



Hawkesbury City Council

attachment 1
to
item 129

Hawkesbury Homelessness
Action Plan
Final Draft

date of meeting: 29 July 2014
location: council chambers
time: 6:30 p.m.

Hawkesbury Homelessness Action Plan

Final Draft

Compiled by Hawkesbury City Council and the
Hawkesbury Housing Forum Working Group (July 2014)





This document contains important information.
If you do not understand it, contact the
Telephone Interpreter Service on 131 450.



Hawkesbury City Council

Address: 366 George Street
Windsor NSW 2756
Mailing Address: PO Box 146
WINDSOR NSW 2756
Phone: (02) 4560 4444
Fax: (02) 4587 7740
Email: council@hawkesbury.nsw.gov.au
Council Website: www.hawkesbury.nsw.gov.au
Office Hours: Monday to Friday 8:30am-5pm

Purpose of this Plan

The Hawkesbury Homelessness Action Plan (HHAP) has been developed to identify actions that can be undertaken by: all levels of government (including Council); the Hawkesbury community; and local services and agencies, to support homeless people and reduce the occurrence of homelessness in the local area.

Definitions of homelessness

Put simply, homelessness occurs when individual people or families are unable to find or sustain housing that is safe, secure, affordable, and meets their basic individual needs.

For the purposes of the Australian Census, homelessness is defined as:

- **Primary homelessness**, which includes all people without conventional accommodation, such as people living on the streets, sleeping in parks, squatting in derelict buildings, or using cars or railway carriages for temporary shelter.
- **Secondary homelessness** includes people who move frequently from one form of temporary shelter to another. On census night, it includes all people staying in emergency or transitional accommodation provided under the Specialist Homelessness Services program (SHS). Secondary homelessness also includes people residing temporarily with other households because they have no accommodation of their own and people staying in boarding houses on a short-term basis, operationally defined as 12 weeks or less.
- **Tertiary homelessness** refers to people who live in boarding houses (or caravan parks) on a medium to long-term basis, operationally defined as 13 weeks or longer. They are homeless because their accommodation situation is below the minimum community standard of a small self-contained flat.

This definition is now widely accepted across all levels of government and the community sector in Australia.

Causes of homelessness

The causes of homelessness are many and varied. People can find they are homeless as a result of: loss of tenancy; loss of employment; leaving institutional care; poor health – including mental illness; family dysfunction; violence; alcohol & other drug problems.

As housing has become increasingly unaffordable over the last 20 years more people and families are becoming homeless as a result of poverty – not being able to afford housing and still be able to pay for the basic necessities of life. For example, in 2013:

- In Greater Sydney, the median weekly rent (\$470 – all dwellings) represents 83% of after tax weekly Minimum Wage; 125% of a single Disability Pension; and 188% of Newstart (unemployment) Benefit.
- In the Hawkesbury area, the median weekly rent (\$380 - all dwellings) represents 67% of after tax weekly Minimum Wage; 101% of the single Disability Pension; and 152% of the single Newstart Benefit.

These and other 'structural' causes of homelessness together with personal/social vulnerabilities are leading to an increase in intergeneration poverty for children, with families and individuals becoming homeless in NSW.

According to Housing NSW data (2009) - 92,000 households in NSW are at risk of homelessness.



Levels of homelessness in the Hawkesbury

On the 4 May 2010 Council assisted the Nepean/Blacktown Taskforce on Homelessness in conducting a 'Street Count' of homeless people sleeping rough. From this Street-Count, the Taskforce estimated that in the Hawkesbury area: at least 51 homeless people were sleeping rough on the night (Primary Homeless); a further 49 (or more) people were staying in temporary/crisis accommodation (Secondary Homeless); and (separate to the street-count) at least 190 people were living in sub-standard accommodation (Tertiary Homeless) defined as below the minimum community standard of a small self-contained flat. This was considered to be 'under-counted' by at least 40% as further areas of 'hidden' homelessness were reported.

In 2012, a Vulnerability Index (VI) Survey was conducted with homeless people in this region – the "50 Lives 50 Homes" campaign. To date, 10 of the 20 most vulnerable homeless people have been assisted into permanent supported housing. The 2014 VI Survey has been completed and is currently being compiled.

Acknowledgements

Hawkesbury City Council would like to thank all the people who have contributed to the development of this plan – particularly the people and agencies that attended the homelessness forums and workshops in 2012 and 2013. Council would also like to thank the Hawkesbury Housing Forum (HHF) for supporting and actioning this plan together with Council. Particular thanks are extended to the members of the HHF Working Group: Leanne Armstrong; Kailene Smith; Jenny Woods, Carol Field, Kirsten Dale, Debbie Mills, and Michael Laing.

Table of Contents

Purpose of this Plan	i
Definitions of homelessness.....	i
Causes of homelessness	i
Levels of homelessness in the Hawkesbury.....	ii
Acknowledgements.....	ii
Introduction	1
Guiding Principles	2
Action Plan Recommendations	2
1. Planning and Coordination	3
2. Policy and Advocacy	3
3. Partnership/Resource Sharing.....	4
4. Affordable Housing & Housing Options	5
5. Transport.....	5
6. Information	5
7. Funding for New Homelessness Services/Facilities.....	6
The Next Steps... ..	7
Appendix A: Individual Agency Responses	9
Appendix B: Other Local Homelessness Workshop Actions.....	21
1. Planning and Coordination	23
2. Policy and Advocacy	23
3. Partnership/Resource Sharing.....	24
4. Affordable Housing & Housing Options	25
5. Transport.....	25
6. Information	25
7. Funding for New Homelessness Services/Facilities.....	26
Appendix C: Protocol for Homeless People in Public Places, October 2012, NSW FACS/Housing NSW	27
Appendix D: Outcomes of the <i>Going Home Staying Home Reform</i> (Nepean June 2014), NSW FACS.....	33

Introduction

Due to growing community concerns over gaps in services for homeless people Hawkesbury City Council at its Ordinary Meeting on 30 April 2013, responded by running a Homelessness Workshop for key services on 26 June 2013.

The workshop was attended by 32 people including three Hawkesbury City Councillors.

On 30 July 2013, Council received the report which included 25 recommendations/principles grouped into common themes.

As part of the recommendations council staff approached the Hawkesbury Housing Forum “to discuss the establishment of an interagency working group to undertake the task of preparing a draft Hawkesbury Homelessness Action Plan.”

The Hawkesbury Housing Forum at its meeting of 7 November 2013 received nominations for a working group to develop a Draft Hawkesbury Homelessness Action Plan (HHAP). The working group met on 27 November 2013 to begin the development of the HHAP.

This document has been developed from the recommendations of the Council Homelessness Workshop facilitated on 26 June 2013.

The HHAP also contains references to outcomes from two other local homelessness conferences which compliment the recommendations of this Action Plan. These are: the Hawkesbury Homelessness Conference (31 October 2012) – local consultation in Windsor for the Nepean/Blacktown Taskforce on Homelessness; and, Boystown San Miguel's “Addressing Family Homelessness in the Hawkesbury” forum on 12 November 2013. These recommendations have been included in Appendix B and linked to relevant actions in the HHAP (where possible) or referred for action by the relevant agencies.

This Plan has been developed to action all the recommendations and for the consideration of key agencies, local members, Council’s Human Services Advisory Committee and Hawkesbury City Council.

Included in Appendix A is information from the 15 agencies that attended the Homelessness Workshop on the 26 June 2013. This information was provided by these agencies in response to three key questions:

1. What services or programs does your agency currently provide for homeless people in the Hawkesbury?
2. What are the primary gaps in services available to homeless people in the Hawkesbury?
3. What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?

Also included are: the NSW Protocol for Homeless People (Appendix C); and the *Going Home Staying Home Reform*, SHS Tender Outcomes, Nepean and Blue Mountains District (June 2014 Fact Sheet), NSW Family & Community Services (Appendix D).



Guiding Principles

The Hawkesbury Homelessness Action Plan (HHAP) has been developed on the following 'Guiding Principles' identified from the workshop outcomes:

1. Homelessness should be on the agenda of all levels of government.
2. Working together in partnership we can achieve much more than operating in isolation and provide a co-ordinated response to the needs of homeless people.
3. All agencies should be encouraged to have clear and effective interagency planning mechanisms that respond effectively to the needs of homeless people.
4. Homeless people are part of our community and should be treated with respect, having equal access to services and facilities to enable them to fully participate in their community.
5. All people should have access to housing that is affordable, sustainable and meets their individual needs.
6. Homeless people are entitled to receive support to ensure that they can access and maintain suitable housing.

Action Plan Recommendations

These are the recommendations from the Council Workshop on 26 June 2013 which have been grouped into common themes.

Note: Some additional actions have been added from other local forums/workshops and these are colour coded: **Blue** for the Nepean/Blacktown Homelessness Taskforce Local Consultations; and **Red** for the San Miguel/Boystown "Addressing Family Homelessness Forum" (priority areas summary).

Please see Appendix B for a full list of these (other) actions and how they link to this Plan.

1. Planning and Coordination

Strategy/Action	Key agencies	Timeframe (Short, Medium, or Long term)	Measure	Outcome
1.1. Develop a Homelessness Action Plan (HAP) for the Hawkesbury LGA	Council, Hawkesbury Housing Forum (HHF) and key agencies	Short – 6 months	Plan developed and endorsed by Council	Coordinated response to the needs of homeless people
1.2. Establish a partnership framework (Homelessness Working Group) to coordinate the implementation of the agreed actions	HHF Working Group, Key agencies	Short – 6 months	Partnership framework developed	Coordinated response to the needs of homeless people

2. Policy and Advocacy

Strategy/Action	Key agencies	Timeframe (Short, Medium, or Long term)	Measure	Outcome
2.1. Hawkesbury City Council to act as an advocate for homelessness	Council	Ongoing	Number of actions taken by council in advocacy for homeless people	Inclusive communities
2.1.1. Make representations to John John Morony and Dillwynia Correctional Facilities and Local/Nepean Health Boards to insure that people are not released into homelessness	Corrective Services			
2.1.1. Local health services have more flexible practices with homeless people (e.g. '3 strikes & out' practice with missed appointments)	Nepean Blue Mountains Local Health District & Medicare Local			

Strategy/Action	Key agencies	Timeframe (Short, Medium, or Long term)	Measure	Outcome
2.2. Hawkesbury City Council to support the needs of the homeless by working with other levels of government in advocating for the necessary infrastructure	Council	Ongoing	Number of services provided in response to gaps identified	Coordinated response to the needs of homeless people
2.3. Review Council's Homelessness Policy and include training for council staff in how to respond to homeless people sleeping rough	Council	Short – 6 months	Policy reviewed; Training for staff	Coordinated response to the needs of homeless people
2.4. Advocate for caravan parks to keep rent affordable	HHF All agencies	Medium to long term: 1- 5 years	Rents no more than 30% of income	Sustainable housing options for homeless people
2.5. Advocate for increased funding (e.g. availability of crisis accommodation) or other identified funding needs for homeless people	Council, All agencies	Medium to long term:1- 5 years	Number of services provided in response to gaps identified	Co-ordinated response to the needs of homeless people

3. Partnership/Resource Sharing

Strategy/Action	Key agencies	Timeframe (Short, Medium, or Long term)	Measure	Outcome
3.1. Establish (local) partnerships for the funding of key priorities (e.g. funding for a Street/Outreach Worker)	HHF All agencies	Medium Term 1-2 years	Number of services provided in response to gaps identified	Coordinated response to the needs of homeless people
3.2. Establish partnerships between local agencies to respond to the specific cultural needs of indigenous people	HHF All agencies	Medium Term 1-2 years	Partnerships established	Coordinated response to the needs of homeless people

4. Affordable Housing & Housing Options

Strategy/Action	Key agencies	Timeframe (Short, Medium, or Long term)	Measure	Outcome
4.1. Council develop an Affordable Housing Policy, including an assessment of housing type and tenure requirements; use of developer contributions; and, other possible mechanism or sources of funding for affordable housing	Council	Medium to Long term – 1 to 5 years	Availability of a range of affordable housing	Sustainable housing options for homeless people

5. Transport

Strategy/Action	Key agencies	Timeframe (Short, Medium, or Long term)	Measure	Outcome
5.1. 5.1 Council and Peppercorn Services Inc. to consider a transport solution to assist homeless people to access services	Council, Peppercorn Services Inc.	Medium to Long term – 1 to 5 years	Transport solution provided	Inclusive communities

6. Information

Strategy/Action	Key agencies	Timeframe (Short, Medium, or Long term)	Measure	Outcome
6.1. Council investigate the most appropriate mechanism for co-ordinating information with respect to homelessness services; and encourage the use of this mechanism by agencies	Council HHF Inter-agencies	Short Term – 6 months to 12 months	Number of resources available/ distributed	Co-ordinated response to the needs of homeless people

Strategy/Action	Key agencies	Timeframe (Short, Medium, or Long term)	Measure	Outcome
6.2. Investigate possibility of holding an Annual Homelessness Expo (like Blacktown does)	Council HHF	Short Term – 6 months to 12 months	Options investigated	Co-ordinated response to the needs of homeless people
6.3. Council investigate the most appropriate mechanism for co-ordinating information to homeless people about what's available, where to go and how to get there	Council HHF Other key agencies	Short Term – 6 months to 12 months	Number of resources available/ distributed	Co-ordinated response to the needs of homeless people

7. Funding for New Homelessness Services/Facilities

Strategy/Action	Key agencies	Timeframe (Short, Medium, or Long term)	Measure	Outcome
7.1. Investigate funding for a Street/Outreach Worker	Council HHF All agencies	Medium Term 1-2 years	Funding options investigated	Co-ordinated response to the needs of homeless people
7.2. Investigate the funding of a food van to/for the Hawkesbury	Council HHF All agencies	Medium Term 1-2 years	Funding options investigated	Co-ordinated response to the needs of homeless people
7.3. Council to investigate buildings (including private and vacant buildings) for a drop-in homelessness centre in a safe location, that is: a) Large enough for more showers, dryers, and open more often b) Provide more services, medical, pet care c) Storage lockers	Council Other service providers and agencies	Medium to Long term – 1 to 5 years	Suitable building options investigated	Co-ordinated response to the needs of homeless people

Strategy/Action	Key agencies	Timeframe (Short, Medium, or Long term)	Measure	Outcome
7.4. Investigate options for providing homeless people with access to community gardens (e.g. Peppercorn Services gardens at McGraths Hill; Norwest Disability - Secret Garden site in Richmond).	Council Peppercorn Services Inc. Secret Garden (Norwest Disability)	Medium Term 1-2 years	Options investigated	Healthy and inclusive communities

The Next Steps...

Once this HHAP has been adopted by Council it is proposed that the HHF Working Party will arrange for a “Round Table” discussion with Local, State and Federal members of parliament to receive their feedback on the Plan. Council and other levels of government, HHF, key agencies and the community will then commence implementation of the HHAP.



Appendix A

Individual Agency Responses

(from Council's Homelessness Workshop on 26 June 2013)

TURNING POINT YOUTH SUPPORTED ACCOMMODATION

<p>What services or programs does your agency currently provide for homeless people in the Hawkesbury?</p>	<ul style="list-style-type: none"> • Accommodation for single young people that can't live at home. Four beds in the house. Medium to long term service. • Use an assessment process and this can take up to a week which is problematic if you are wanting the young person to stay in the area (if it takes too long they will generally leave). • Develop case plans with each young person. Provide support and assist to the young person when they exit the service as well. • Do their best to provide a home like environment (cooking, cleaning, washing, homework etc.) and all the structures of a home. • Focus is on keeping kids at school. • Not always ideal outcomes. • Have up to four flats provided by Wentworth where the young people can transition into independent living. • Sometimes young people don't need the service any more (choose to couch surf, go home, leave the area, find somewhere else).
<p>What are the primary gaps in the services available to homeless people in the Hawkesbury</p>	<ul style="list-style-type: none"> • What to do with 13 -14 year olds. • In urgent need of crisis accommodation as there is currently no capacity to assist crisis accommodation (short term) situations. • When considering placements we have to be very careful about the house dynamics and managing the different and at times complex behaviours.
<p>What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?</p>	<ul style="list-style-type: none"> • Another worker (Day time Case Worker) and additional funding to support additional hours/worker. • Day time case worker could conduct mediations between parents and young people and provide additional support with the aim of getting the young person home to a safe environment. • Promote membership on the Management Committee – third Tuesday of every month 1:30pm to 3:30pm • It is a better option to replicate the service rather than expand the existing housing numbers

WOMENS COTTAGE

<p>What services or programs does your agency currently provide for homeless people in the Hawkesbury?</p>	<ul style="list-style-type: none"> • Crisis drop-in service for women and children. • Showers and care packs available – no housing available. • Food hampers available. • Partner with Nurreen • Not a housing provider. • Monday to Friday 9:30am to 1pm and Thursday 3pm to 7pm • Deal with a lot of issues and support women and children escaping domestic and family violence
--	--

WOMENS COTTAGE	
What are the primary gaps in the services available to homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Homelessness is a complex issue and providing housing is not the only solution. • Chronic and complex homelessness is not being addressed. • More attention needs to be placed on addressing the underlying Issues/needs causing homelessness. • Need to acknowledge that some homeless are not willing to be engaged (and may have a valid reason).
What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?	<ul style="list-style-type: none"> • Homelessness solutions is more than just providing food. • Support for complex issues, needs to be addressed for housing to be sustainable. • Project 40 is fantastic because it is client individual focussed and a good example of developing ongoing support and client trust. • Sufficient resources for the Cottage to be open more hours – even 1 extra day would be good. • Wrap around support would be ideal. • Early intervention services to stop the spiral.

HAWKESBURY COUNCIL	
What services or programs does your agency currently provide for homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Involved in various community interagencies as representatives – i.e. Nepean Blacktown Taskforce on Homelessness, Youth Homelessness Working Group, Hawkesbury Youth Interagency. • Get actively involved in Hawkesbury Hub. • HCC Homelessness Policy. • Operates in accordance with the NSW Homeless Protocol. • Consults with other services. • Advocacy role and actively seek opportunities for services to access capacity and partnership building opportunities. • Hawkesbury Residential Land Strategy. • Staff work with services to build capacity, connect with funding opportunities, share ideas etc.
What are the primary gaps in the services available to homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Housing supply (community and social). • Better Regulations (current ones can at times constrain options). • Level of groups and services communication with each other.
What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?	<ul style="list-style-type: none"> • Investigate affordable housing options for the LGA. • Innovative models could be increased and expanded. • Continue its advocacy role. • Update the Homelessness Policy. • Investigate going down the Section 94 path when we review our Plan. • More regular opportunities to meet share resources/swap information (Council could perhaps take on a leadership role). • Immediate needs of the homeless to be catered for today – provide support to the services. • Keep homelessness on the agenda.

PEPPERCORN SERVICES INC	
What services or programs does your agency currently provide for homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Currently does not have direct service delivery role. • Manage a range of community services (manage community centres which have a commercial kitchen). • Do provide transport to frail and isolated aged and disability clients to increase access and social participation.
What are the primary gaps in the services available to homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Getting information out on what they do to other sectors. • Transport options available to the homeless.
What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?	<ul style="list-style-type: none"> • Work collaboratively and utilise resources to address gaps. • Communicate and connect more with other services. • Consider flexibility of funding in the context of homeless support. • Raise awareness of what homelessness support services are out there through our own networks and with our staff. • Provide information about what we do.

HAWKESBURY HELPING HANDS	
What services or programs does your agency currently provide for homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Cover the Windsor area. • Provide meals on Saturday and lunch on Wednesday. • 3 days a week over the Christmas period. • Today's lunch attendance 20-30 and on Saturdays we may get as many as 40 – 55. • From July 7 Hawkesbury Helping Hands will move to St Matthews Hall. • Work closely with St Johns and they connect homeless with other services (legal service, Centrelink, health service etc.).
What are the primary gaps in the services available to homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • The fact that we only cover the Windsor area. • Better amenities in the service. • Not accessible to clients at all hours. • Clients generally have no access to transport.
What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?	<ul style="list-style-type: none"> • Provision of a food van that could also go out to other areas and increase access. • The development of a functional drop-in centre. • Could open longer hours. • Provide ready and free access to showers and toilets as well as access to free washing machines and dryers. • Somewhere to store personal items (locker). • Capacity for other services to come in and connect clients to whatever they need.

ABORIGINAL LEGAL ACCESS SERVICE (HAWKESBURY NEPEAN LEGAL CENTRE)

<p>What services or programs does your agency currently provide for homeless people in the Hawkesbury?</p>	<ul style="list-style-type: none"> • Provide free legal advice to a range of different groups within the homeless arena. • Referral service. • Try to connect clients to services and work in conjunction with other services. • Provide an outreach service. • Tues PM – Aboriginal youth project/group.
<p>What are the primary gaps in the services available to homeless people in the Hawkesbury?</p>	<ul style="list-style-type: none"> • Only have 1 person to provide the support – demand and request for service. • Currently no male worker – to accommodate ‘mens business’ and cross cultural needs. • Difficult getting women into accommodation particularly in emergency and crisis situations. • Having somewhere to refer clients to. • Lack of awareness about what services are actually out there. • Lack of direct contact with homeless about what the actual underlying issues are (need to go to them). • Need to pool resources more (share advertising and reduce cost burdens on limited funded services). • Services to consider sharing workers and build on partnerships to increase access and build capacity – funding models need to be flexible to enable this to happen.
<p>What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?</p>	<ul style="list-style-type: none"> • Employ additional outreach workers. • Services supporting homeless clients should find better ways of communicating with each other. • Come together more to share information to brainstorm ideas and to identify collaborative opportunities. • Share more with each other the outcomes of individual services research regarding the homeless (vulnerability index). • Provide funding to enable organisations to expand their service delivery and attract more staff to the sector.

NURREEN WOMENS ACCOMMODATION & SUPPORT SERVICE

<p>What services or programs does your agency currently provide for homeless people in the Hawkesbury?</p>	<ul style="list-style-type: none"> • Accommodation for women with children. • Outreach support (Wilberforce Caravan Park & Kaleidoscope Lodge Kurmond Kurrajong). • 2 properties for women and children escaping domestic violence and 2 transitional properties. • 4 units for supported accommodation 3x1 bedrooms, 1x2 bedrooms at Windsor Baptist Church (BEAMS). • Assist with housing applications and assess housing applications to see if they need to be moved up the list quicker. • Case management approach. • Reforms are about reconfiguring services to change the way we do business. • High violence in the area. • Wentworth is often the first point of Contact. • Work collaboratively with the Homelessness Hub and work in partnership with the Hawkesbury Homelessness Forum. • Trying to support those homeless under the bridge, on the river, at McQuade Park.
<p>What are the primary gaps in the services available to homeless people in the Hawkesbury?</p>	<ul style="list-style-type: none"> • More accommodation. • Youth worker for outreach (particularly Wilberforce). • Regulation of caravan parks and rooming houses to cap rates – currently too expensive and tenants become trapped. • Single males are an issue but services to support single females also need to be addressed. • Access to other caravan parks – currently limited or blocked. • Limited/no options for single males and single females accommodation.
<p>What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?</p>	<ul style="list-style-type: none"> • Extra paid worker. • Ongoing (recurrent) funding. • A conversation with landlords about rent raising and capping. • Issues are complex and resources on the ground to address the underlying issues, are limited and/or stretched to capacity.

SALVATION ARMY	
What services or programs does your agency currently provide for homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Provide food and blankets to homeless. • Provide access to showers. • Place homeless families in motels. • Referrals to other services and also provide information on other services.
What are the primary gaps in the services available to homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Access to low cost affordable housing. • Affordable rent - People will pay rent but the rent is too high (need to look at the whole picture or homeless experience when determining affordable housing). • Need accessible public showers and toilets – not locked. • Access to community gardens and produce (homeless could grow their own vegies).
What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?	<ul style="list-style-type: none"> • Increase affordable housing stock. • Better utilisation of community gardens (who has them, where are they, how can some be better utilised and accessed?). • Needs crisis care options (whether it is shared or not). • Access to lower rental properties.

WENTWORTH COMMUNITY HOUSING	
What services or programs does your agency currently provide for homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Single tenancy model. Manages 2000 properties (owned by government). • All tenanted (used) around 25-30% of their income – 700 occupied in Hawkesbury. • 'Affordable Housing' tenanted at 75% of market rent. • Project 40: Nurreen: DV Womens Housing. • Rapid re-housing Pilot is being run by Housing NSW (Penrith/Mount Druitt and may be a solution. • Wentworth is putting up houses, and services are working together to access clients into mainstream services.
What are the primary gaps in the services available to homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Need more affordable rental housing. • Little government housing stock available – smaller units needed. • Houses for large families, more than 3 children, 3 bedroom stock mostly.
What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?	<ul style="list-style-type: none"> • Redevelop older stock of government housing and more 1-2 bedroom housing stock. • Innovation needed to increase supply. • Rapid rehousing to work better to solve homelessness. • A regional and local government Plan. • Transfer title to Wentworth Community Housing to allow for redevelopment.

WENTWORTH COMMUNITY HOUSING - PROJECT 40	
What services or programs does your agency currently provide for homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Across four LGAs (Hawkesbury, Penrith and Blue Mountains). • Coordination Group meets to determine housing and members are derived from around the Hawkesbury LGA. De-identify clients to protect privacy. Use an integrated case management approach. Wentworth doesn't vote on the Coordination Group. • 14 properties – accommodation is owned by the government. • Program is under review and trying to look at creative models. • Trying to have them allocated before December 13. • Co-location at properties has not been successful but can revisit shared tenancy. • 92% success rate for maintaining premises.
What are the primary gaps in the services available to homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Based on the Vulnerability Index. • Length of homelessness – reoccurrence of homelessness. • People escaping domestic violence or at risk. • Institutions/children at risk/criminal behaviours. • Clients ranked against the VI – if they meet the criteria then properties are based on the VI results. • Knowledge of other services operating to support homeless and linking clients to other services and the knowledge.
What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?	<ul style="list-style-type: none"> • Single accommodation stock needs to be built. • Extra funding to consider creative ways to address the broader issues.

ST VINCENT DE PAUL	
What services or programs does your agency currently provide for homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Located in Windsor (has a shop). • St Vincent de Paul Society (SVDP) provides assistance to all people in need including those people experiencing homelessness. • Provide material assistance (food, household goods and clothing, blankets). • Assist access to other support services. • Volunteer based.
What are the primary gaps in the services available to homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Communication between services. • Funding. • Access to housing and support.
What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?	<ul style="list-style-type: none"> • Centre to cater for the needs of the homeless.

HOUSING NSW (FACS)	
What services or programs does your agency currently provide for homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Provide funding to services to deliver programs to homeless (Community housing and crisis accommodation). • Work with other departments, agencies to address homelessness in NSW. • Manages Aboriginal public housing for the Aboriginal Housing Office. • Plays a key role in developing policy and supporting relationships to increase access to the supply of affordable housing across NSW. • Provides a range of products and services to assist people into the private rental market and home ownership • Provides policy advice to government and manages the Housing Act 2001 and associated legislation..
What are the primary gaps in the services available to homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Collaboration and working with the homelessness sector.
What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?	<ul style="list-style-type: none"> • Better coordination and communication between the Department and the Hawkesbury Homelessness sector about homelessness responses.

SOUTH WINDSOR BREAKFAST PROGRAM	
What services or programs does your agency currently provide for homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Provide a free breakfast program. • Self-funded. • Operate Tuesday and Thursday 9-10am.
What are the primary gaps in the services available to homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Transport for clients to access the breakfast program. • Communication between services a huge issue. • Access to avenues to share information and promote access.
What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?	<ul style="list-style-type: none"> • Better utilisation of community E networks and interagencies to provide information and identify support opportunities. • Hawkesbury Housing Forum should develop a newsletter or an information sheet that has all the information on it (aware that there is currently a fold out info sheet but more client friendly). • Hawkesbury Hub also needs to get information out to the homeless (go to them not get them to come to you).

HAWKESBURY COMMUNITY KITCHEN	
What services or programs does your agency currently provide for homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Located in Windsor • Provide food – 5 nights a week and 3 days. • Offers use of a washing machine and lunch from 10am to 1pm • Pick up food from various outlets and are supported by the Richmond Club. • Service is not funded and the food is donated • Average about 15 at each meal and sometimes reach 20 • Have a shower and a washing machine (no dryer) • Services visit the kitchen and connect with the clients • Provide clients with the list of agencies and resources • Don't have accommodation • Provide a free copy of the Gazette to clients • Don't ask questions about their situation for privacy and dignity reasons. • Premises are rented. • Utilise volunteers. • Client mix is varied – singles/families.
What are the primary gaps in the services available to homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Communication between services. • Better relationship with local media. • Need funding support. • Access to accommodation options for the homeless in the Hawkesbury. • Information about services is not avail to homeless.

MARIST YOUTH CARE	
What services or programs does your agency currently provide for homeless people in the Hawkesbury?	<ul style="list-style-type: none"> • Young people aged 12-25 who are homeless or at risk of becoming homeless or living away from their families. • Try and focus on addressing the issues faced by young people. • Help them develop skills for independent living. • High packages available. • NSW Housing provide 10 properties and cover a large area. • Brokered services to outreach and support. • Provide material aid (furniture, fridges etc.). • Also outreach case management to prevent homelessness. • Follow up people leaving supported accommodation (hospital, prison etc.). • 100 early intervention packages (medical, training etc.). • Provided outreach via a sole worker since 2009.

MARIST YOUTH CARE

What are the primary gaps in the services available to homeless people in the Hawkesbury?

- Number of street workers too low.
- Service an isolated area, service does not have the capacity to connect with other services in other areas (i.e. Penrith).
- Coordination of service delivery.

What could be done to address these gaps or overcome barriers that may prevent homeless people from getting the help they need?

- Agencies need to take more responsibility to network with each other and to stay informed about what services are currently supporting homeless clients.
- 'One stop shop" to provide a range of services.
- Ongoing funding past June 2014.
- Additional workers to increase access and service area.

A decorative graphic consisting of several overlapping, wavy lines in various shades of blue, transitioning from a light blue at the top to a dark blue at the bottom, creating a sense of movement and depth.

Appendix B

Other Local Homelessness

Workshop Actions

Strategies from other local forums/workshops are colour coded: **Blue** for the Nepean/Blacktown Homelessness Taskforce Local Consultations (31/10/12); and **Red** for the San Miguel/Boystown “Addressing Family Homelessness Forum” (priority areas summary) – held on 12/11/2013. This information is included to compliment the HHAP and reference possible actions for key agencies.

1. Planning and Coordination

Use a framework for prioritising needs for human services i.e. Results Based Accountability (Council’s Human Services Advisory Committee);

Council comment: This work has been undertaken by Council’s Human Services Advisory Committee (HSAC) as part of its Community Indicator Framework and is nearing completion.

Identify the specific needs of the Hawkesbury community and those who are homeless or at risk of homelessness;

Council comment: This work has been undertaken in the HHAP (1.1) and as part of the HSAC’s Community Indicator Framework.

2. Policy and Advocacy

Advocate to council to improve development of low cost housing;

Council comment: Covered in 2.1

Advocacy and increased services for young (homeless) people in Windsor;

Council comment: Covered in 2.1

Increased employment opportunities and more local jobs;

Council comment: Covered under the Hawkesbury Community Strategic Plan 2013-2032 (HCSP) theme “Supporting Business & Local Jobs.”

Prisons and hospitals have dedicated support teams and to ensure there is not an ongoing population of people released into homelessness;

Council comment: This action has been included under section 2 (see 2.1.1)

Consumer advocates – representing youth, families and children;

Council comment: Can be addressed under section 2 and by working with other agencies to document the needs.

Homeless Persons Protocol (Hawkesbury) – include training for council workers in how to respond to those sleeping rough;

Council comment: included under 2.3

Provide training and information to young people and families (NSW FACS may assist).

Council comment: Needs further clarification.

3. Partnership/Resource Sharing

Better use of government resources to meet local needs of homeless and at risk (people) in Hawkesbury: e.g. Hub, One Stop Shop, referral, service.

Council comment: Agreed. Council will continue to support the Hub/One Stop Shop.

Sustained funding for HAP and other initiatives that are working to solve homelessness;

Council comment: Continued HAP funding will be subject to the outcomes of the Going Home/Staying Home reforms (State & Federal Funding); Council will continue to support initiatives that are working to solve homeless as identified in the HHAP.

Increase government benefits;

Council comment: This is a Federal Government matter and outside the scope of the HHAP.

Continue to build strong partnerships with services (advocacy);

Council comment: Covered under 3.1 and section 2.

Provide more intensive support when it is needed;

Council comment: This will be subject to the outcomes of the Going Home/Staying Home reforms & service capacity.

Ensure timely and appropriate referrals;

Council comment: This will be a service system function – but may be assisted by the HHAP.

Don't duplicate services;

Council comment: This should be addressed under the Going Home/Staying Home reforms; but will be assisted by the HHAP coordination.

Sharing via email recent research;

Council comment: assisted under section 6.

Expo of services/service diary where people can share info;

Council comment: same as 6.2.

Use partnerships to enhance capacity to assist clients (i.e. use seconded workers);

Council comment: see section 3 - Partnership/Resource Sharing

More comprehensive information sharing with consent (all services may like to look at current practices in relation to this);

Council comment: Assisted under section 6.

Develop a 'practice group' to meet to discuss interagency work with specific case studies; & Practice Forums (outside Hawkesbury)

Council comment: Council will continue to work with HHF and contribute resources.

4. Affordable Housing & Housing Options

Increased development of affordable housing (social, community, and rental);

Council comment: Covered under section 4.1

Lower interest rates – access for all low income recipients (i.e. Government loan pay back 25/30% weekly to purchase);

Council comment: This is outside the scope of the HHAP.

Council planning and involvement in a range of housing options by more effective use of planning agreements;

Council comment: Covered under section 4.1

Consider options such as rents capped to keep affordable housing stock; government encouragement in investment of affordable housing properties;

Council comment: This is outside the scope of the HHAP, however key agencies may be able to work with Wentworth Community Housing to establish a 'not for profit Real Estate Agency' – such as Victorian has.

Next forum invite real estate managers;

Council comment: Noted.

Lobby for increase of affordability supply e.g. City West housing project/affordable housing for life/Commonground and Foyer models.

Council comment: see 2.1

5. Transport

Better transport in Hawkesbury (better able to access services);

Council comment: Addressed under the HCSP section "Linking the Hawkesbury".

Provision of transport/minibus to assist transport needs of homeless families;

Council comment: see 5.1

Bus Timetables to be published in local papers and other free media;

Council comment: to be investigated further by the HHF to determine the best options.

Taxi vouchers for adults.

Council comment: to be considered under 5.1

6. Information

Education (prevention and early intervention);

Council comment: to be addressed under the Going Home/Staying Home reforms.

Inform and connect the community and ensure people know their options and available services;



Council comment: see 6.1 & 6.3

Encourage service users to share their knowledge with others that may be at risk;

Council comment: Noted – to be discussed by HHF Working Group.

Homeless Hubs – one stop shop. Awareness of hubs and more regularly;

Council comment: Council will continue to support the Homeless Hubs with the Hub Planning Group & HHF.

Network/Interagency/Forums (information available about current interagency);

Council comment: see 6.1 & 6.3

Practice Forums (outside Hawkesbury);

Council comment: covered under section 3 (above)

Directory of Services (online) – some good sources already are Hawkesbury e-news (Community NET/Tri) and HS Net.

Council comment: see 6.1 & 6.3

7. Funding for New Homelessness Services/Facilities

Encourage local social enterprises;

Council comment: Noted – Council will investigate further.

Funding wrap around/outreach support service (not time limited for those that need it to sustain housing);

Council comment: Noted – this will be subject to service specifications under the Going Home/Staying Home reforms.

Referrals to HAP services brings funding & Brokerage Funding (YHS takes referrals);

Council comment: Noted – also see 6.1

Investigate new funding models/sources: social enterprises, social investment, corporate & philanthropic agencies;

Council comment: Noted – Council will support innovation and investigate new funding sources

Mapping of system and gaps (service directory may assist with this);

Council comment: see 6.1 – in conjunction with the HHF

Mobile outreach bus (fully resourced) to connect with remote communities (e.g. Glossodia, Colo, Wisemans) in a perfect world.

Council comment: Council will explore options with existing partnerships

A decorative graphic consisting of several overlapping, wavy lines in shades of blue, transitioning from a light blue at the top to a dark blue at the bottom, creating a sense of movement and depth.

Appendix C

Protocol for Homeless People in Public Places

October 2012

NSW FACS/Housing NSW

Protocol for Homeless People in Public Places

October 2012

The following government organisations with an operational presence in public places or who provide a service to assist homeless people have endorsed the Protocol:

- Housing NSW
- Community Services
- Department of Premier and Cabinet
- NSW Police Force
- Office of Environment and Heritage
- NSW Health
- RailCorp
- State Transit Authority of NSW
- Sydney Harbour Foreshore Authority
- Sydney Olympic Park Authority
- Aboriginal Affairs NSW
- Ambulance Service of NSW

Each of the above organisations will implement the Protocol within its own business and will determine how it should be used by all relevant staff, including contract staff such as security officers. Organisations will deal with complaints about the application of the Protocol through their existing complaints mechanism.

Local councils have been advised of the Protocol to inform their responses.

What is the Protocol?

The NSW Government introduced the Protocol to help ensure that homeless people are treated respectfully and appropriately and are not discriminated against on the basis of their homeless status. The Protocol also aims to assist homeless people to receive services if they need or request them. It is an important element in the Government's strategy for responding effectively to homelessness.

The Protocol

A homeless person is not to be approached unless:

- they request assistance;
- they appear to be distressed or in need of assistance;
- an official seeks to engage with the person for the purpose of information exchange or provision of a service;
- their behaviour threatens their safety or the safety and security of people around them;
- their behaviour is likely to result in damage to property or have a negative impact on natural and cultural conservation of environment, including cultural heritage, water pollution and fire risks;

- they are sheltering in circumstances that place their or others' health and safety at risk (for example, staying in derelict buildings, high risk areas);
- they are a child who appears to be under the age of 16;
- they are a young person who appears to be 16 to 17 years old who may be at risk of significant harm;
- they are a child or young person who is in the care of the Director-General of the Department of Family and Community Services or the parental responsibility of the Minister for Family and Community Services.

The Protocol does not prevent organisations from taking appropriate action where health or safety is at risk or a breach of the peace or unlawful behaviour has occurred.

If homeless people require assistance, officials can:

- involve appropriate services directly;
- provide advice or information on available services; and
- provide a contact point that the homeless person can either call or go to for further advice or help.

Underlying principles of the Protocol

The Protocol is based on the following principles:

- Homeless people have the same entitlement as any member of the public to:
 - be in public places, at the same time respecting the right of local communities to live in a safe and peaceful environment;
 - participate in public activities or events; and
 - carry with them and store their own belongings.
- Organisations that work in areas where their responsibilities are likely to bring them into contact with homeless people will receive sufficient information to enable them to assist homeless people if required, or help homeless people make contact with appropriate services.
- Homeless people have diverse backgrounds and needs, these should be considered in any response:
 - Cultural sensitivity and respect should be applied when engaging with Aboriginal homeless people and those from a culturally and linguistically diverse background;
 - Many homeless people have complex needs such as mental health and/or drug and alcohol issues, or cognitive impairment. These issues may result in behaviour that is seen to be antisocial; and
 - Homeless people may have experienced other issues that affect their needs. For example, they may have experienced domestic violence or left custody or statutory care, or they may be asylum seeking refugees with no contacts in the community.
 - The Protocol does not override existing laws, statutory requirements or regulations. It does not reduce the powers of organisations or their authority to enforce specific laws and regulations.
- Homeless people have the same access to a right of reply and appeals/complaints mechanisms as all members of the public.

Where the Protocol applies

The Protocol applies only to public places such as parks and outdoor spaces ordinarily accessible to the public. It does not apply to private property, or property which is not generally accessible to the public.

Review of the Protocol

This Protocol will be reviewed every two years from the date of its publication, October 2012.

For further information contact:

Manager, Homelessness Policy and Programs

Housing NSW
Locked Bag 4001
ASHFIELD BC 1800

or go to the Housing NSW website at www.housing.nsw.gov.au

Useful contact numbers

Homeless Persons Information Centre

1800 234 566 (toll free) or **02 9265 9081** (in Sydney)
(7 days, 9am – 10pm, closed each day between 1pm – 2pm)

This is a telephone information and referral service for crisis accommodation for people aged over 18 years who are homeless or at risk of homelessness.

Housing NSW After Hours Temporary Accommodation Line

1800 152 152 (free call)
(4.30pm – 10pm Monday to Friday 10am – 10pm weekends and public holidays)

This state-wide telephone service provides temporary accommodation for homeless people outside normal Housing NSW office hours. Clients are offered accommodation for a limited number of nights and are asked to visit a local Housing NSW office the next working day to make arrangements for more suitable longer-term accommodation.

LawAccess NSW

1300 888 529
(9am – 5pm Monday to Friday, excluding public holidays)

This state-wide telephone service provides free legal information, referrals and, in some cases, advice to people in NSW who have a legal problem.

Aboriginal Legal Service (NSW/ACT) Limited

02 8303 6600 (Redfern - Zone Office)
(8.30am – 5.30pm Monday to Friday)

This service assists Aboriginal people and Torres Strait Islander people with representation in court, advice and information, and referral to further support services.

Centrelink Indigenous Phone Service

136 380
(8am – 5pm Monday to Friday)

This state-wide telephone service is for Indigenous Australians living in regional and remote areas who would like advice on Centrelink payments and services.

Centrelink Employment Services and Job Network

132 850
(8am – 5pm Monday to Friday)

This state-wide telephone service assists individuals with their Centrelink payments. This line can also be used to book an appointment with the nearest Centrelink social worker.

State-wide services available 24 hours, 7 days

Child Protection Helpline - general community 132 111
- mandatory reporters 133 627

This telephone service, staffed by professionally qualified caseworkers, is available for reporting suspected abuse, neglect or risk of significant harm of children and young people.

The Mandatory Reporter Guide can be accessed via <http://sdm.community.nsw.gov.au/mrg/app/summary.page>.

The NSW Government's Keep Them Safe: a shared approach to child and wellbeing action plan can be accessed via <http://www.keepthemsafe.nsw.gov.au/home>

Domestic Violence Line

1800 656 463 (free call)
1800 671 442 (TTY)

This telephone service provides counselling, information and referrals for those experiencing domestic violence.

Lifeline

131 114

This telephone counselling service takes calls from people needing emotional support and provides services in suicide prevention, crisis support and mental health support.

NSW Rape Crisis Centre

1800 424 017 (free call)

This telephone and online service provides crisis counselling, support and referral for anyone who has experienced sexual violence.

Salvo Care Line

1300 36 36 22 (Regional NSW)
02 8736 3292 (Sydney metropolitan)

This telephone service is staffed by trained counsellors available to listen, assist and provide referrals for people facing a crisis in their lives.

YConnect Line (young people)

1800 424 830
02 9318 1531 (Sydney metropolitan)

This telephone service provides access to services, accommodation or referral for young people who are homeless or at risk of homelessness.

Alcohol and Drug Information Service

02 9361 8000 (Sydney metropolitan)
1800 422 599 (outside Sydney)

This telephone service provides information, referral, crisis counselling and advice about alcohol and illegal drugs.

NSW Mental Health Line

1800 011 511

This telephone service is staffed by mental health professionals and provides mental health information and referral services.



Appendix D

**Outcomes of the
*Going Home Staying Home Reform***

(Nepean June 2014)

NSW FACS

GOING HOME STAYING HOME SHS Tender Outcomes Nepean Blue Mountains District

This fact sheet provides an overview of the Going Home Staying (GSH) reform of Specialist Homelessness Services (SHS) in NSW and of the new services for the Nepean Blue Mountains District.

Going Home Staying Home

The Going Home Staying Home reforms will increase the focus on early intervention so people access the right support when they need it and before they reach a crisis point. It will make it easier for people to get help through a “no wrong door” approach and ensure services are provided where they are needed most.

Under the reforms, the total budget for specialist homelessness services delivered by non-government organisations in NSW will grow from \$135 million in 2013–14 to \$148 million in 2014–15.

There will be a total of 149 new specialist homelessness services across NSW that build on current good practice and innovation at the local level.

There will still be specialist service delivery in the new system. The service packages will deliver tailored responses to the specific needs of different client groups such as single women or women with children who are escaping domestic and family violence, and young people. Service providers will have the expertise or will develop appropriate responses to meet the specific needs of these and other client groups.

Going Home Staying Home builds on solid evidence and extensive consultation to develop a new service system that puts more effort into helping people before they become homeless to keep them housed. Under this new system, people who do become homeless will be rehoused as quickly as possible or supported in crisis or transitional accommodation until they can be safely housed or reconnected with family. The new system puts a stronger focus on continuing to support people after their crisis has been resolved so they don't become homeless again.

The number of people assisted under the new homelessness service system will remain constant and the profile of the client population will be improved to reflect contemporary needs and an emphasis on early intervention. The new services will continue to be provided to young people, women, men, and families.

The new service system will continue to focus effort on people in the community known to be most at risk of homelessness, for example, women experiencing domestic and family violence, rough sleepers, young people leaving care, people with mental health issues, and people living in unsafe conditions.

New service packages for the Nepean Blue Mountains District

The Nepean Blue Mountains District will receive \$6.68 million per annum for six service packages. This reflects an increase of \$46,000 or 1% from the 2013–14 SHS budget.

In the Nepean Blue Mountains District, the service packages will support approximately 2,235 clients each year who are homeless or are at risk of becoming homeless. New services will support all of the SHS target client groups, including, young people, men, women, and families. There will also be strong

focus on services to Aboriginal people and people from culturally and linguistically diverse backgrounds who are homeless or at risk or homelessness.

Table 1 shows the number of clients that will be supported in each client target group in the Nepean Blue Mountains District for the contracting period 2014–2017.

Table 1: Nepean Blue Mountains District – Total number of SHS clients by client groups (2014–2017)¹

Young people	758	33.9%
Men	230	10.3%
Women	594	26.6%
Families	653	29.2%
Total	2,235	100.0%

The preferred providers for the new services supporting clients in the electorates are in the following table.

These non-government organisations demonstrated through a competitive tender process their strong capability and capacity to provide the most effective services for people who are homeless or at risk of becoming homeless. The preferred providers bring significant experience, resources and value for money to these communities.

¹ Source: Sum of Case Mix, NSW SHS Program Service Descriptions 2014

Preferred SHS Providers – Nepean Blue Mountains District

Nepean Blue Mountains Adult Homelessness and Housing Support Service	Penrith Hawkesbury Blue Mountains	Londonderry Wollondilly Smithfield Mulgoa Hawkesbury Penrith Blue Mountains Riverstone	Women Men	\$841,430	<p>Lead agency: Wentworth Community Housing Ltd</p> <p>Partners: 1. Blue Gum Incorporated 2. BoysTown 3. Penrith City Council 4. St Clair Youth and Neighbourhood Team 5. UCA - Parramatta Mission 6. Penrith Domestic Violence Services Inc 7. Community Restorative Centre</p>	
<p>The Service will deliver housing support to homeless and at risk of homelessness single adults and couples without accompanying children. The Service will deliver all service responses, including: crisis and transition, prevention and early intervention, rapid rehousing and intensive support for clients with complex needs and includes flexible brokerage funding to achieve identified client centred goals which cannot be accessed through collaborative arrangements. The target group will include people who are experiencing chronic homelessness (rough sleepers) and people leaving custody. This Service has a strong focus on services for Aboriginal people, and will ensure services are accessible to people from culturally and linguistically diverse backgrounds.</p>	Nepean Blue Mountains Domestic and Family Violence, Homelessness Accommodation and Support Service	Penrith Hawkesbury Blue Mountains	Londonderry Wollondilly Smithfield Mulgoa Hawkesbury Penrith Blue Mountains Riverstone	Aboriginal Women Families	\$1,495,500	<p>Lead agency: Penrith Domestic Violence Services Inc</p> <p>Partner: Wentworth Community Housing Ltd</p>
<p>The Service will target women, with or without children, who are homeless or at risk of homelessness escaping domestic and family violence. The Service will deliver all service responses, including: crisis and transition (including allocation rights for five crisis refuges and a number of transitional properties), prevention and early intervention, rapid rehousing intensive support for clients with complex needs and includes flexible brokerage funding to achieve identified client centred goals which cannot be accessed through collaborative arrangements. This Service has a strong focus on services for Aboriginal women and families, and will ensure services are accessible to women and families from culturally and linguistically diverse backgrounds.</p>	Lithgow Homelessness and Housing Support Service	Lithgow	Bathurst	Young people Women Men Families	\$521,500	Lithgow Community Projects Inc
<p>The Service will support people who are at risk of becoming homeless or who are homeless in Lithgow and surrounding villages. The target population will include young people, adults, families with or without children including those escaping domestic and family violence, and Aboriginal people. Service responses will include crisis and transitional housing (including allocation rights for a crisis refuge and transitional properties), prevention and early intervention (including sustaining tenancies at risk) and rapid re-housing. This Service has a strong focus on services for Aboriginal young people, women men and families, and will ensure services are accessible to people from culturally and linguistically diverse backgrounds.</p>	Nepean Blue Mountains Young People's Homelessness and Housing Support Service	Penrith Hawkesbury Blue Mountains	Londonderry Wollondilly Smithfield Mulgoa Hawkesbury	Young People	\$2,321,500	<p>Lead agency: Platform Youth Services Inc</p>

Penrith
Blue Mountains
Riverstone

Partners:
1. The Turning Point Youth Accommodation Services Inc
2. Wentworth Community Housing Ltd
3. Mountains Youth Services Team
4. Mission Australia

The Service will target young people without accompanying children who are homeless or at risk of homelessness with multiple service delivery outlets required. The client group will include young people escaping family conflict, those leaving out-of-home care or those in contact with the juvenile justice system. There will be a strong focus on Aboriginal young people and young people from culturally and linguistically diverse backgrounds. The Service includes all service responses including crisis and transition (including allocation rights for two crisis refuges and a number of transitional properties), prevention and early intervention, rapid rehousing and support for young people with complex needs.

Nepean Blue Mountains Family Homelessness and Housing Support Service

Penrith
Hawkesbury
Blue Mountains

Londonderry
Wollondilly
Smithfield
Mulgoa
Hawkesbury
Penrith
Blue Mountains
Riverstone

Families \$1,102,000

Lead agency:
Mission Australia

Partners:
1. Blue Mountains Family Support Service
2. Hawkesbury Community Services Inc
3. Mission Australia Housing
4. BoysTown

The Service will target families with accompanying children, including young parents who are homeless or at risk of homelessness. There will be multiple service outlets and outreach to surrounding areas. The Service will have a strong focus on parents/carers with children including young parents in order to strengthen child outcomes where homelessness or at risk of homelessness is a factor. The Service includes all service responses including crisis and transition (including allocation rights for one crisis refuge and a number of transitional properties), prevention and early intervention, rapid rehousing and support for people with complex needs. This Service has a strong focus on services for Aboriginal families and will ensure services are accessible to families from culturally and linguistically diverse backgrounds.

Nepean Blue Mountains Tenancy Support Service

Penrith
Hawkesbury
Blue Mountains
Lithgow

Smithfield
Penrith
Mulgoa
Londonderry
Bathurst
Riverstone
Hawkesbury
Blue Mountains
Wollondilly

Young people
Women
Men
Families

\$401,500

Lead agency:
Wentworth Community Housing Ltd

Partners:
1. Blue Gum Incorporated
2. BoysTown
3. Penrith City Council
4. St Clair Youth and Neighbourhood Team
5. UCA - Parramatta Mission
6. The Gender Centre Inc
7. Lithgow Community Projects Inc
8. Platform Youth Services Inc

The Service will provide a tenancy support service for single men and women, families and young people whose tenancies are at risk. It will also build capacity within the SHS sector to deliver rapid rehousing. The Service will establish and maintain relationships with social housing providers and real estate agents, and will develop strong collaborative practices with mainstream service providers. The Service will have the capacity to provide targeted outreach to people identified at risk of homelessness, including: families and single adults at risk of losing their tenancy, young people under 25 years of age, and Aboriginal people with unstable housing. The Service will be the main source of expertise and capacity building in the District working with Service Providers to support those at risk of homelessness across all the population groups of families, men, women, and young people.

