

Homelessness NSW

A red swoosh graphic that starts under the 'Homelessness NSW' text and curves downwards and to the right.The background features abstract, overlapping shapes in grey, yellow, blue, and red. A large grey shape on the left contains the main title. Other shapes in yellow, blue, and red are scattered across the right and bottom portions of the cover.

HOMELESSNESS NSW

ANNUAL REPORT 2017-18

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ABOUT US

Homelessness NSW is a not for profit organisation that operates as a peak agency for its 124 member organisations to prevent and reduce homelessness across NSW. Our members include small, locally based community organisations, multiservice agencies with a regional reach and large State-wide service providers.



Homelessness NSW

OUR VISION

- A NSW where no one is experiencing homelessness and no one is at risk of homelessness.
- A NSW where there is affordable and safe housing for all with access to a range of community and support services.

WHAT WE DO

We **develop and assess policies** that impact on homelessness and its risk.

We **advocate** to Governments, business and the broader community to improve policy and program initiatives that affect homelessness

We **provide extensive information and education** about the causes of homelessness and the diverse program and service delivery approaches that are taken to tackle it;

We provide significant amounts of **support and advice regarding organisational change** and development and service delivery design in the homelessness sector

We **work collaboratively** with other peak housing, homelessness and broader human services organisations at the NSW and national level

OUR PURPOSE

To **advocate** and **provide leadership** on homelessness issues across NSW and to support effective service delivery to those who are experiencing homelessness have experienced homelessness or are at risk of homelessness.

STRATEGIC GOALS 2017-20

Homelessness NSW is committed to working to halve homelessness in NSW by 2025.

During the next three years there will be a Federal and a State election. Homelessness NSW's priority during this period must be to focus on advocacy and campaigning that brings about a commitment to:

1. Resource programs and system responses that prevent homelessness including no exits into homelessness
2. Resource programs and system responses that end homelessness such as supportive housing
3. Investing in and expanding available social housing supply
4. Increasing the availability of affordable housing
5. In addition to this, we will also be focusing on supporting the delivery of:
 - A homelessness sector that offers high quality services and delivers outcomes for clients
 - An increased organisational capacity and profile
 - A consumer focus as a core element of service provision



GOVERNANCE



CHAIR'S REPORT

Homelessness NSW has had an active year working to advocate strongly on homelessness issues both in NSW and nationally.

In 2017/18 the ABS released the 2016 homelessness statistics and unfortunately, homelessness increased by 37% in NSW which is significantly higher than the national increase of 14%. This shows that there is a lot of work to do in advocating for social and affordable housing and the provision of supportive housing to not only reduce homelessness but ultimately end it.

A major focus this year was advocating in response to people sleeping rough in Martin Place. Homelessness NSW undertook an extensive amount of media and discussions with a range of politicians on the issue and was successful in highlighting the importance of supportive housing in ending inner city homelessness. Homelessness NSW has continued to focus on highlighting issues for older women at risk of homelessness and rural and regional homelessness via a conference in Ballina that was attended by nearly 200 delegates.



Trish Bramble

Homelessness NSW has also worked hard to continue to support the homelessness sector following the *Going Home Staying Home* reforms of 2014 and provided extensive advice to the NSW Government during the development of the NSW Homelessness Strategy, and continued to advocate around the need for an improved service system.

With the de-funding of Homelessness Australia, Homelessness NSW continues to take on responsibility for managing the administration of the national organisation. Homelessness NSW has also been a key representative, on the *Everybody's Home Campaign* and it was pleasing to see so much support for the launch of the Campaign at the National Press Club in March this year.

Board members remained fairly constant during 2017/18 and we were pleased to welcome David Fisher from Housing Plus to the Board, although also sad to see Leigh Smith from Tamworth Family Support Services step down. I am pleased to say that the Board continues to represent the breadth of our membership including large and small organisations, rural and inner city and youth, Aboriginal, women's and men's services.

2017-18 was a year of consolidation for the Board and included completing an extensive review of the Homelessness NSW strategic direction and the development of a revised 3 year strategic plan. This plan provides some clear actions to help it work towards being the best possible homelessness advocacy organisation, as well as better identify its role in the Industry and Workforce Development space.

I would like to thank the Board of Directors, Policy Council members and staff for surviving an incredibly busy and challenging year and for the commitment shown by all in working to prevent and end homelessness.

TREASURER'S REPORT

2017-18 was a steady year of financial performance for Homelessness NSW.

In June 2018, we were pleased to be advised by the Department of Family and Community Services that we would receive one off additional funding for an Aboriginal Senior Project Officer and we were also asked to submit a proposal, on behalf of DVNSW and Yfoundations, to implement an Integrated Learning and Development Framework for the SHS Program. This additional funding is a reflection of the delivery of the Homelessness Industry and Workforce Development Strategy and its uptake and support from the sector.

I would like to thank the Department of Family and Community Services for acknowledging the expertise and importance of Homelessness NSW's work in supporting the sector.

Homelessness NSW supplements its grants from the Department of Family and Community Services with a range of other funding sources. In 2017-18, this included a profit from the Homelessness NSW conference, a limited administration fee for the management of Homelessness Australia, a small level of donations and contributions and a slight increase in revenue raised through membership fees due to membership consolidation following the adoption of the revised Homelessness NSW constitution.

I am pleased to advise that our annual audit for the 2017-18 year produced a satisfactory and unqualified result. Our financial reserves are in a sound position to meet current and future known liabilities.

These developments have placed Homelessness NSW in a strong financial position and the organisation will continue to work to consolidate our position whilst providing high quality services to all members and the broader community.



Dave Allen

BOARD MEMBERS

The Board of Homelessness NSW is comprised of 9 members elected by our membership.

In 2017-18 the Board members were:

Chair	Patricia Bramble
Deputy Chair	Deborah Longhurst (until October 2017) Dr Evelyne Tadros (from October 2017)
Treasurer	David Allen
Secretary	Leigh Smith (until October 2017) Deborah Longhurst (from October 2017)
Directors	Stephanie Oatley Dr Evelyne Tadros (until October 2017) Brett Macklin Laurie Maher Jenni Beetson-Mortimer David Fisher (from October 2017)

Homelessness NSW would like to thank the 2017/18 board for their service and support

POLICY COUNCIL

A Policy Council, comprising some Board members and several other members of Homelessness NSW operates to provide advice and assistance to the Board and staff. In 2017-18, its membership was:

In 2017-18 Policy Council members were:	
Board Members	Leigh Smith (until October 2017) Brett Macklin Dr Evelyne Tadros Deborah Longhurst
Other Members	Meena Johnson Owen Atkins (until October 2017) Annabelle Daniel (until October 2017) Cathy Serventy (from October 2017) Leigh Smith (from October 2017) Simone Parsons (from October 2017) Helen Silvia (from October 2017) Talie Star (from October 2017) Gina Faasootauloa (from October 2017)

STAFF

In 2017-18, Homelessness NSW employed a mix of Policy, Administration and Project staff. They were:

Homelessness NSW Staff 2017/2018	
CEO	Katherine McKernan
Senior Policy and Research Officer(s)	Dougie Wells Chris Hartley Digby Hughes
Administration Manager	Catalina Loyola
Project Officer, SWHA	Sue McGilvray
On behalf of the SHS Industry Partnership, we also employed to operate the SHS Industry and Workforce Development Project:	
Project Manager	Dr Rochelle Braaf (until April 2018) Tamara Sequeira (from May 2018)
Project Officer	Lucia Giuffre Portia Spinks (from May 2018)

2017-2018 HIGHLIGHTS

- 1** Launched National Homelessness Week in Sydney with Senator Doug Cameron which included the launch of the Assertive Outreach, Domestic and Family Violence and Young People under the age of 16 Good Practice Guidelines;
- 2** Supported and advised the NSW Government in their development of the NSW Homelessness Strategy;
- 3** Was an instrumental supporting organisation in the launch of the Everybody's Home campaign;
- 4** Actively influenced the media narrative regarding Martin Place to focus on supportive housing;
- 5** Held the Homelessness NSW conference in Wollongong which was attended by 200 workers from the homelessness sector and included the inaugural Homelessness Good Practice Awards;
- 6** Co-convened an Affordable Housing conference in partnership the Community Housing Industry Association (CHIA) NSW which was attended by over 450 community housing and homelessness sector representatives;
- 7** Supported the sector to develop an Aboriginal Homelessness Strategy and Redressing Aboriginal Homelessness Accord;
- 8** Supported the sector to identify outcome measures through the development of an Outcome Indicators resource and data dictionary and applied these measures via the first sector wide client satisfaction survey.
- 9** Supported the sector to trial and implement a Capability Framework.



Katherine McKernan

Once again, it has been another busy year advocating to end homelessness. This year has again shifted from consolidating the evidence based and support of the SHS sector to harnessing this to undertake an extensive range of advocacy – at a national level via the launch of the Everybody's Home Campaign providing support and advice on the development of the NSW Homelessness Strategy and advocating on inner city homelessness. This was also a busy year for the Industry Partnership with a number of key achievements including the completion of an outcomes indicator database and first ever sector wide client satisfaction survey, the holding of the inaugural homelessness good practice awards and the facilitation of a two day forum on Aboriginal homelessness that culminated in the development of an ending Aboriginal homelessness strategy and the Redressing Aboriginal Homelessness Accord.

The impact of the Going Home Staying Home reforms on the homelessness sector continued to be significant but the sector is continuing to deliver services in an environment of unprecedented demand. The ABS Census data showed a 37% increase in homelessness in NSW from 2011 – 2016 and the 2016/17 AIHW SHS data confirmed the current demand for services and difficulty in securing affordable long term housing for their clients, with a 43% increase in clients, two in five clients not being able to access temporary or crisis accommodation and two in three clients now accessing long term accommodation at the end of being supported by a homelessness service. Homelessness NSW has worked hard to highlight this gap with Government, within the community and with the media and this is garnering attention.

This year was also one for strengthening partnerships with a range of different organisations. For example, Homelessness NSW worked closely with CHIA NSW on the highly successful Affordable Housing conference that brought together over 500 people from both the homelessness and community housing sectors.

Homelessness NSW continues to work closely with Domestic Violence NSW and Yfoundations on advocacy issues and continued the co-convening of an annual SHS Domestic Violence Forum with DVNSW.

And on a national level, it was pleasing to be part of the Everybody's Home coalition and to continue to support national advocacy via Homelessness Australia.

The Homelessness NSW Board and Policy Council continued to provide key strategic support and direction during 2017/18 including the development of a new three year strategic plan and key input around the Homelessness NSW election platform. It was also fantastic to continue to include a consumer voice into our advocacy work and I would like to thank Talie and Gina for their huge contribution both in meetings, speaking at forums and providing a consumer voice to our submissions to Government and other stakeholders.

I would like to thank the Board for their support this year, particularly Patricia Bramble and David Allen. I would also like to thank my colleagues at Homelessness NSW for their wonderful work during this year, we farewelled a highly valued member of staff, Dr Rochelle Braaf, but welcomed new staff as well who quickly picked up the work in a high volume environment. There is always far too much to be done and not enough hours in the day and the staff met the high workload challenge with skill, enthusiasm and good humour

ADVOCACY

MARTIN PLACE/INNER CITY WORK

In December 2016, group of people sleeping rough established a 'tent city' in Martin Place, in the heart of Sydney's central business district. As the tent city expanded, the City of Sydney council and New South Wales Government clashed publicly, leading to a political standoff.

During this period, Homelessness NSW was active in lobbying the City of Sydney and the New South Wales government to develop a planned approach to assisting people sleeping rough both in Martin Place and across inner city Sydney (including through allocating dedicated and recurrent social housing supply to a Housing First approach).

However rather than adopt this approach, the NSW Government passed legislation to provide police with additional powers to exclude individuals from Martin Place or confiscate property where this would prevent 'interference with public enjoyment' or prevent unlawful occupation. When this legislation was passed, those who were sleeping rough as part of the Martin Place tent city voluntarily agreed to move on. Since the Martin Place encampment was dismantled, FACS has worked in conjunction with NSW Police to reach out to individuals in homelessness 'hot-spots' across inner Sydney.

In 2018, Homelessness NSW launched a project to document the impact of NSW Police and other enforcement agencies (including Railcorp, local council rangers) upon people currently sleeping rough in Sydney. This involves a series of consultations with both people currently sleeping rough in inner city Sydney and SHS providers.

The material collected from these consultations will be compiled into a report which will be used to inform ongoing discussions in relation to the NSW Police Protocol. It is also anticipated that information collected as part of the report will be used to inform police and enforcement officers training in relation to people experiencing homelessness.

WOMEN ON TEMPORARY VISAS EXPERIENCING VIOLENCE

Homelessness NSW is partnering with Domestic Violence NSW (DVNSW) on an advocacy campaign to addressing systemic barriers impacting upon women on temporary visas who are escaping violence. Women in this visa category often have no access to Centrelink, Housing or the right to work. This means many are forced to choose between staying in violent situations or relying on the SHS system. The project commenced after many of Homelessness NSW members spoke of the number of women in this category currently in the in SHSs and how they were unable to exit them the system.

Homelessness NSW work in this area has included coordinating a national data collection to determine the number of women in this category in the SHS system. Information from this data collection is currently being compiled into a report which will provide recommendations to FACS NSW and Federal Government agencies on how to better support women on temporary visas. Homelessness NSW and DVNSW have also formed an ongoing community of practice which features representation from SHS's, asylum seeker and refugee organisations, community legal centres. Homelessness NSW is also supporting the Sydney Women's Homelessness Alliances to produce an electronic best practice guide for SHS on supporting women on temporary visas escaping violence.

NSW HOMELESSNESS STRATEGY

In late 2016, FACS NSW released the discussion paper, Foundations for change- Homelessness in NSW as a precursor to the development of an NSW Homelessness Strategy.

Over 2017/2018, Homelessness NSW lobbied the NSW Government to develop a homelessness strategy which implemented effective, evidenced based solutions to prevent and respond to homelessness. This would include:

- the strong headline target of seeking to halve homelessness within 5 years, and end it in 10 years;
- publically reported against timeframes that prioritise and sequence policy change and initiatives matched to the headline target;
- relevant NSW government agencies developing and reporting against the outcomes framework of no-exits into homelessness;
- substantial investment in social housing and provides specific measures to reduce barriers to housing that are adopted across NSW Government agencies; and
- A systemic, funded and evidence-based Housing First response

Homelessness NSW was disappointed that the final NSW Homelessness Strategy did not adopt many of the features or commit additional resources necessary to reduce homelessness in NSW.

EVERYBODY'S HOME CAMPAIGN

Working with colleagues from across Australia Homelessness NSW was instrumental in the development of the Everybody's Home campaign which was launched at the National Press Club in March 2018.

BOARDING HOUSES

Homelessness NSW continued to advocate for better regulation of boarding houses and improved conditions for residents through the Coalition for Appropriate Supported Accommodation (CASA) and membership of the NSW Government Boarding House Expert Advisory Group. Despite the fact that a statutory review of the 2012 Boarding House was due by October 2018 it appears to have been deferred till after the 2019 State Election.

HOUSING FIRST

Homelessness NSW presented a paper at the Housing First Partners Conference in Denver Colorado in April 2018 on advocating a Housing First approach to ending homelessness.



SUBMISSIONS

Homelessness NSW completed the following submissions in 2017/2018:

- The Law Council of Australia's *The Justice Project- Homeless Persons Consultation Paper*;
- The Department of Finance, Services and Innovation's *Review into longer term tenancies*;
- Joint Standing Committee on the National Disability Insurance Scheme *Review into the provision of services under the NDIS*;
- The Productivity Commission's *Review into Introducing Competition and Informed User Choice into Human Services* (submissions at draft and final stage);
- The Department of Finance, Services and Innovation's *Review into the Draft Residential Tenancies Amendment (Review) Bill 2016* (three submissions);
- Senate Standing Committees on Community Affairs *Inquiry into the Social Services Legislation Amendment (Housing Affordability) Bill 2017*;
- The Department of Family and Community Services 'Review into Tenant Participation Resources Services';
- Australian Labor Party's *National Platform Consultation Draft Framework*;
- Independent Pricing and Regulatory Tribunal, *Review of rent models for social and affordable housing*;
- The Department of Family and Community Services *One Offer Policy*.

EVENTS

Homelessness NSW conducted several major events throughout NSW in 2017/18. These included:

NATIONAL HOMELESSNESS WEEK 2017

Homelessness Week is an annual week to raise awareness of people experiencing homelessness and the issues these people face. It is held in the first full week of August each year.

In 2017, Homelessness Week took place on 7th-13th August. The theme of 2017's Homelessness Week was 'Action and Innovation' which highlighted the many effective approaches specialist homelessness services continue to implement to respond to homelessness.

Homelessness NSW coordinated the national launch of Homelessness Week in 2017. The launch featured presentations from Senator the Hon Doug Cameron, Shadow Minister for Housing and Homelessness, Dr Catherine Robinson (Social Researcher, Social Action Research Centre) and Jenny Smith (Chair, Homelessness Australia).



SUSTAINING TENANCIES

In August 2017, Homelessness NSW partnered with CHIA NSW and Bridge Housing to host a forum on community housing providers response to tenant debt. The forum was held in the background of Bridge Housing's 'hand-up program' and Homelessness NSW's report *Debt Set Unfair*.



The event was held at Barangaroo and featured presentations from Chris Hartley, Senior Project Officer at Homelessness NSW, Dr Reece Plunkett Manager, Service Innovation, Bridge Housing and Deborah Georgiou, Head of Policy & Communication, NSW Federation of Housing Associations Inc.

NSW AFFORDABLE HOUSING CONFERENCE

Homelessness NSW partnered with the Community Housing Industry Association NSW (CHIA NSW) to hold the NSW Affordable Housing Conference.

The two-day conference attracted over 550 delegates and speakers included Scott Figenshow (CEO, Community Housing Aotearoa, New Zealand) and Rosanna McGregor (President of Aboriginal Housing Management Association, Canada)

Conference sessions included on focusing on the intersection between community housing providers and specialist homelessness services and preventing homelessness by sustaining tenancies.

Presentations from the conference are available to download at: <http://www.ahc2018.com.au/presentations/>

REGIONAL HOMELESSNESS SUMMIT

The 2017 Regional Homelessness Summit was held in Ballina on the 9-10th of October.

Hosted by Homelessness NSW and supported by the Northern Rivers Housing Forum, Social Futures and OTCF, the Summit explored addressing homelessness in a regional context.

Coinciding with National Anti-Poverty Week, the Summit featured presentations, panels and workshops on topics such as working with the private rental market, implementing trauma informed care and Indigenous homelessness. Copies of the presentations from the Summit are available at:

<https://www.homelessnessnsw.org.au/events/regional-homelessness-summit>

NATIONAL HOUSING CONFERENCE

Homelessness NSW was actively involved in the National Housing Conference and gave papers on debt and homelessness, the Older Women's Studio Project and the Industry Partnership support of services working with clients who had experienced domestic and family violence.

Homelessness NSW was also co-convenor of two satellite events including the launch of the NSW Ageing on the Edge Report and the sector launch of the Everybody's Home Campaign.



HOMELESSNESS NSW CONFERENCE

In March 2018, Homelessness NSW hosted its bi-annual conference in Wollongong. The theme of the conference was 'Housing ends homelessness' highlighting the importance of investing in social and affordable housing options to prevent and respond to homelessness.

The conference was designed to enable delegates to learn and share on a broad range of issues related to homelessness - from housing models, trauma informed care, specialist support such as working with clients with disability, mental health issues and people leaving custody to outcomes reporting, social and affordable housing policy and financial inclusion.

The conference was a great success and was attended by over 230 attendees. Presentations from the conference are available to download at www.homelessnessnsw.org.au/news/homelessness-nsw-conference-2018-conference-presentations



INDUSTRY PARTNERSHIP

ABOUT THE INDUSTRY PARTNERSHIP

The NSW Homelessness Industry Partnership is collectively governed by three homelessness peaks - Homelessness NSW, Yfoundations, and Domestic Violence NSW. It has been in operation since 2013 and oversaw the previous Industry and Workforce Development Strategy 2015-2017.

In 2017-2018, the NSW Homelessness Industry Partnership implemented the first phase of the homelessness Industry and Workforce Development Strategy 2017-2020. The Strategy budget for 2017-2018 was approximately \$776,000.

The Industry Strategy aims to increase the capability of homelessness services to contribute to the prevention and reduction of homelessness in NSW, through accessible, quality and sustainable services, to increase the capacity, knowledge and skills of service staff in preventing and addressing homelessness

In the next phase of the of the homelessness Industry and Workforce Development Strategy 2017-2020 the Industry Partnership has worked to implement four goals.

GOAL 1 Service Quality

ASES accreditation decision

The IP has been working to facilitate the transition of SHS service providers from QAS to ASES standards since FACS advised us in April 2018 that the QAS would transition to the ASES.

We contracted BNG to deliver an Understanding ASES Webinar.

The IP contracted Donna Bevan Consulting to develop and deliver 2 QAS workshops on the 22 June and 26 July 2018 which are available on the Homelessness NSW website.

GOAL 2 Service Integration

The IP has provided avenues for networking, collaboration and coordination within the homelessness sector and across sectors.

Sector Network Meetings

The IP conducted a sector survey regarding a proposal for holding a combined CEOs Forum/LAN/ SSF and Soles network meeting. Based on these responses, the IP organised two six-monthly combined network meetings for SHS providers in 2017-2018.

The first combined network meeting met on November 8, 2017. Topics discussed included: an overview of the sector to network members by FACS, an Outcomes discussion including an Outcomes, indicators and measurement tools presentation from the Centre for Social Impact, the HOIG trial, the Client Satisfaction Survey, CIMS and IP Updates. The network meeting provided an opportunity for smaller Lead Agents, SSF and Sole Agents to catch up.

The second combined network meeting was held on 16 May 2018. Topics discussed included: the Redressing Aboriginal Homelessness Accord, the awarding of the Good Practice awards, Client Satisfaction Survey results, the Capability Framework, CIMS Update and FACS updates.

SHS providers have also collaborated with the IP in reference groups for specific activities: Homelessness Outcomes Implementation Group; Client Survey Reference Group; and Homelessness Capability Framework Reference Group.

Communities of Practice

The Industry Partnership established and supported seven Communities of Practice comprising practitioners from homelessness services, with the aim of engaging in deep discussion and case based learning about responding to particular client groups.

The seven Communities of Practice included: Aboriginal and Torres Strait Islander People, People from culturally and linguistically diverse backgrounds, LGBTQI+ people, People affected by domestic and family violence, Assertive outreach for rough sleepers, Young people, Outcomes.

In 2017-2018 the Communities of Practice met on 9 November 2017, 28 February 2018 and 17 May 2018 with good participation (10-20 members each). The Communities of Practice provided a valuable space for SHS practitioners across NSW to network and share experiences and resources.

Aboriginal Homelessness Forum

In 2017-2018, the IP implemented the first stage of the strategy to address Aboriginal homelessness. The IP facilitated the Addressing Aboriginal Homelessness Forum on 15-16 August 2017. The purpose of the forum was to develop a sector-wide strategy to address Aboriginal homelessness that better engages and supports Aboriginal service users, supports Aboriginal workers and workers with Aboriginal service users and coordinates service system interventions to prevent homelessness for Aboriginal people. The draft Addressing Aboriginal Homelessness Strategy 2017-20 was produced from this forum.

Aboriginal Homelessness Strategy and Accord

The Redressing Aboriginal Homelessness Accord was developed by the NSW SHS Aboriginal Reference Group in November 2017. It is intended to be an active guiding document. SHS providers are strongly encouraged to sign up to the Accord, display it in their organisations and report on its implementation to the SHS Aboriginal Reference Group. 56 organisations have now signed up to participate in the Accord.

Good Practice Database and Good Practice Awards

A good practice database has been developed and is available on the Homelessness NSW website. The database is intended to showcase good practice across the sector and be a resource to assist SHS organisations and staff achieve the best outcomes for the people they support.

The IP facilitated the inaugural 2018 SHS Sector Awards for good practice in ending homelessness. These awards recognise the depth of skill and expertise of sector staff and services in supporting those at risk of or experiencing homelessness, and their continued dedication and hard work in a constrained resource environment.

The winners of the Good Practice awards presented overviews of their award-winning good practice programs at the SHS Network meeting on 16 May 2018 and these presentations are available on the Homelessness NSW website.

GOAL 3: Service Outcomes

Client Satisfaction Survey

An annual sector wide-client satisfaction survey was developed by the IP in partnership with the Federation of Housing Associations and a sector reference group. The Client Satisfaction Survey demonstrated the high level of

of overall satisfaction from clients with SHS services and impact of housing on the wellbeing of clients.

The client survey was conducted in February 2018. 86 SHSs registered to participate (some large orgs registered more than one office); 725 surveys were completed. The report was finalised in April 2018 and findings presented to the sector by the Federation at the Sector Network Meeting on 16 May 2018 and are available on the Homelessness NSW website.

Indicator Databank and Data Dictionary

The Centre for Social Impact (CSI) developed a homelessness outcomes indicators databank, based on sector consultation on validated indicators. This was presented to the sector at the Network meeting in November 2017. CSI has developed three resources for the sector: Outcomes Framework, Indicator Data Dictionary and Data Collection Guide which was uploaded to Homelessness NSW website and discussed with the Outcomes Reference Group.

GOAL 4 Workforce development

Capability Framework

The IP has worked to develop a SHS Capability Framework which articulates a list of desirable skills and behaviours matched to job roles and work contexts. These can be used by organisations in selection criteria, performance appraisal, as well as by individual workers to support their own career planning. Importantly, a capability framework can also guide sector wide training program design.

In 2017-2018 the IP worked with Precision Consulting to develop a sector adaptation and ran a trial of the Victorian Community Sector Workforce Capability Framework for the NSW SHS sector. Precision Consulting facilitated a consultation workshop with other stakeholders on 18 April 2018. On 6 June the trial group presented their learnings from implementing the Capability Framework in a range of settings. This was adapted into the case studies for the final report produced in August 2018. The Sector Capability Framework will be finalised in 2018-2019 in consultation with the sector.

Independent evaluation

In July 2018, ARTD Consultants evaluated the first year (2017-2018) of the second phase of the NSW Homelessness Industry Partnership's strategy for industry and workforce development.

The evaluation found that the IP is well informed by identified needs in the sector and is delivering projects and opportunities that are relevant to SHS providers. The IP delivers activities designed to strengthen service networks and integration and share expertise, has promoted a timeless focus on outcomes across the sector and is filling gaps, particularly through the Aboriginal Reference Group.

The ARTD report identified key priorities for the IP for 2019

To ensure that the strategic approach to supporting industry and workforce continues, Industry Partnership priorities for 2019 should:

Focus on capabilities for service quality and continuous improvement by

- maximising concrete opportunities from the alignment of sector development activities with priorities set out in the NSW Homelessness Strategy 2018–2023 around targeted supports
- facilitating sector readiness for the transition to Australian Service Excellence Standards (ASES) accreditation; supporting the systems and developing messages to sustain a sector-wide commitment to quality improvement

- Sharpening a focus on activities that promote a whole-of-organisation approach to consumer participation
- Communicating the value of consumer representation to key stakeholders to foster more opportunities for what consumers identify as meaningful ways to contribute their expertise.

Focus on capabilities for service integration by

- continuing to support networking, with a focus on strategies to encourage SHS providers to translate stronger relationships into more formal arrangement and practical integration solutions
- identifying efficient ways for regional providers to have better access to existing materials (e.g. packing resources into webinars and online training)
- strengthening the ARG, including by building awareness of its role and opportunities for collaborations with and led by Aboriginal-controlled organisations and homelessness services
- exploring ways to appropriately support Aboriginal-controlled organisations to develop the capabilities for service integration with SHS providers
- building a shared understanding about the factors that typically affect or challenge Joint Working Arrangements (JWA), and using this intelligence to inform decisions around the nature and priority of industry support.

Focus on capabilities for outcomes measurement and reporting by

- working with the sector and policy stakeholders to promote a shared understanding and common approach to outcomes measurement—maximising the appropriate use of IP products and noting the importance of consistency with outcome indicators in development for SHS Program commissioning
- engaging with services to understand the kinds of information and support they need most to take up outcome measurement tools and approaches
- promoting further participation in the client satisfaction survey, and the use of its findings
- scoping approaches to reinforce consistent messages to the sector about the importance of data collection, monitoring and evaluation activities.

Focus on capabilities for systemic improvements in workforce capacity

- identifying how to most effectively promote cultural changes needed to embed a sector-wide prioritisation of investment in staff skills and training
- clarifying, in conjunction with stakeholders, the relationship between the SHS capability framework, an integrated skills/ training plan, and other Industry Partnership deliverables
- focusing resources on understanding and supporting plans to develop workforce capacities that will support the integration of Aboriginal homelessness services with the SHS Program
- through the Aboriginal Refence Group, exploring ways to help services embed at an organisational level the benefits of training in the Aboriginal Cultural Competency Standards.

SHS SECTOR MAINSTREAM SUPPORT

This work continued to focus on supporting the Specialist Homelessness Services to collaborate with and better understand other mainstream service systems that impact on people at risk of and experiencing homelessness. The key projects for 2017/18 included:

National Disability Insurance Scheme (NDIS)

As the NDIS roll out in NSW was completed in 2018, Homelessness NSW has had a focus on building the capacity of the sector to use the NDIS. We convened an information session on the NDIS for Specialist Housing Service (SHS) workers, which was attended by 35 people. This session revealed that, as yet, few homelessness workers have experience in using the NDIS. To help workers navigate the NDIS, we established an NDIS community of practice (CoP) for the homelessness sector in partnership with the National Disability Insurance Agency (NDIA). The first meeting of this CoP was held on 7 September 2018 and it will continue to meet regularly. The CoP aims to provide a place for workers to discuss ways of addressing practice issues that emerge from their use of the NDIS. It will also identify points of advocacy related to the NDIS, which was not designed to respond to the specific needs of homeless people and may require tailoring to adequately meet these needs.

Social Housing Management Transfer (SHMT) program

Under the SHMT program, four NSW Family and Community Services (FACS) districts are in the process of transferring the management of tenants in FACS social housing to community housing providers (CHPs). Homelessness NSW has been assisting in this process by bringing relevant stakeholders together to foster an integrated approach to the transfer. For example, we convened a meeting between FACS, SHSs and CHPs in the Northern Sydney District concerning the transfer to occur in that area. This had the positive outcome of the CHPs appointing a consultant to further develop collaboration between the stakeholders and to formulate a homelessness strategy for the Northern Sydney District. Homelessness NSW has also held consultations with the Mid North Coast and Shoalhaven Districts regarding the transfers to take place in those areas.

People Leaving Custody

The report Pathways Home: NSW community housing's role in delivering better outcomes for people exiting corrective services, jointly commissioned by Homelessness NSW and Community Housing Industry Association of NSW (CHIA NSW), was finalised in February 2018. This report provided a snapshot of the NSW services currently helping people leaving custody to avoid homelessness and re-offending. It also made recommendations about how to improve housing outcomes for people leaving custody.

Based on the report recommendations, Homelessness NSW and CHIA NSW are launching two pilot projects to provide social housing and a more integrated service response for people leaving custody. To prepare to roll out the pilot projects, we held a roundtable to obtain stakeholder input from organisations including Specialty Homelessness Services (SHSs), NSW Community Corrections and the Community Restorative Centre. We also met with academics at the University of Sydney with research expertise regarding the needs of people leaving custody. Homelessness NSW and CHIA NSW will launch the two pilot projects shortly in the Mid-North Coast and Shoalhaven areas, two of the areas impacted by the SHMT program.

Assertive Outreach

Assertive outreach involves workers actively approaching people on the streets who are sleeping rough to offer them accommodation and service supports. In August 2017, the Assertive Outreach Good Practice Guidelines were launched and we also developed two webinars that provided practical information as to how the Guidelines might be used. Homelessness NSW also established a CoP to enable SHS workers, who provide assertive outreach services, to share information and expertise. Three meetings of this CoP were held and the CoP has collated a list of advocacy and support goals related to assertive outreach. It has also developed a video to support the Assertive Outreach Guidelines.



SWAHA undertook significant projects in 2017/2018 that will positively impact on women in the SHS sector.

Community of Practice- Trauma Informed Care

SWHA members came together to be a part of a regular group discussing specific topics of trauma informed practice with the aim to be able to use reflection and information sharing from the session to influence both broader policy within the organisation as well as staff culture at a 'ground' level. Chris Hartley (Homelessness NSW) Fiona Murray (WAGEC) and Kerri-Anne Williams (St Vincent De Paul) shared the facilitation of the group which met bi-monthly from Feb 2017 – Feb 2018. After 12 months, SWHA produced findings from the Community of practice to further inform the sector.

Staff Exchange Program

The SWHA Staff Exchange Program (SEP) pilot was undertaken across a number of SWHA member organisations. Four organisations participated in the pilot during February to April 2018. Each organisation represented a specialist target group: mental health, domestic and family violence, housing and complex homelessness.

Following the SEP pilot, a report and recommendations were completed by Zed Tintor, to be used as a guide to assist organisations considering a SEP.

Temporary Visa Working Group

The SWHA working group is focusing on developing a best practice guide for homelessness services working with women on temporary visas who are in the SHS system. An overview of the various sections to the best practice guide will include: Visa categories, Legal issues and concerns to be aware of, Housing Information and Navigating the SHS system.

On behalf of SWHA, committee members presented at the Homelessness NSW 2018 Conference.

It has been another successful year for SWHA, our projects and its members. We continue to grow and evolve, always looking at current and emerging issues. SWHA would like to thank Sue McGilvray (SWHA Project Officer) who left us this year, for her dedication and passion, she will be greatly missed.

I would like to give a huge thanks to all members of SWHA, for their continued commitment to social justice issues for women experiencing homelessness or at risk of. I would like to acknowledge the input from Homelessness NSW staff highlighting the contribution of Katherine McKernan. SWHA remains to be an important advocacy alliance within the sector and as Chair, I feel very lucky to be surrounded by such inspiring committee members in the field leading change.

Katie Young

Chair SWHA

LIST OF MEMBERS 2017/2018

2Connect Youth & Community
 Aboriginal Corporation for Homeless and Rehabilitation Community Services
 Aboriginal Women & Children and Crisis Service
 Adahps
 Adele House Ltd
 Anglicare NSW South, NSW West and ACT
 B Miles Women's Foundation
 Barnardos Temporary Accommodation Program
 Blue Mountains Family Support Service Inc.
 Bonnie Support Services
 Brewarrina Homelessness and Housing Support Service
 Bridge Housing LTD
 Broken Hill Adults & Families Homelessness & Housing Support Service
 Broken Hill Young People's Homelessness and Housing Support Service
 Bungree Aboriginal Association Inc.
 Byamee Proclaimed Places Inc.
 Carrie's Place Domestic Violence and Homelessness Services Inc
 CatholicCare Diocese of Broken Bay
 Challenge Community Services
 Coast Shelter
 Compass Housing Services Co Ltd
 CRC Accommodation Service
 Detour House Inc
 Domestic Violence NSW Serv Management
 Eurobodalla Homelessness Support Service
 Flourish Australia
 Georgina Faosootavloa
 Goulburn Homelessness Support Service
 Great Lakes & Manning Youth Homelessness Service
 Gunnedah Family Support
 Hastings Accommodation Solutions (McCosker House)
 Haymarket Foundation
 Houses to Homes
 Hume Community Housing Association Co Ltd
 Inner City Homeless Men's Service
 Inner City Homelessness Services - Womens Services
 Jenny's Place
 Jesus Cares Ministry Inc.
 Lightning Ridge Homelessness and Housing Support Service
 Lightning Ridge Homelessness and Housing Support Service
 Linking Communities Network Ltd
 Lithgow Community Projects Inc
 Lou's Place
 Macarthur Case Management Services
 Manly Warringah Women's Resource Centre Ltd
 Mary's House Refuge
 Mid Coast Communities Inc
 Milk Crate Theatre

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Mission Australia
 Mission Australia - Cooma & Bega Homelessness Support Services
 Mission Australia - Northern Sydney East and West Youth Homelessness Solutions
 Mission Australia - South Eastern NSW
 Mission Australia - Support Services Common Ground
 Mission Australia Centre (MAC)
 Mission Australia-Western Sydney
 MNC Supporting Supporting and Securing Tenancy Service
 Monaro Crisis Accommodation Service
 Murrumbidgee Accommodation & Housing Service
 Natalie Star
 Newtown Neighbourhood Centre
 Northern Rivers Community Gateway
 Northern Sydney District Homelessness Early Intervention and Prevention Service
 Northern Sydney Homelessness Support Service ,À Lower North Shore and Northern
 Nova for Women and Children Inc
 Oasis Youth Support Network
 Orana Support Service
 Orange Homelessness and Housing Support Service for Adults and Families
 Penrith City Council
 Platform Youth Services Inc
 Positive Life NSW
 Project Youth Inc.
 Rainbow Lodge Program
 San Miguel Family Life Centre
 Settlement Services International
 Shoalhaven Womens Resource Group - Rosa Coordinated Care
 Sisters Housing Enterprises Inc
 Social Futures
 Soul Cafe
 Southern Youth And Family Services
 St Benedict's Community Centre
 St Vincent de Paul Society NSW
 SVDP NSW - Edel Quinn Support Services
 Taldumande Youth Services Incorporated
 Tamworth Homeless and Housing Support Service
 Tenants' Union of NSW Coop. Ltd
 The Footpath Library
 The Gender Centre Inc.
 The Healing House Network
 The Northern Centre
 The Salvation Army NSW - Property Trust
 The Station Limited

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Third Sector Australia
 Tumut Regional Family Services Inc.
 Uniting Care Ageing
 Uniting Doorways SHS
 Uniting Hope
 Vincentian House
 WAGEC
 Walgett Homelessness and Housing Support Service
 Warrumbungle Homelessness and Housing Support Service
 Way2home
 Wayside Chapel
 Wentworth Community Housing - Community Services
 Wesley Edward Eagar Lodge
 Wesley Families Accommodation Support - Central Coast
 Wesley Families Accommodation Support - Fairfield Liverpool
 Wesley Families Accommodation Support - Parramatta Holroyd Hills
 Wesley Inner City Accommodation Support
 Wesley Mental Early Intervention Accommodation Support
 Wesley Post Crisis Accommodation Support
 Wesley Youth Accommodation Support - Coffs, Bellingen, Nambucca
 Wesley Youth Accommodation Support - Inner West
 Wollongong Emergency Family Housing Inc
 Women & Families Services- The Samaritan House
 Women & Girls Emergency Centre
 Women's Community Shelters
 Wyong/Gosford Community Legal Services Inc.
 Yass Homelessness Support Service
 Yes Youth and Family Services
 Young Crisis Accommodation Centre Inc.
 Youth Off The Streets Limited
 Youth Links Griffith
 YWCA Homeless Program

