TASMANIAN HOMELESSNESS & HOUSING WORKFORCE SYMPOSIUM

Partnering with clients for optimal outcomes

Program
Introduction

Shelter Tas has received funding from the Department of Health and Human Services (DHHS) for the development and implementation of a Workforce Development Strategy (WDS) for the Specialist Homelessness Services (SHS) Sector. The purpose of the WDS is to support SHS’s in developing their workforce to meet current and future service delivery demands.

Through consultation with the housing and homelessness sector, the importance of developing effective consumer engagement mechanisms was raised as a priority for training. Results from these consultations found SHS providers supported building the capacity of the workforce to engage meaningfully with people who have lived experience of homelessness.

Services requested practical mechanisms to improve their capacity to engage with clients, consumers and tenants that would lead to better outcomes. This included targeted training, information and the development of a culture which encourages mutual participation. Effective consumer engagement requires building the capacity of both consumers and providers through training and support; flexibility to work in a way that best suits different environments; a focus on quality of engagement; and crucially, to be treated with respect.

The State Government’s recent introduction of Outcomes Framework Reporting for both housing and homelessness services, with requirements for measuring client satisfaction, has provided another incentive to ensure this subject is firmly embedded in service operation and evaluation.

With this in mind, today’s *Tasmanian Homelessness and Housing Workforce Symposium* is focussed on how workers can develop knowledge and skills to improve capacity to meet reporting requirements under the Outcomes Framework as they work with clients.

The results of discussion at the Symposium will inform a set of best-practice guides on achieving and measuring engagement for people accessing homelessness services, which will be made available to sector organisations.

The development of these ‘how-to’ guides will be reviewed by the Workforce Development Reference Group and consumer representatives. A follow-up meeting will be held in 2017 to evaluate the guides and discuss services’ progress in this area.

Today’s *Tasmanian Homelessness and Housing Workforce Symposium* is funded by DHHS and supported by Partners in Recovery and Flourish Tas.
# Agenda

**THURSDAY 23RD JUNE 2016**  
Salamanca Inn, Hobart

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<th>Time</th>
<th>Session</th>
<th>Presenter/Panelists</th>
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<td>8.45</td>
<td><strong>REGISTRATIONS OPEN</strong></td>
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<tr>
<td>9.00</td>
<td><strong>Introduction</strong></td>
<td>Adrian Pisarski</td>
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<td>9.05</td>
<td><strong>Welcome to Country</strong></td>
<td>Aunty Brenda Hodge</td>
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<td>9.15</td>
<td><strong>Opening of Symposium</strong></td>
<td>Hon. Jacqui Petrusma MP</td>
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<td>9.25</td>
<td>Further information, housekeeping, introduce PESP</td>
<td>Adrian Pisarski</td>
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| 9.30  | **PESP PRESENTATION**  
Peer Education Support Program, through Council to Homeless Persons (Victoria). Client focussed presentation drawing on the lived experience of homelessness and reflecting on outcomes from experiences with services and support agencies. Attendees will gain knowledge on approaches to produce the best outcomes for clients. | Cassandra Bawden, Jason Russell, Jacqui Gibson                                        |
| 10.30 | **MORNING TEA**                                                                                                     |                                                                                    |
| 10.50 | **H.E.L.P. FILM SCREENING**                                                                                          | The winning film from the H.E.L.P. (Homelessness; Every Life is Precious) 2015 film festival for school students. Devonport High School won the competition, on the theme “Who is Homeless?” |
| 11.00 | **PANEL AND DISCUSSION**  
‘Fitting it together’ – Reflection on outcomes reporting from the sector and discussion of client experiences and service improvements. | Confirmed panellists:  
- Robert Kreshl - Tenant  
- Andy Witt - CatholicCare  
- Kerry Nyhuis - Salvation Army  
- Anna Balmforth - Housing Tas  
- Zac Lockhart - Homelessness Advocate and Young Tasmanian of the Year 2016  
- Jason Russell - PESP  
- Jacqui Gibson - PESP  
Michelle Swallow will facilitate this session. |
| 12.30 | **LUNCH**                                                                                                           |                                                                                    |
| 1.15  | **QUESTIONS AND GROUP DISCUSSION**  
‘Community Café’ group work – the key questions discussed in this session will inform development of ‘how-to’ guides for services. | Michelle Swallow will facilitate this session.                                      |
| 2.30  | **AFTERNOON TEA**                                                                                                    |                                                                                    |
| 2.50  | **WRAP UP**  
Summing up and preliminary analysis of results from group work.                                                      | Michelle Swallow to sum up the ‘Community Café’ & discuss development of ‘how-to’ guides. Adrian Pisarski will wrap-up the Symposium at 3.20pm. |
| 3.30  | **END & COMPLETE EVALUATION FORMS**                                                                                    |                                                                                    |
Biographies

Jacquie Petrusma - Minister for Human Services, was first elected to the Tasmanian Parliament in 2010. From personal experience growing up in a single parent household, being a single mum of one herself, as well as from studying an education degree, she is very interested in policies that will strengthen and support families, sole parents and education.

Minister Petrusma has also worked in health related areas and has extensive experience in health, ageing and aged care. She has completed a business degree, worked as a National Sales Manager in a global medical company, and has owned her own business.

Adrian Pisarski - has been the Executive Officer of National Shelter for the past 2 years following his 9 years as Chairperson. Adrian has a 35 year history working with peak bodies in Tasmania, Victoria, NSW and Queensland in youth policy, homelessness and housing affordability. He was a deputy President of ACOS for 5 years and a member of the Affordable Housing Summit Group.

He is passionate about good policy, arts and the Melbourne Football Club and a lover of Tasmania since he lived in Hobart in the early 80s.

Jacqui Gibson - a highly educated professional in the medical field, Jacqui’s life changed when she was involved in a car accident. Family violence followed this accident and Jacqui became homeless in order to escape the violence. While experiencing homelessness, Jacqui completed her PhD.

Jacqui is now a graduate of the Peer Education and Support Program (PESP). In this role, she delivers presentations about her experience, provides input into policy, delivers training to services and sits on a number of ongoing groups, including: The Melbourne Metropolitan Rooming House group, The Melbourne Service Co-ordination steering group, The Southern Melbourne Services Connect partnership group, and the Integrated Access steering group.

Jason Russell - A decorated firefighter and valued member of his family and community, Jason’s struggle with mental health led him to self-medication with drugs. This addiction threw Jason into 10 years of homelessness. A quick decision to come to Melbourne resulted in connection to homelessness services and a pathway out of homelessness. Through Street to Home, Jason now has a permanent, safe and affordable home. Jason joined the Peer Education and Support Program in 2016. Achievements to date include: Conducting peer consumer surveys for a research project into the value of drop-in centres, ongoing member of the CBD Homelessness Network, conducting peer surveys with consumers of SVDP soup vans, Homelessness Advisor for the City of Melbourne Streetcount 2016. Jason has also been a volunteer worker at St Mark’s for the last 3 years.

Cassandra Bawden - Recruited to the original Peer Education and Support Program (PESP) in 2005, PESP Project Worker in 2009 and PESP Team Leader in 2012, Cassandra has worked to improve opportunities for consumers to participate in homelessness policy, service planning and development and community education. Cassandra provides PESP members with training and support to advocate for improvements in the response to homelessness.


Michelle Swallow - Michelle is a highly experienced facilitator, coach and change manager, and is currently Director of Leadership and Change Consultants Pty Ltd. Michelle has an energetic and engaging style. She has built her consulting work on her ability to work with a diverse group of people, concepts, communities and organisations, encouraging individuals and organisations to realise their potential. She has a Bachelor of Social Work, is a Fellow of the Australian Institute of Company Directors, studied at the London Business School in Negotiating and Influencing 2010 and is a graduate of the Tasmanian Leaders Program 2007. Michelle’s background is in leadership, governance, advocacy and policy across health, housing, community and capacity building in community, government and private sectors. She is influenced by a strong commitment to social justice and making a difference.