

member profile

Anglicare's Accommodation Support AOD Service Stream



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Stream Services:

Anglicare's service delivery is divided up into 5 'streams' or 'areas of activity': Accommodation Support/Alcohol & other Drug Services; Disability & Aged Care, Mental Health, Children, Families & Communities & Employment. The Accommodation Support/AOD

Services Stream comprises approximately 15 services across the state: • ACCESS NW, North & South • PRSS (Private Rental Support Service) NW & North • Burnie, Indigo & Bilton Lodges • Emergency Accommodation Service (EASe) • Youthcare • Staying Put • GIDS & GIDS Family Support Service • Emergency Relief NW & South

In addition ... this Stream manages 84 houses and units (community tenancies and SAAP immediate emergency accommodation properties); 3 Supported Residential Facilities; 1 Youth Shelter & distributes approximately \$250,000 in brokerage & emergency relief each year.

Staff: There are approximately 70 amazing staff working across these programs, not counting the E.R. volunteers in the NW

Target Group: From generic (ACCESS Services – people who are homeless or at risk, EASe – people who have no where to sleep that night) to more specific (Youthcare – young males aged 13 to 20 in Southern Tasmania who are homeless or at risk).

Client Numbers: For the month of January 2009, the 15 services and (approximately) 70 staff in the stream assisted 1,289 clients!

Location: These services operate out of the Anglicare offices in Launceston, Devonport, Glenorchy & Burnie. Assistance can also be accessed through a generic worker in our St Helens office. We also operate from a number of off – site facilities such as Youthcare, Indigo, Bilton & Burnie Lodge. We have numerous access points set up in rural areas to access services such as PRSS (Scottsdale, Deloraine, Georgetown, Smithton, Queenstown, Zeehan & Rosebery).

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Types of Services: Across the spectrum from early intervention and prevention (PRSS) through to case management (ACCESS & Staying Put) from crisis intervention (EASe & Youthcare) to long term supported housing (Indigo, Bilton & Burnie Lodges).

Level of funding: never enough; approximately 20% of Anglicare's income comes from this stream.

What works well: being part of a larger organisation is useful for quick & seamless referring of clients (all in the 1 building) and getting through red tape that can sometimes hold things up; also since getting the 3 SRF's on board accessing other staff at short notice from other programs for cover is very handy. The stream structure works well in terms of getting consistency in like programs (the 3 ACCESS services operated very differently from one another under a regional management structure). What works the best is having staff who are so committed & client focused.

Major Issues: where to start...? If I had to narrow it down to 2 it would have to exit points and in particular the lack of public housing that is sometimes the only option for many of our clients.; secondly the lack of resources to be able to provide intensive support to those who need it. At the moment it feels like in many instances all we can do is stop the bleeding and send people off knowing that it's likely we'll see them again soon...

Major In Service Issues: the lack of appropriate professional training available in the sector for staff; the Community Service Award pay rates and consequently losing good staff to better paid positions.

The Dream: I'm on a tropical island somewhere with Dave Grohl... hang on wrong dream. A robust Public Housing system with no waiting list; a glut of affordable private rental properties; adequately resourced support services; a sector working together harmoniously to achieve sustainable client outcomes - problems solved...

