Homelessness Score

The client

- Is facing eviction or likely to abandon their home? +1
- Does not have sufficient income to cover daily living costs +2

Does the client have:

- Mental ill health issues? +1
- Substance misuse issues? +1
- Anti-social behaviour? +1
- Learning disabilities? +1

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Helen's story – case study two

- When Helen became homeless

Questions

Helen...

- From case study one to two, what was the time difference?
- Did you have a history of rough sleeping?
- Any medical conditions at this time?
- How old were you then?

Helen's story – case study two

At risk of Homelessness Score

The client

- Is facing eviction or likely to abandon their home? +1
- Does not have sufficient income to cover daily living costs +2

Does the client have:

- Mental ill health issues? +1
- Substance misuse issues? +1
- Lack of coping or practical skills? +1
- Learning disabilities? +1
- History of rough sleeping? +1
- Chronic Medical Condition? +1
- Single >25 and living alone +1

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Jody's story – case study one

- At risk of homelessness

Questions

Jody...

- What was your living arrangements?
- Did you have any medical conditions?

Jody's story – case study one

At risk of Homelessness Score

The client

- Is facing eviction or likely to abandon their home? +1

Does the client have:

- Mental ill health issues? +1
- Chronic Medical Condition + 1
- Caring responsibilities for children, or other dependants +1

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Jody's story – case study two

- When Jody became homeless

Questions

Jody...

- Did you have a history of previous institutionalisation?
- It seems you and your daughter weren't coping?
- We take it you didn't have a sufficient income?

Jody's story – case study two

At risk of Homelessness Score

The client

- Has a history of previous institutionalisation? +1
- Does not have sufficient income to cover daily living costs +2

Does the client have:

- Mental ill health issues? +1
- Lack of coping or practical skills? +1
- Chronic Medical Condition? +1
- Caring responsibilities for children, or other dependants +1

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Case study wrap up

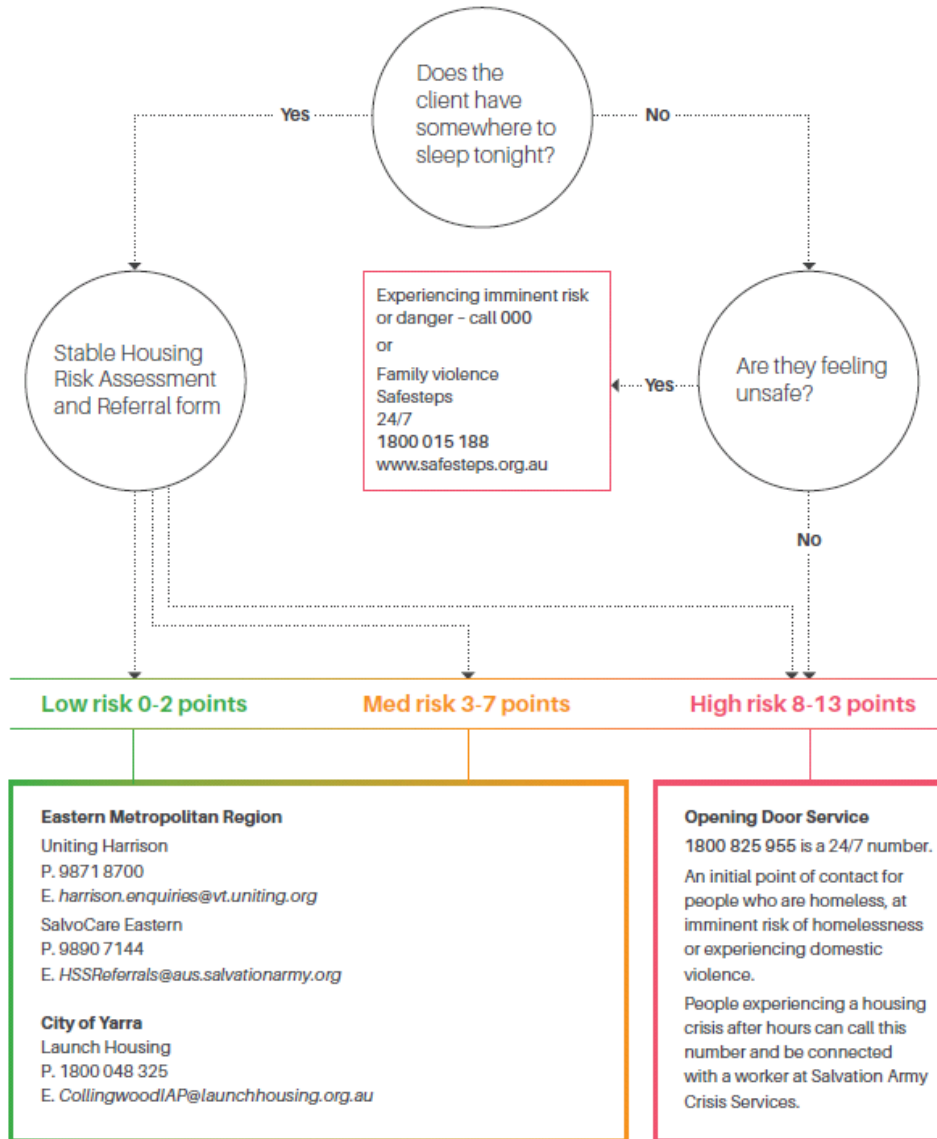
- Time difference between the two case studies?
- Where are you now?

Website

- <https://accesshc.org.au/stable-housing-pilot-project/>
- Electronic version of At Risk Tool
- Seek the consent of the client
- Emailed to the most appropriate homeless service agency
- Three day period for follow up

Website – walk through

<https://accesshc.org.au/stable-housing-pilot-project/>



Your Housing Referral

Three different sheets one for each Homeless Service Agency

- SalvoCare Eastern
- Uniting Harrison
- Launch Housing

- For each service the following information is provided:
 - Service name
 - Location and contact
 - They can help you if you...
 - How they can help

Your Housing Referral - example

Your Housing Referral



The Stable Housing Pilot Project has found that you are at a **LOW** / **MEDIUM** risk of losing your housing and entering homelessness.

Your local homeless service agency has been notified. A referral has been made to **SalvoCare Eastern**. Some information about their services is below.

If you don't hear from SalvoCare Eastern within three days, or your living conditions change, you should contact them directly. There is no cost for these services.

Please note, it may take some time to find a stable and safe home for you. The housing service staff are the best people to help.

SERVICE NAME	LOCATION / CONTACT	THEY CAN HELP YOU IF YOU...	HOW THEY CAN HELP
Homeless Outreach Program	<ul style="list-style-type: none"> 📍 31-33 Ellingworth Parade, Box Hill <i>(A worker can come to you)</i> ☎ 9890 7144 ✉ HSSReferrals@aus.salvationarmy.org 	<ul style="list-style-type: none"> • have no safe or secure housing • are at risk of losing your housing • live in the eastern suburbs of Melbourne 	<ul style="list-style-type: none"> • have special support needs • are an adult over 18 years old or a family
Community Connections Program	<ul style="list-style-type: none"> 📍 317 High St, Kew <i>(Monash and Manningham - can come to you)</i> ☎ 9853 5680 ☎ Free Call line: 1800 825 955 <i>(24 hours/7 days a week)</i> ✉ openingdoors@aus.salvationarmy.org 	<ul style="list-style-type: none"> • have multiple and complex needs • are an adult over 18 years old or a family 	<ul style="list-style-type: none"> • provide you with information and services on housing
Opening Doors	<ul style="list-style-type: none"> • are homeless or at risk of homelessness 	<ul style="list-style-type: none"> • refer you to other services and supports if needed 	<ul style="list-style-type: none"> • support to look at and access suitable and affordable accommodation

Are you feeling unsafe?

If you are at risk or in danger call **Victoria Police** ☎ 000

If you are at risk of family violence call **Safesteps** ☎ 1800 015 188 *(this is a 24/7 number)*

Website – training materials

- Training PowerPoint presentation
- Brief Training Podcast

Website – general information

- Homelessness and Housing Information
- Types of Housing
- FAQs
- Dealing with clients experiencing trauma
- Dealing with clients experiencing family violence

Our partners



Uniting

Purpose

Intervene in homelessness before it occurs

Feedback

Feedback can be provided at any time via the following:

Angela Vidic

Email: angela.vidic@accesshc.org.au

Ph: (03) 9810 3010

Thank you