



Phone (03) 6224 5488 Mobile 0419 536 100 Fax (03) 8610 1907 Email pc@shelertas.org.au
PO Box 848 Hobart Tasmania 7001 Location Suite 21A Trafalgar Centre 108 Collins St Hobart Tasmania 7000
Website www.shelertas.org.au ABN: 99007503300

Key points from Shelter Tas' Southern Green Paper Consultation 4th June 2008 at Community Central in Hobart

On the 4th June Shelter Tas ran a consultation with the support of Housing Tasmania to get feedback from members for Shelter's submission to the Green Paper, "Which Way Home? A New Approach to Homelessness"

Shelter will be holding another consultation in Devonport on the 19th June 2008 for input from Northern and North West members. Information from the consultations will feed into the Shelter Tas submission to the Green Paper and will be forward to Housing Tasmania. The following is a list of key group responses:

What is working well?

- The current SAAP system is working just need more funding to respond to high and complex needs and exit points.
- Transitional housing model.
- Working with case management approach and stream line into transitional housing.
- SAAP support workers network and work well together.
- Intense support models – with lower case loads.
- The SAAP workers have the commitment and skills to work with homelessness people.
- SAAP meets the support needs of clients within limited resources.
- MOU between services are established and working.
- Feeding into transitional housing from emergency services.
- Relationships between services – Forums important such as: Youth and SAAP forums.
- Working with peak bodies like Shelter Tas.
- SAAP achieves high outcomes for low inputs.
- SAAP Immediate Emergency Accomodation (IEA) properties.

What is not working well?

- SAAP and other NGOs pick up in the too hard clients e.g. long time support for mental illness.
- Building expertise in the sector, have not put in place adequate professional development for NGOs. This has never been implemented.
- The seamless, whole of government approach is not working, if other services outside SAAP do not pick up or work with clients the impact on the SAAP service and the client is that the SAAP service has to work harder with the client as they often end up back in SAAP.
- SAAP cannot affect wider structural issues; the lack of exit points i.e. the lack of public and private rental accommodation.
- Short term stay and short term support. The impact of mandated time frames to work with people.
 - Impact on time frame in achieving real long term outcomes with people.
- No plan of exit and support from other organisations – e.g. Hospitals. Prisons, Mental health, Child and Family Services.

How can you establish strong connections between homeless and mainstream services?

- Specific teams & different departments to work together in teams.
- Ensure one person is responsible for each client. For example:
 - Need case co-ordinator, specifically to co-ordinate the people who need to work on the complex needs of clients.
 - Need strong local regional partnerships with committed workers.
- Lots of changes in departmental staff; little in way of hand over; continual loss of corporate knowledge, and this had a flow down effect to clients.
- Take mainstream services into the community; work with doctors, nurses, mental health, and link into where homeless people are.
- Housing response teams: Department and community sector to follow client through the system.
- Need strong government leadership at a senior government level – working with sector responses.
- Shared training & professional opportunities between government and the community sector. Bring people together via staff swapping positions between government and community sector. Staff secondments back and forth.

“Blue sky thinking” - if you could redesign SAAP to improve and reform the system, what would it look like?

- Increase the supply of housing & stock for people with low-incomes.
- Commonwealth Rent Assistance should be expanded to enable low income people to buy homes.
- Have greater case management – an increased range of housing types for people to access.
- Bring services in to help people on site, so client need is captured immediately.
- Increase public and community housing; we need more exit points.
- Increase funding for better wages and conditions for staff.
- No time limits on working with clients.
- Take time limit out of equation to suit the client – be able to follow the client with appropriate support for their needs.
- Individual case plans tailored for individual client need.
- Long term funding for services: current funding stops and starts and is too short. Increase wages for community sector workers.
- Have a collaborative framework across all services.
- More resources for SAAP services and housing.
- Homelessness is a whole of community responsibility.
- Increase support.
- United service agreements across programs so funding can be shifted to where it is needed.
- Increased consumer protection for all tenants, minimal standards for housing.
- Housing Tasmania debt is wiped off so we have a sustainable and growing public housing system.

For more details contact Shelter on 62245488 pc@shelertas.org.au or see www.shelertas.org.au