

PROGRAM



CONFERENCE 2024

19–21 MARCH 2024
NEWCASTLE TOWN HALL

**CHANGING THE
SYSTEM TOGETHER:**

**MAKING
HOMELESSNESS
RARE, BRIEF &
NON-RECURRING**



WORKSHOPS

TUESDAY 19 MARCH 2024

WORKSHOP 1

Time: 9:00 AM – 12:00 PM

**CREATING AND
MAINTAINING
WELLBEING IN
OUR WORKFORCE:**
**Strategies for
managers and
organisations**

To achieve our objective of making homelessness rare, brief and non-recurring, a workforce that is well supported is essential. This workshop will guide participants to understand the dual nature of wellbeing—resilience and struggle. It will provide evidence-based tools for personal and team wellbeing, emphasising the essential relationships among psychosocial hazards, leadership, culture, and mental health. Participants will leave with practical strategies to navigate the SHS sector's people management landscape while prioritising their own and their teams' wellbeing.

Delivered by Horatio O'Shea, Sydney Therapeutic Practice

WORKSHOP 2

Time: 1:00 PM – 4:00 PM

**HOUSING FIRST IN
THE AUSTRALIAN
CONTEXT:**
Policy and practice

This workshop will focus on the seven Australian Housing First principles and how they work in practice. It will explore how they are different to the international principles. The workshop will be practical and interactive considering how Housing First is being delivered now and how it is different to traditional practice. Participants will have the opportunity to learn about changes they can make to their practice NOW.

Delivered by accredited Housing First trainers

WORKSHOP 3

Time: 1:00 PM – 4:00 PM

**CAMPAIGNING
AND MEDIA
SKILLS:**
**Creating a
movement to end
homelessness**

Experience in our sector over many decades has shown that we will not end homelessness without being able to build a movement harnessing the community's will and applying pressure on our political leaders. In this workshop, you will learn the art and science of changing minds and building power. Working together we will harness that knowledge to build a campaign to make homelessness rare, brief and non-recurring. In the second half of the session, you will hear from Horton's Advisory media consultants about how to work with the media and how to craft your messages for maximum impact. This workshop will be informal and interactive to enable participants to practise new skills and even start to form new coalitions!

This workshop is for CEOs, senior managers and up and coming leaders in our sector.

Delivered by Dom Rowe, CEO Homelessness NSW
and Hortons Advisory Media Consultants.

CONFERENCE DAY 1

WEDNESDAY 20 MARCH 2024

Time: 9:00 AM - 9:10 AM

WELCOME AND COMMENCEMENT

Dom Rowe, CEO of Homelessness NSW

Time: 9:10 AM - 9:20 AM

WELCOME TO COUNTRY

Aunty Theresa (Dates) Dargin, Traditional Custodian & Cultural Healer/Educator

Time: 9:20 AM - 10:20 AM

KEYNOTE ADDRESS:

Dr Tracy Westerman AM

Dr Tracy Westerman AM is a proud Nyamal woman and founder of Indigenous Psychological Services. In this keynote address Dr Westerman will explore the importance of cultural competency in our social service system and intersections between cultural competence and mental health.

Time: 10:20 AM - 10:50 AM

MORNING TEA

Time: 10:50 AM - 12:30 PM

CONCURRENT SESSION 1: **Making Homelessness Rare**

Time: 12:30 PM - 1:30 PM

LUNCH DISCUSSIONS

Come and have a chat with the [Hunter New England Central Coast Primary Health Network](#) to help inform and design primary healthcare approaches to support positive health outcomes for people who experience homelessness.

Time: 1:30 PM - 2:45 PM

PLENARY WORKSHOP SESSION: **Cultural Competency**

Dr Tracy Westerman AM

In this plenary session Dr Westerman will discuss strategies for supporting and encouraging Aboriginal workers and the skills and changes need to create more culturally competent organisations.

Time: 2:45 PM - 3:15 PM

AFTERNOON TEA

Time: 3:15 PM - 4:30 PM

CONCURRENT SESSION 2: **Making Homelessness Brief**

Time: 4:30 PM

DAY 1 CLOSE

Time: 6:30 PM

GALA DINNER at Noah's on the Beach, Newcastle East

Special guest [Hon. Rose Jackson](#)

Minister for Homelessness

CONFERENCE DAY 2

THURSDAY 21 MARCH 2024

Time: 9:00 AM – 9:15 AM

WELCOME AND COMMENCEMENT

Di Glover, CEO of YES Unlimited and Chair of Board, Homelessness NSW

Time: 9:15 AM – 10:15 AM

KEYNOTE

Dr Ligia Teixeira

Dr Teixeira is the CEO of the UK's Centre for Homelessness Impact and will share her extensive experience of what works to end homelessness in international systems. This session will feature a keynote address and the opportunity for questions and answers.

Time: 10:15 AM – 10:45 AM

MORNING TEA

Time: 10:45 AM – 11:30 AM

PLENARY SESSION

EMPOWERING VOICES:

Harnessing lived experience in ending homelessness

This session will explore the transformative potential of lived/living experience involvement in service design and operation, policy and research. Speakers will examine how the voices of those with lived/living experience of homelessness can drive innovation, shape responsive services, and inform policies that create lasting change.

Convenor:

- Chris Hartley, UNSW City Futures

Speakers:

- Lorna Robinson, Lived Experience & Project Coordinator, The Constellation Project
- Skye Constantine, University of Queensland
- Maia and Simon Byrnes, Yfoundations

Time: 11:30 AM – 12:30 PM

PLENARY SESSION

FORWARD TOGETHER:

Charting the future of homelessness service delivery

This session will delve into innovative strategies, emerging trends, and best practices shaping the future of service provision to people experiencing homelessness. Presentations will explore how we can develop more responsive, inclusive, and effective approaches to specialist homelessness services, fostering collaboration and driving positive change.

Convenor:

- Victor Prasad, COO, Hume Housing

Speakers:

- Dr Deb Batterham, Swinburne University of Technology,
- Kate Timmins, CEO, BMiles Foundation and Cindi Peterson CEO, Detour House
- Sally Regan, General Manager Specialist Housing and Impact, Hume Community Housing
- Prof Paul Flatau, Director for Social Impact, University of Western Australia

Time: 12:30 PM – 1:30 PM

LUNCH DISCUSSIONS

Community Housing Industry Association discusses how you can take part in the 2024 sector-wide SHS client satisfaction survey (commissioned annually by Homelessness NSW). Find out about what's been learned from the previous six years of the survey and benefits from taking part.

Time: 1:30 PM – 2:30 PM

SYSTEMS THINKING

Dr Ligia Teixeira

An interactive session centred on the 'Ending Homelessness Framework' giving people the opportunity to explore how to put systems change into practice.

Time: 2:30 PM – 3:00 PM

AFTERNOON TEA

Time: 3:00 PM – 4:15PM

CONCURRENT SESSION 3: Making Homelessness Non-recurring

Time: 4:15PM

CLOSE



CONCURRENT SESSION 1

Wednesday 20 March

Time: 10:50 AM – 12:30 PM

SESSION 1A

'WORKING UPSTREAM': The structural prevention of homelessness

In recent years, there has been a notable shift in service and government responses to homelessness prevention – but more needs to be done. This session will explore effective prevention-focused policies and programs, as well as how we can build a comprehensive framework to guide our efforts to make homelessness RARE.

Convenor:

- Nada Nasser, Mission Australia NSW/Vic/ACT State Director

Speakers:

- Lucy Phelan and Regina Brady – Advocacy Research and Policy Unit, Community Restorative Centre
- Leo Patterson Ross, Chief Executive Officer, Tenants Union of NSW
- Lorna Robinson, Lived Experience & Project Coordinator, The Constellation Project
- David Maher, Turool Kore

SESSION 1B

'SHELTER FROM THE STORM?' Reducing the impacts of trauma in navigating the homelessness system

This session will examine comprehensive approaches to trauma-informed care across all facets of addressing homelessness, including within government policy and systems. Speakers will showcase examples across a range of settings, including a focus on addressing the distinct needs of groups like asylum seekers and First Nations people experiencing homelessness.

Convenor:

- Talie Star, Trainer in Trauma, Recovery, Domestic and Family Violence, Homelessness & Disability.

Speakers:

- Marina Camarao and Felicia Paul, Intensive Support Coordinators, Asylum Seekers Centre
- Chris Hartley, Research Fellow, City Futures Research Centre, UNSW
- Vicki Johnston and Jan Christie from Moving Forward DFV Case Management Services Incorporated.
- Kath Flack-Crane, Josie Wildman, Neami National and Alison Croall, Tharawal Aboriginal Corporation

SESSION 1C

'UNVEILING INEQUITY': Discrimination as a cause and consequence of homelessness

This session will investigate the ways in which discrimination contributes to and is a consequence of homelessness, with a specific focus on the ramifications of discriminatory practices at both governmental and service delivery levels. Speakers will highlight the discrimination faced by people with disabilities, those from culturally and linguistically diverse (CALD) backgrounds, and First Nations Australians and will focus on the roles we can play as individuals, in services, academia and in government in countering this bias.

Convenor:

- Jessie Robinson, Homelessness NSW

Speakers:

- Erin Longbottom, Nursing Unit Manager, St Vincent's Health Network Sydney,
- Jon Swain, Homelessness Manager, City of Sydney Bam Bunyalak, Non-Resident Advocate
- Susan Farrar, Client Services Manager, Twenty 10
- Joanne Yates Senior Manager NSW Policy, People with Disability Australia

Wednesday 20 March

Time: 3:15 PM – 4:30 PM

SESSION 2A

PARADIGM SHIFT: Rethinking homelessness as a public health imperative

This session will explore the far-reaching health implications of homelessness and emphasise the urgent need for a paradigm shift in our current approaches. Presentations will focus on innovative approaches to address the critical public health challenges posed by homelessness.

Convenor:

- Erin Longbottom Nursing Unit Manager, St Vincent's Health Network Sydney

Speakers:

- Dr Cathy O'Callaghan, Research Fellow, UNSW and Paul Glenaghan, Program Director Homelessness, Sydney LHD
- Jade Brown and Jodie Madigan, Uniting
- Shannon Richardson and Mellisa Collins Hunter New England and Central Coast Primary Health Network

SESSION 2B

NAVIGATING CRISIS: Exploring the intersections of disaster resilience, climate change, and homelessness

As climate-related disasters and extreme weather events become more frequent and severe, the vulnerability of homeless populations will increase. This session will explore the unique challenges faced by those experiencing homelessness in the context of environmental crises and showcase effective approaches to improve preparedness and resilience in communities.

Convenor:

- Anastasia Mortimer, University of Newcastle

Speakers:

- Jenni-Beetson Mortimer, CEO, Northern Rivers Community Gateway
- Niki Gill and Narel Shearer, Uniting.
- Matt Larkin, Manager St Vincent's Homeless Health Service and Jon Swain, Manager Homelessness Unit

SESSION 2C

BEYOND CITY LIMITS: Understanding and addressing regional and remote experiences of homelessness.

This session will spotlight the unique experiences and barriers encountered by those experiencing homelessness and specialist homelessness services in regional and remote communities. Speakers will offer innovative strategies to tackle homelessness tailored to the specific needs of regional and remote communities.

Convenor:

- Kelly Hansen, Nova Women's Services

Speakers:

- Kimeaka Bermingham, CatholicCare
- Lynda Townsend and Emily Phillips Tamworth Family Support Services
- Janet Dandy-Ward, Women's Community Shelters and Samuel Turnbull Pacific Link.
- Dr John Ward, Housing Older Persons Project, Newcastle



CONCURRENT SESSION 3

Thursday 21 March

Time: 3:00 PM – 4:15 PM

SESSION 3A

STRENGTHENING SUPPORT: Enhancing homelessness services for survivors of domestic and family violence

This session is dedicated to exploring and improving the responses of homelessness services to the complex issue of domestic and family violence. Presentations will be focused on identifying gaps, implementing best practices, and fostering collaboration to provide more effective and comprehensive support for survivors.

Convenor:

- Elise Phillips, Deputy CEO Domestic Violence NSW

Speakers:

- Catherine Gander, Chief Executive Officer, DVWest
- Carrie Anne Lumsden, Program Manager Evolve Housing and
- Samantha Campbell, Nepean Women's Shelter
- Dr Ghena Krayem, University of Sydney and Nemat Kharboutli, Manager, Linking Hearts Multicultural Family Violence and Homelessness Service at Muslim Women Australia.
- Jane Matts, Domestic Violence NSW

SESSION 3B

FORGING A PATH FORWARD: Examining the Youth Foyer Model for alleviating youth homelessness

This session will examine the Youth Foyer model and its role in addressing youth homelessness. With growing government support in Australia, exemplified by the recent announcement from the Queensland Government committing to an additional eight Youth Foyers, the momentum for expanding these programs is growing. Focusing on the context of New South Wales, this session will explore the pressing need and rationale for further investment in youth foyers.

Convenor:

- Convenor: John Engeler, Shelter NSW

Speakers:

- Emma Maiden and Aimee Cavallaro, Uniting/Foyer Central
- Narelle Clay, Southern Youth and Family Services
- Liz Cameron-Smith, Foyer Foundation
- Stephanie Oatley, Platform Youth Services

SESSION 3C

NOT JUST A HOME BUT THE SUPPORT TO KEEP IT: Ensuring wrap-around supported housing models

This session will focus on the crucial role of support services in helping individuals transition out of homelessness and rebuild their lives. Speakers will highlight approaches that successfully combine housing with wraparound support.

Convenor:

- Fiona Murray, Service Manager, Neami National

Speakers:

- Jamie Brewer, Regional Manager, Bridge Housing, UNSW and Emma Barnes, Centre for Social Impact, UNSW
- Dr Hazel Blunden, SPRC, University of New South Wales and Mark Weber and Solange Frost St Vincent de Paul Society NSW
- Lisa Thompson/ Melissa Wise, CORE Community Services