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20.01.2001

Dear Members,

To help with preparation for the Shelter Tas consultations on the Tasmanian Homelessness Plan 2010-2014 (THP) (2<sup>nd</sup> & 4<sup>th</sup> Feb 2010) we have prepared the following table. The table is a summary of objectives, proposed and possible actions taken from THP Part 2. The third column in blue is for your input. Shelter has added some preliminary comments here if you have time please add your own to the actions outlined or anything else you would like to add and please bring along to the consultation or email back to shelter at [pc@shelertas.org.au](mailto:pc@shelertas.org.au) by 1<sup>st</sup> Feb 2009. If you would like to download a full copy of the THP go to [www.shelter.org.au](http://www.shelter.org.au) and follow the link.

OBJECTIVES	SUMMARY of PROPOSED ACTIONS and POSSIBLE ACTIONS FOR DISCUSSION (DHHS)	<p>How could the actions improve?            What else needs to be done?            Who needs to be part of the Solution?            Other Action?</p> <p>FEEDBACK from SHELTER TASMANIA</p>
<p><b>1. Prevention and Early Intervention</b>  <b>1.1. Increase the focus of mainstream services on preventing homelessness by addressing risk factors</b>            Prevention activities may include providing and prioritizing support to particularly vulnerable</p>	<p><b>SUMMARY OF NEW ACTIONS</b></p> <ul style="list-style-type: none"> <li>• The Housing Tasmania Housing Assessment System will be reviewed so that target groups most at risk of homelessness are prioritized.</li> <li>• Existing support and housing assistance programs e.g. Private rental support, the Community Tenancy Program and SHS will be reviewed and redefined in the context of the introduction of new programs to meet the continuum of need and reduce gaps or duplications of services.</li> <li>• A homelessness education, awareness, training and</li> </ul>	<p><a href="#">Recommendation 1.1</a></p> <p><a href="#">Recommendation 1.2</a></p> <p><a href="#">Recommendation 1.3</a></p> <p><a href="#">Recommendation 1.4</a></p>

<p>individuals, supporting children, assisting parents to develop parenting skills as well as referring people to specialist services before issues become chronic</p> <p><b>1.2. Increase the focus of homelessness services on early intervention</b> This strategy recognizes that SHS are most effective when they intervene early to assist people to stabilize their situation and wherever possible avoid homelessness. Effective referral pathways and responsive mainstream and homelessness services are the key to the effectiveness of this strategy.</p> <p><b>1.3. Increase awareness of homelessness in the community</b> Raising awareness in the community, including individuals, business, local community groups and services assists in breaking down the stigma and stereotyping about people who are homeless. Strategies</p>	<p>resource package will be developed and distributed to mainstream service providers.</p> <ul style="list-style-type: none"> <li>• Social Inclusion Liaison Officers will gather info about local homeless needs and community led solutions. They will do this by working with communities, including existing supports such as local government community development workers and neighbourhood houses.</li> </ul> <p><b>SUMMARY OF POSSIBLE ACTIONS</b></p> <ul style="list-style-type: none"> <li>• Access point including triage and assessment processes, to identify a range of homelessness and at-risk triggers to ensure their clients' accommodation and support needs are met with appropriate referrals</li> <li>• Case planning, coordination and management with people identified as homeless or at risk. Future practices would include the development of living and tenancy skills as key interventions</li> <li>• Discharge planning with people identified as homeless or at risk to ensure they are linked to appropriate accommodation and support.</li> <li>• Future funding of SHS will have a greater focus on early intervention</li> <li>• New place-based social infrastructure initiatives will connect at risk Tasmanians to service and support such as the Learning and Information Network and Child and Family centres</li> <li>• New funding arrangements will identify opportunities to target homelessness and risk of homelessness in service responses. For example, programs such as the Community Support Levy Grants Program are well placed to target issues such as homelessness given that gambling is a key trigger for homelessness via counselling and budgeting advice and community education.</li> </ul>	
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<p>need to include practical advice and information regarding how to assist people who are homeless or at risk</p> <p><b>1.4. Improve information about service and assistance available including eligibility, referral pathways and service choices.</b> Service information and assistance points need to be locally based, easily identifiable (branded) and provide consistent information about a broad range of mainstream services.</p>		
<p><b>2. Improved Connections to Family and Community</b></p> <p><b>2.1. Ensure services support individuals to maintain or restore connections with their family and community</b> Services must recognize the importance of people having connections with their family, community and other networks, particularly people</p>	<p><b>SUMMARY of NEW ACTIONS</b></p> <ul style="list-style-type: none"> <li>• A dedicated Homelessness Facility specific to young people will be implemented in York Street, Launceston providing stable accommodation with a focus on links to employment, education and social networks.</li> <li>• Economic participation for Aboriginal people will be increased by ensuring the properties constructed and repaired under the National Partnership Agreement on Remote Indigenous Housing meet the 20% employment target.</li> <li>• People who are homeless and at risk who come to a CFCs will be connected by the Social Inclusion Community Liaison</li> </ul>	<p><a href="#"><u>Recommendation 2.1:</u></a></p> <p><a href="#"><u>Recommendation 2.2:</u></a></p> <p><a href="#"><u>Recommendation 2.3:</u></a></p> <p><a href="#"><u>Recommendation 2.4:</u></a></p>

<p>who have significant risk factors</p> <p><b>2.2. Create opportunities for increased economic participation including through social enterprise and volunteer information</b></p> <p>People at risk should be supported to develop life skills such as financial literacy and budgeting and employment related skills. Community capacity should be developed and business involvement encouraged to foster social enterprise and create new opportunities for people at risk.</p>	<p>Officers to support services including neighbourhood houses, adult and family literacy coordinators, Volunteer Connect points and tenancy support.</p> <ul style="list-style-type: none"> <li>• Micro finance schemes will be introduced that enable people excluded from mainstream credit facilities to access loans for household goods and essential items enabling homeless and at risk people to overcome financial hardship</li> </ul> <p><b>SUMMARY of POSSIBLE ACTIONS FOR DISCUSSION</b></p> <ul style="list-style-type: none"> <li>• Social enterprises that have preventing homelessness as an aim and that create employment opportunities for at risk Tasmanians will be also able to access a loan fund through new Micro-finance schemes to support their business.</li> <li>• An initiative aligned to the Adult Literacy and Life Skills Action Plan will be developed in partnership with the Social Inclusion Unit, other Government agencies and the community sector.</li> <li>• The Tasmanian Food Security Council will develop a food security strategy that ensures access to nutritious affordable food for at risk Tasmanians.</li> <li>• The Community Capacity Building Grants program will support community designed and driven solutions to prevent homelessness. It will be made available in particular to at risk groups including youth, women, Aborigines, seniors and people with disability.</li> <li>• Future funding of Specialist homelessness services will have an increased focus on developing social and living skills and connections to employment, schools and families for people who are homeless or at risk</li> </ul>	<p><a href="#">Need more info on micro-finance is this the current NILS scheme?</a></p>
<p><b>3. Improved access to appropriate housing</b></p> <p><b>3.1. Increase the supply and</b></p>	<p><b>SUMMARY of NEW ACTIONS</b></p> <ul style="list-style-type: none"> <li>• Affordable and social housing will be increased by a total of around 2000 new units over the next five years.</li> <li>• 924 properties - National Rental Affordability Scheme</li> </ul>	<p><b><a href="#">Recommendation 3.1:</a></b> Shelter recommends that a mechanism is established by which the supply of affordable housing continues to meet the <a href="#">on-going demand</a>.</p>

<p><b>range of accommodation across affordable housing</b></p> <p>Affordable housing must be safe and secure. There needs to be sufficient quantity to provide adequate exit points for people residing in emergency accommodation</p> <p><b>3.2. Ensure affordable housing is accessible and appropriate to the range of target groups.</b></p> <ul style="list-style-type: none"> <li>• Young people leaving child protection and youth justice services</li> <li>• Adults leaving correctional or health facilities</li> <li>• People experiencing multiple episodes or extended periods of homelessness</li> </ul> <p>There needs to be a greater supply of all types of social housing in the correct locations. Social; housing needs to include supported</p>	<p>(NRAS)</p> <ul style="list-style-type: none"> <li>• The ‘Same House Different Landlord’ program comprised of 100 new dwellings.</li> <li>• Two Dedicated Homelessness Facilities to be managed by Common Ground Tasmania - Hobart</li> <li>• Three further Dedicated Homeless Facilities to be tendered for community management: Ulverstone (20 homeless units of accommodation) Thistle Street, Launceston (20 homeless units of accommodation) York Street, Launceston (20 unit dedicated youth homeless facility linked to training and employment).</li> <li>• The purchase of Belleview Lodge (subject to Council approval), Rosny in southern Tasmania, for a 30-bed Supported Residential Facility to be managed by Anglicare. All Dedicated Homeless and Supported Residential Facilities will be constructed to include wheelchair accessibility.</li> <li>• All new public and Aboriginal housing constructions will use universal design to ensure accessibility.</li> <li>• Housing Tasmania’s Young People in Transition Program which was successfully piloted in Launceston will be considered for state-wide implementation. The program enables young people leaving statutory care to access public housing with support.</li> <li>• Children, Youth and Family Services will work with Housing Tasmania to further refine key programs to support people who are homeless or at risk including: The Leaving Out of Home Care program <ul style="list-style-type: none"> <li>– Young people who leave the out of home care system to live independently are supported through the After Care Support program which aims to enhance the successful transition to adulthood through detailed planning before a young person leaves care.</li> </ul> </li> </ul>	<p>Shelter acknowledges that it is important to meet the current statistical benchmark of 193 (half the homelessness population in Tasmania), but it also acknowledges the increase in people experiencing and at risk of homelessness. SHS are currently reporting an increase in the demand for support and crisis accommodation indicating that the demand for housing is on the increase, with no relief in sight. It is crucial that housing stock is replenished and increased to meet the <b>on-going</b> need for affordable housing.</p> <p><b>Recommendation 3.2:</b> That a mechanism is put in place to ensure the protection of tenants rights</p> <p><b>Comments</b> Need to discuss more here on the Private Rental Market.</p> <p>Actions very youth focused</p>
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<p>and independent accommodation options and allow for people to receive support from mainstream services.</p>	<ul style="list-style-type: none"> <li>- The new 'Residential Care Services for Children and Young People in Tasmania', will provide careful transition planning, taking account of on-going support needs to move young people (from residential care) into a less intense, more home-like placement once case plan goals have been implemented ensuring that young people are not exiting into homelessness but into stable accommodation. A similar service will be provided to young people exiting foster care and will be tendered. This will include extending the leaving care program, which currently only operates in the South, state-wide.</li> <li>- To assist the process of planning for leaving care, Child Protection Services, in consultation with young people in care, the CREATE Foundation, the Foster Carers Association of Tasmania (FCAT) and non-government organisations, developed a leaving care package know as Outta Here Your Options Your Choices. This program will be extended to young people leaving detention and will augment exit planning processes already in place to ensure young people to do exit custody into homelessness.</li> <li>- The After Care Support Program which refers care leavers to other services, including the Transition to the Independent Living Allowance.</li> </ul>	
<p><b>4. Effective service responses</b>  <b>4.1. Improve needs assessment and referral practices to ensure the full</b></p>	<p><b>SUMMARY of NEW ACTIONS</b></p> <ul style="list-style-type: none"> <li>• A new assessment process will be developed and implemented across all social housing and SHS. This will support the 'no wrong door' approach to housing assistance access.</li> </ul>	<p><a href="#">Recommendation 4.1</a></p> <p><a href="#">Recommendation 4.2</a></p> <p><a href="#">Recommendation 4.3</a></p>

<p><b>range of each individual's needs are met.</b> Common and comprehensive needs assessment processes are required across all sectors and services so that the full range of people's needs are assessed and responded to.</p> <p><b>4.2. Ensure support is provided at a level and duration appropriate to each individual's needs.</b> Intensive case management should be provided for an appropriate length of time to build relationships and ensure consistency and sustainable client outcomes. Case managers need to be flexible and responsive and take a 'whole person' approach to working with people with multiple needs. Individuals need to know that they have one person they can call if they need assistance. Support and accommodation or tenancy management are best provided separately to enable support to follow the</p>	<ul style="list-style-type: none"> <li>• An integrated waiting list will be developed and implemented across all social housing providers to facilitate ease of access for people to a range of social housing products.</li> <li>• A property register of all social housing stock and allocations framework will be developed and implemented to support the integrated waiting list.</li> <li>• A bed list register will also be established to assist real time access to available homelessness beds.</li> <li>• The Supported Tenancies Practices and Tools Framework implemented in public and Aboriginal housing will be further refined and implemented in new social housing products. This will provide a consistent practice framework that seeks to intervene early and coordinate support to sustain tenancies.</li> <li>• A new program of Specialist Intervention Tenancy Services will be developed and Implemented. This program will provide support to the tenants of the Same House Different Landlord program in the first instance, for the duration of client need. Support providers will maintain small caseloads to ensure support is provided at the required intensity to facilitate real and sustainable change for vulnerable people.</li> <li>• Housing Tasmania will work with the Gateway Services to explore ways people accessing family and disability services can be further assisted with their housing need. Housing Tasmania will work with children and youth services to ensure homelessness responses are key intervention</li> </ul>	<p>Who would have access to this register the consumer or the service providers?</p> <p>Current RPP</p>
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<p>person and be flexible to changing and remerging needs.</p> <p><b>4.3. Improve integration and coordination of support and implement a ‘no wrong’ door policy for people requiring assistance.</b></p> <p>Methods of integration and coordination may include establishing ‘one-stop-shops’, co-locating services or implementing practices such as better communication and data sharing which ensure that people only need to tell their story once and there is no duplication of services and no gaps.</p>	<p>strategies such as: Therapeutic residential care and support for children and young people will be outsourced to the community sector in 2010. These services will provide young people with a safe, nurturing and supportive home environment in which their behaviour can be managed and modified by trained professional carers including the development of relevant living skills that will reduce the likelihood of homelessness.</p> <ul style="list-style-type: none"> <li>• Specialist staff to support adolescents will be engaged to undertake intensive case management with young people who have multiple risk factors. Access will be via the Gateway Services. Young people with complex needs including risk of homelessness will be the focus of this service.</li> <li>• The configuration and distribution of <b>specialist homelessness services</b> will be assessed and redesigned to ensure they continue to best respond to need in the context of the broader social housing reform agenda.</li> </ul> <p><b>POSSIBLE ACTIONS FOR DISCUSSION</b></p> <ul style="list-style-type: none"> <li>• A Referral and information sharing protocol could develop better ways to transfer relevant client assessment information between mainstream and homelessness services. This will reduce the need for people to tell their story twice or more and assist in the development of effective service responses.</li> </ul>	
<p><b>5. Continuous improvement and quality</b></p> <p><b>5.1. Ensure data,</b></p>	<p><b>SUMMARY OF ACTIONS</b></p> <ul style="list-style-type: none"> <li>• Quality Futures, the DHHS approach to continuous quality improvement for Government funded community services will be fully implemented and refined. Further quality</li> </ul>	<p><a href="#"><u>Recommendation 5.1.</u></a> Shelter Tasmania welcomes the action that a Consultation and Engagement Strategy will be developed to foster active participation of people who</p>

<p><b>information and reporting informs continuous improvements.</b> Information, data and reporting should inform and support continuous quality improvement initiatives.</p> <p><b>5.2. Develop evaluation activities to identify strengths and service gaps, and inform policy developments</b> Strengths and service gaps need to be identified and addressed through policy development in order to improve services and individual outcomes</p> <p><b>5.3. Invest in workplace development</b> Workforce development strategies should be aimed at increasing the quality and skill of staff, particularly frontline staff who come</p> <p>5.4. Improve service standards.</p>	<p>standards will be developed for SHS and new specialist homelessness initiatives. Funding will be provided for a second stage of continuous quality improvement in the SHS sector. A National Quality Framework on homelessness is being developed in collaboration with the Australian, State and Territory Governments. This will focus on consistent continuous quality improvement and service integration across homelessness and mainstream services. Tasmania will participate in the development and implementation of this Framework.</p> <ul style="list-style-type: none"> <li>• A Workforce Capacity Audit and Development Plan will be implemented to support and target professional development of staff working in homelessness sector.</li> <li>• Work will commence to examine how data collection, reporting and information sharing on homelessness can be implemented across whole-of-Government.</li> <li>• Tasmania will participate in the development of the National Reporting Framework and implement a new homelessness information collection.</li> <li>• <b>A Consultation and Engagement Strategy will be developed to foster active participation of people who are or who have experienced homelessness.</b></li> <li>• All new homelessness initiatives will include an action research/evaluation component to ensure continuous improvement and quality.</li> </ul> <p><b>POSSIBLE ACTIONS FOR DISCUSSION:</b></p> <ul style="list-style-type: none"> <li>• Further quality standards will be developed for mainstream services that focus on appropriate responses to homelessness.</li> </ul>	<p>are or who have experienced homelessness. Shelter however recommends that this action is implemented in conjunction with the establishment of a homelessness advisory committee which includes representatives from the community sector to provide advice on the implementation and integration of the social housing and homelessness reforms.</p> <p><b><u>Recommendation 5.2.</u></b> That SHS Funding Agreements are reviewed and that funding is appropriately adjusted to meet the extra costs in meeting the demand for mandatory reporting against the new and improved quality standards framework.</p> <p>Shelter acknowledges the significance of work force development and recommends that services are appropriately funded to meet the higher award level that an improved workforce will attract.</p> <p>Need to add in information here about appropriate training is made available for the homeless and housing sectors.(eg issues with Esset and outcomes)</p> <p><b><u>Recommendation 5.4.</u></b> To enhance the research/evaluation action, Shelter recommends that a dialogue between Housing Tasmania, mainstream services, SHS, consumers and communities, is sustained beyond the current consultation timeframes established for the release of this Homelessness Plan.</p>
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