

# SUMMARY OF CONSULTATION

## Services that work with people who are rough sleeping or former detainees

<b>Date of consultation:</b>	8 August 2017
<b>Group consulted with:</b>	Services that work with people who are rough sleeping or former detainees
<b>Number of attendees:</b>	16
<b>Name of organisations:</b>	Toora Women Inc, Argyle Community Housing, ACT Corrective Services/Throughcare, St Vincent de Paul, Common Ground, Uniting Care, Everyman, ACT Corrective Services, Woden Community Service, Safe Shelter, Salvation Army, Australian Red Cross

### Key themes arising from the consultation

- The need for improved communications between existing services to make the system more efficient.
- Services need to work together to provide an integrated model of wrap around services. We especially need more effective coordinated responses across government and community for people exiting institutions.
- The homelessness system needs to provide different levels of intervention based on each individual's circumstances. We need to understand who needs intensive supported accommodation and who needs short term intervention, and how to respond appropriately. This includes understanding if there is a 'tipping point' for those who are in chronic housing stress, e.g. accessing free food services.
- We need a more effective early intervention focus – especially when people are initially rough sleeping. We need more early intervention products so people can get help before a crisis, particularly through more private rental products and assistance payments.
- There is a bottleneck in crisis and transitional accommodation. The whole of continuum is not working effectively, so more crisis/ transitional accommodation without attention to long-term housing options won't address the problem.

### Key quotes

- “Some people have their assets and cash flow frozen, such as people escaping domestic violence. There needs to be a way to address the special needs of people in these difficult

circumstances, especially when they have capacity to earn and take out a mortgage but are unable to reach a saved deposit.”

- “We need to provide accommodation for people on remand – there are a number of people in custody on remand due to a lack of accommodation, and an increase in women in this situation. Simple things such as agreeing on no unscheduled exits from Mental Health Units on Friday afternoons would help improve the situation.”
- “A density bonus (like in NSW) would only play into the hands of developers.”

## What is working well?

There are a number of individual services and responses working well:

- Common Ground is achieving good outcomes for clients, especially those exiting homelessness. Having Northside onsite has allowed relationships between services and clients to develop over time, which is important in assisting tenants to establish and work toward goals. There has also been a low tenancy turnover. The Common Ground model is successful but takes time.
- St Vincent de Paul programs for rough sleepers are effective, especially Street to Home and Assertive outreach, and the Night Patrol. Samaritan House also works effectively.
- Free Food services are working well, and the Early Morning Centre is successful.
- Safe Shelter is meeting the needs of some rough sleepers.
- OneLink is working better than First Point in terms of co-ordination across the sector.
- Orange Sky Laundry is a helpful service.

## What could be improved?

- Better support for clients who do not want to be separated from pets – system needs to work to keep pets with their owners.
- Revamp the Blue Door (free food service and case support) to focus more on developing autonomous living skills.
- Ensure new entrants to Ainslie Village have access to ‘home set up’ goods – it is difficult for clients to access these goods if they are exiting chronic rough sleeping or institutions.
- Improved coordination through listing vacancies at Ainslie Village with OneLink.
- Case management to support all stages of homelessness journey, including when housed (e.g at Oaks Estate community room)
- Increase the proportion of properties in HAAP – co-managed between HACT and agencies. This will leverage the expertise of services in supporting clients.
- Better capture the long-term cost savings of intensive models like Common Ground in terms of diverting people from other human services (e.g. justice, emergency services, hospital systems).
- Improved advertising of Government run programs, e.g., Land Rent and the CSD Shared Equity program and programs like Homes for Homes.

## New ideas

- Samaritan House style program for women.
- A 24 hours service that provides a safe space, access to showers and meals and sit up sleeping. It should be integrated with outreach services and have pathways into short and long-term accommodation.
- Use vacant motel buildings donated by owners with funding for support services.

### 'De-risking' low income tenants for landlords:

- Look into the DHA model
- Educate landlords about tax benefits and good property management
- Incentives to encourage more CHPs into the ACT: reduce the cost/fee associated with a CHP being the 'head tenant'.

### Affordable home ownership

- Rent to buy and shared equity
- Look into cheap design and construction methods such as pre-fabricated buildings and modular designs.
- Lease variation charges should be completely waived to incentivise development of affordable housing.
- Affordable housing products need to be able to be retained in a 'pool' that is made available to other eligible people when the current resident moves on.