

Lions Emergency Accommodation Centre Incorporated

Keys to Early Intervention in
Homelessness Service

K.E.I.H.S



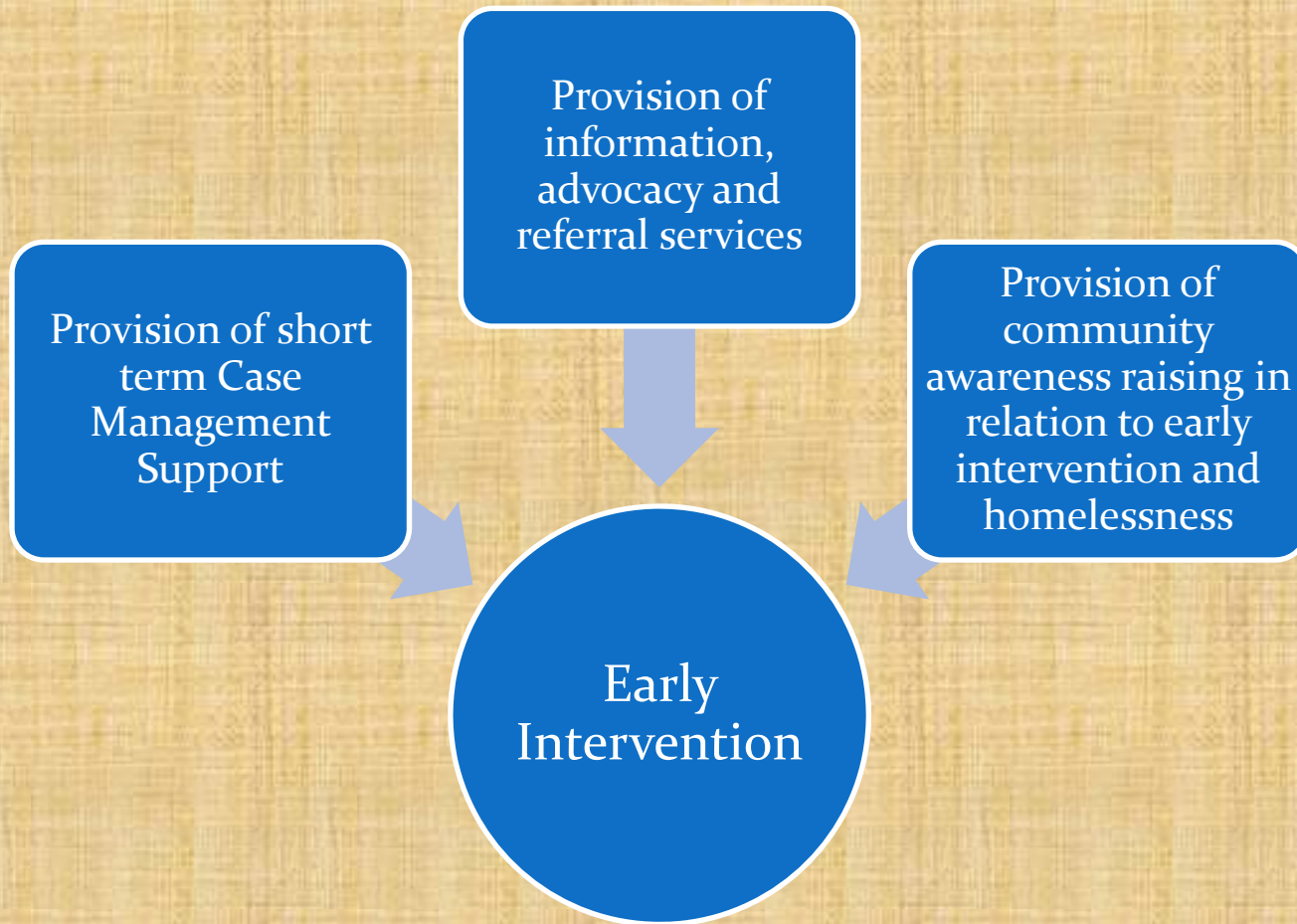
Collaborative Partnerships For Homelessness Early Intervention

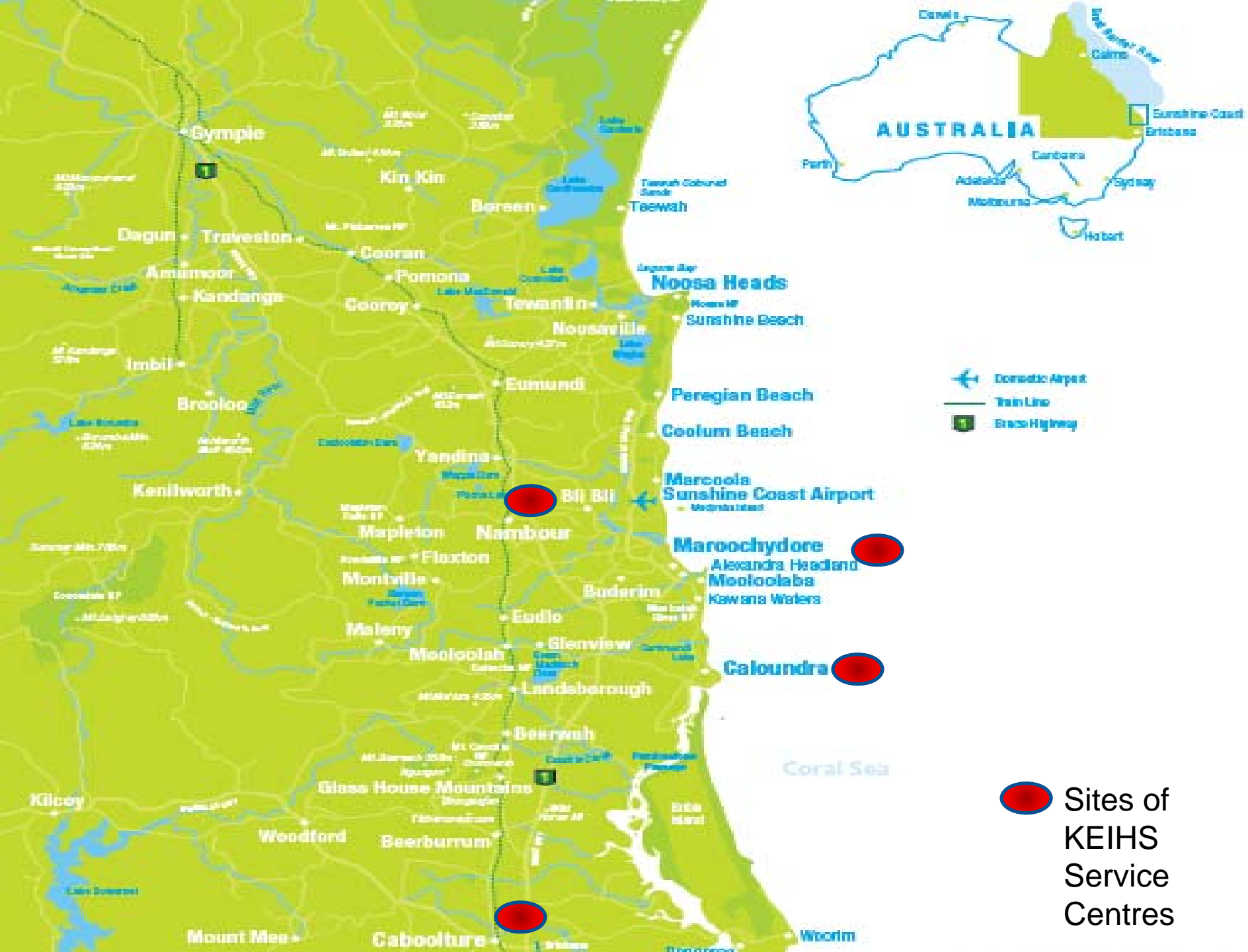


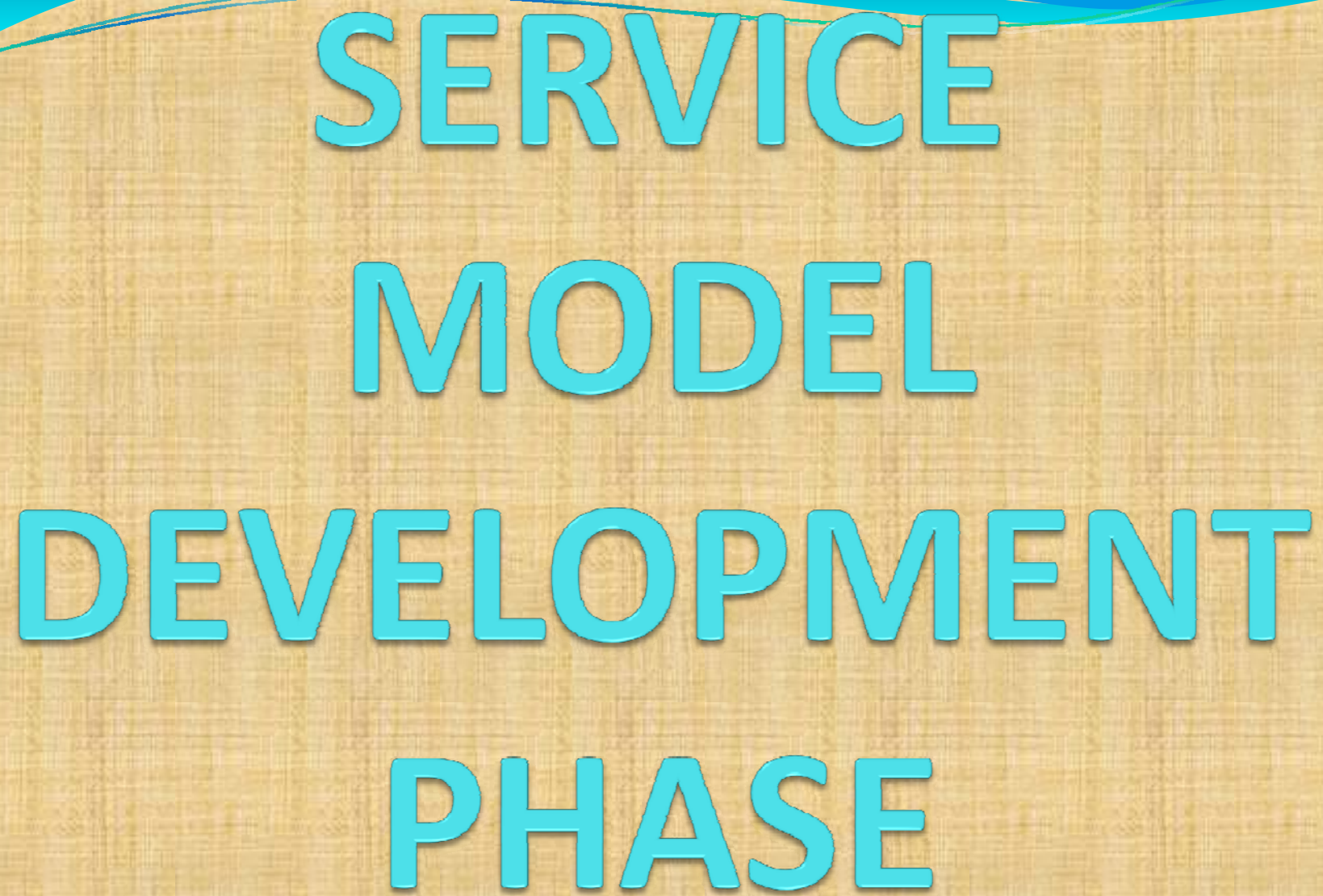
Aim of Early Intervention in SAAP

- *Prevent people from becoming homeless (including entry into emergency accommodation) by providing*
 - ✓ Support and case management at critical times;
 - ✓ Assist people to maintain and develop positive links with their community and support networks;
 - ✓ Minimise exposure to situations of higher risk; and
 - ✓ Address the immediate issues which are leading to homelessness.

KEIHS provides a three tiered service:







SERVICE MODEL DEVELOPMENT PHASE

Strengths of co-location with Neighbourhood and Community Centres:

- Enhanced access to targeted communities
- Cross referrals between existing programs
- Use of existing infrastructure
- Expertise of co-ordinators/managers for front-line supervision of worker
- Similarities with existing programs
- Cost effectiveness

CALOUNDRA COMMUNITY CENTRE INC



MAROOCHY NEIGHBOURHOOD CENTRE INC





CABOOLTURE NEIGHBOURHOOD CENTRE INC



Collaborative Partnerships have been formed
between KEIHS and

Sunshine Coast Regional Housing Council Inc
Tenant Advice and Advocacy Service (TAASQ)

Near North Housing Service Inc TAASQ

Centrelink Social Work Departments – Caloundra,
Caboolture and Maroochydore

This arrangement is supported by a Memorandum of Understanding
with TAASQ and an Operations Manual with Centrelink.

Mechanisms to support community collaboration

- Quarterly reference groups in each community
- Steering committee
- Community education – early intervention marketing
- Evaluation – feedback forms

Service Lead-in Phase

Collaborative mechanisms

- Development of extensive Memorandum of Understandings with Neighbourhood Centres and Community Centres and TAASQ services;
- Development of Operations Manual with Centrelink offices;
- Strategic planning conducted over two days with partners;
- Partnership meetings with co-location partners;

Collaborative Mechanisms

- Joint discussions and resourcing of launches – marketing of the partnerships;
- Collaborative recruiting processes of early intervention support workers with key partners;
- Ongoing informal discussions with partners;
- Development of evaluation mechanisms to provide feedback about the referral and other related processes including action research mechanisms.

Direct Service Delivery Phase

Some challenges

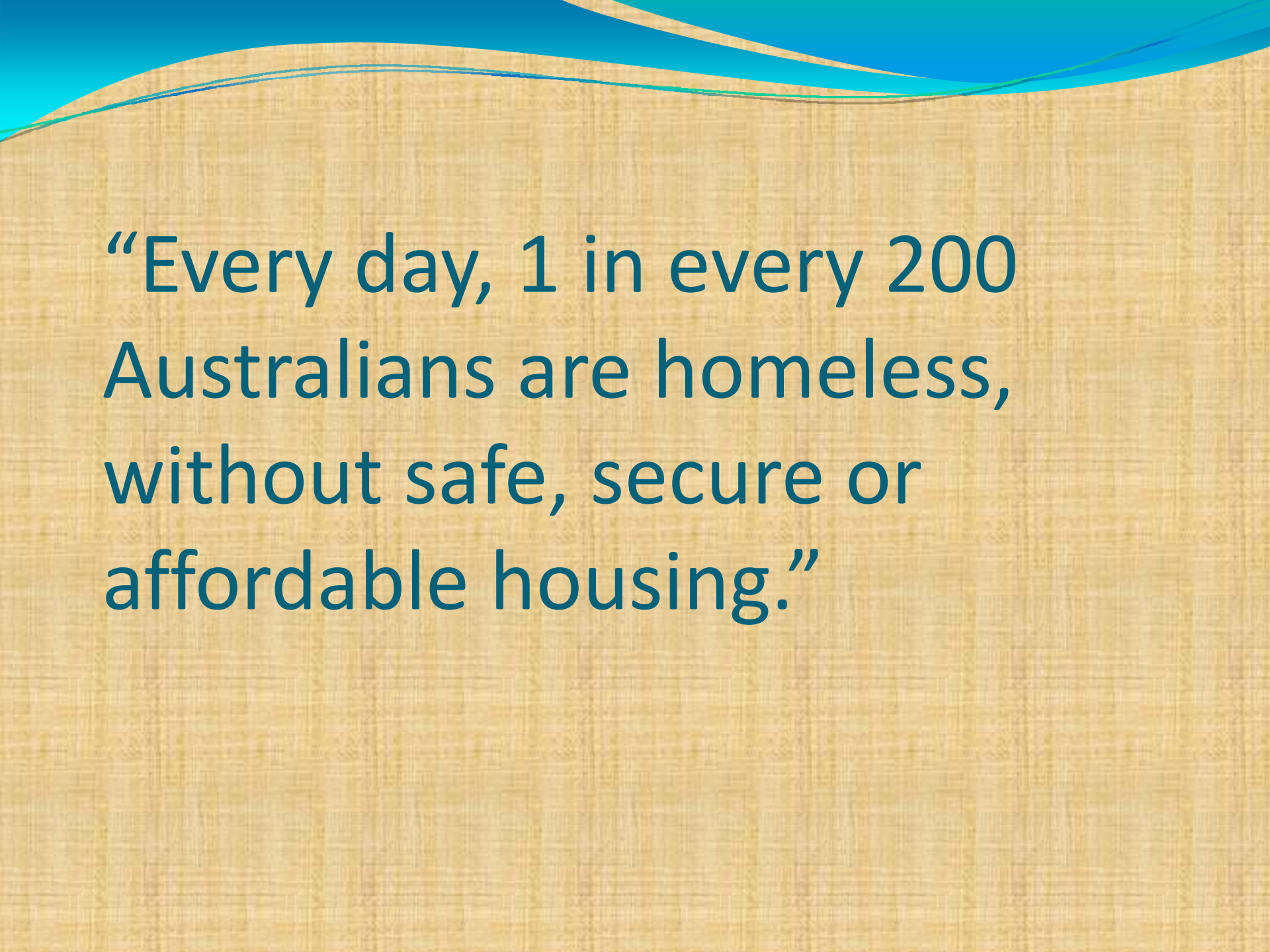
- Alignment of philosophy, mission and values between partners
- Permanent service centres versus a mobile service
- Open and clear communication is essential. Relationship building and maintenance with multiple partners has significant resource implications
- Co-location with services that have different organisational focus
- Staff working in a dual role within their Service Centres

Some challenges continued...

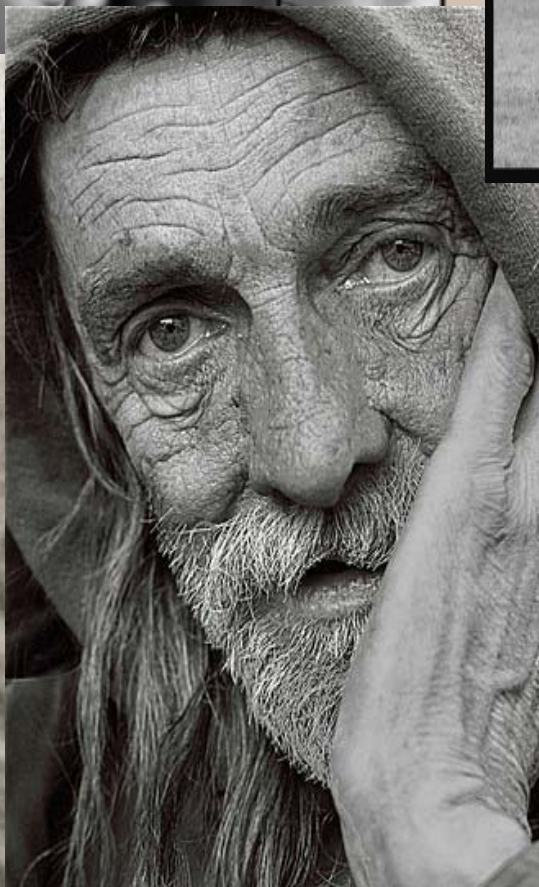
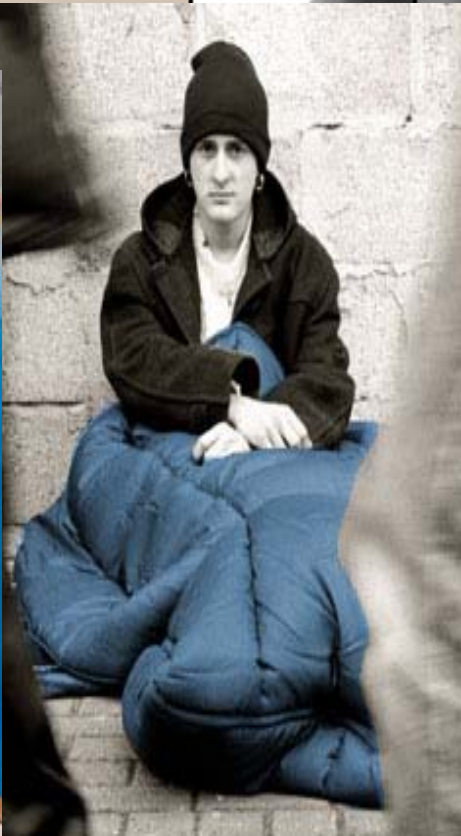
- Difficulties associated with solo workers – competing demands
- Revisiting the boundaries and purpose of early intervention
- Communication to the community about the use of brokerage for early intervention
- Challenges of access for culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander communities
- Service models that include multiple partnerships need to be appropriately funded

Allan & Phoebe
Once Slept Here





“Every day, 1 in every 200
Australians are homeless,
without safe, secure or
affordable housing.”






“Every year, more than
160,000 Australians
experience homelessness.”








“One in every 3 homeless
Australians, is a child.”
(Australian Federation Of
Homelessness Organisations
2006)



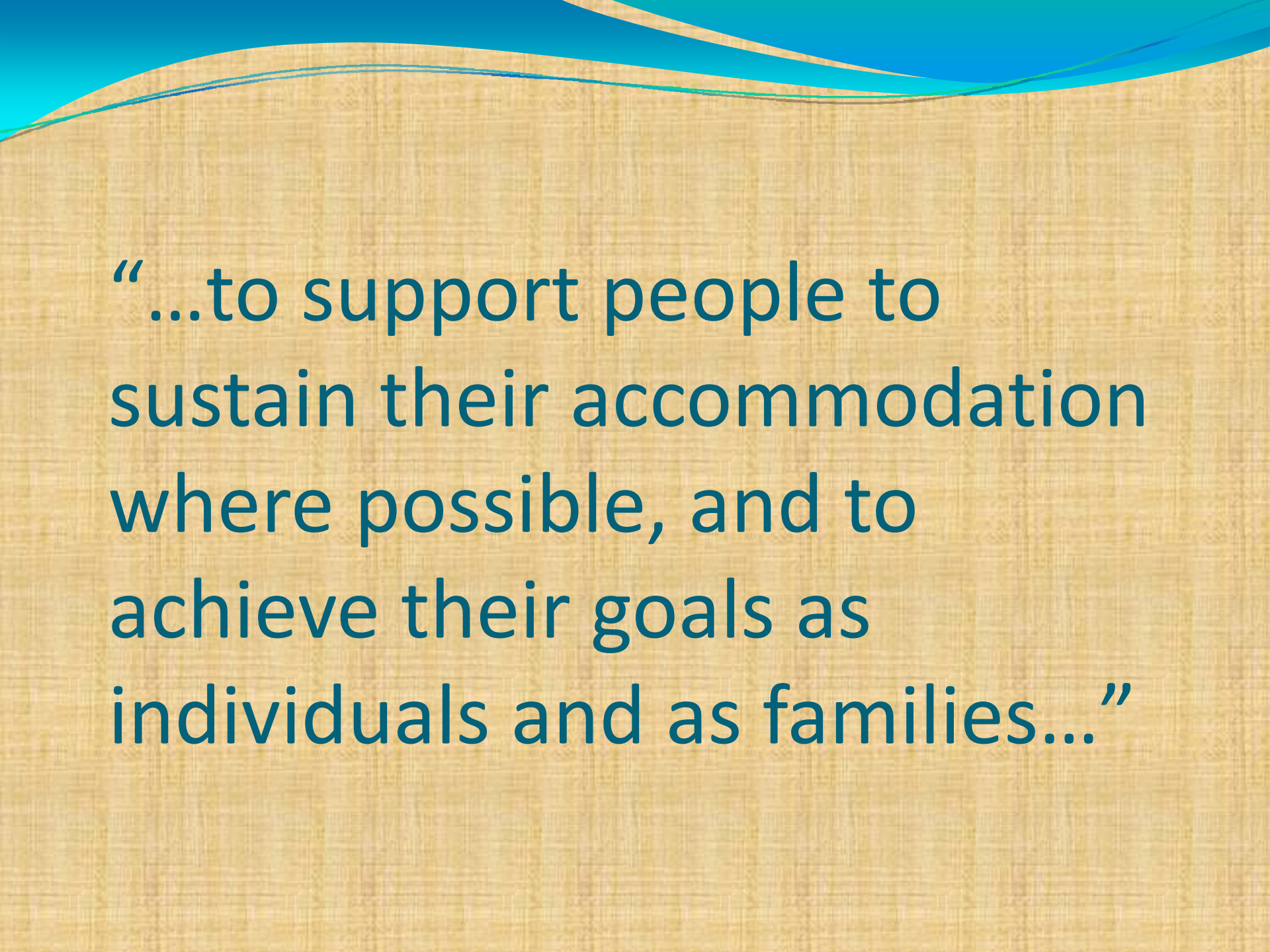




We have a vision
“...to be a well resourced,
inclusive and client-centered
service that works from a
strengths based
perspective...”



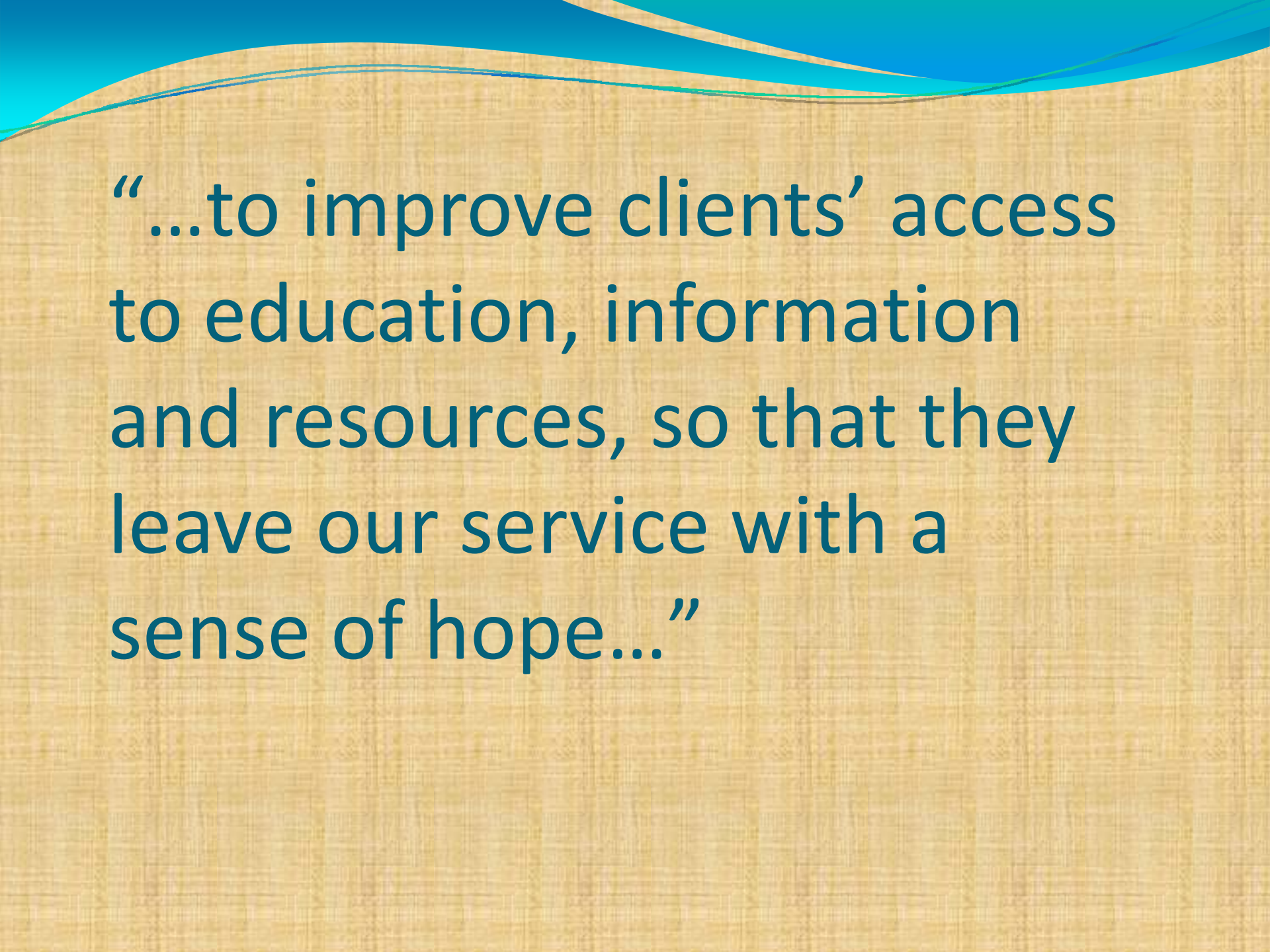




“...to support people to sustain their accommodation where possible, and to achieve their goals as individuals and as families...”



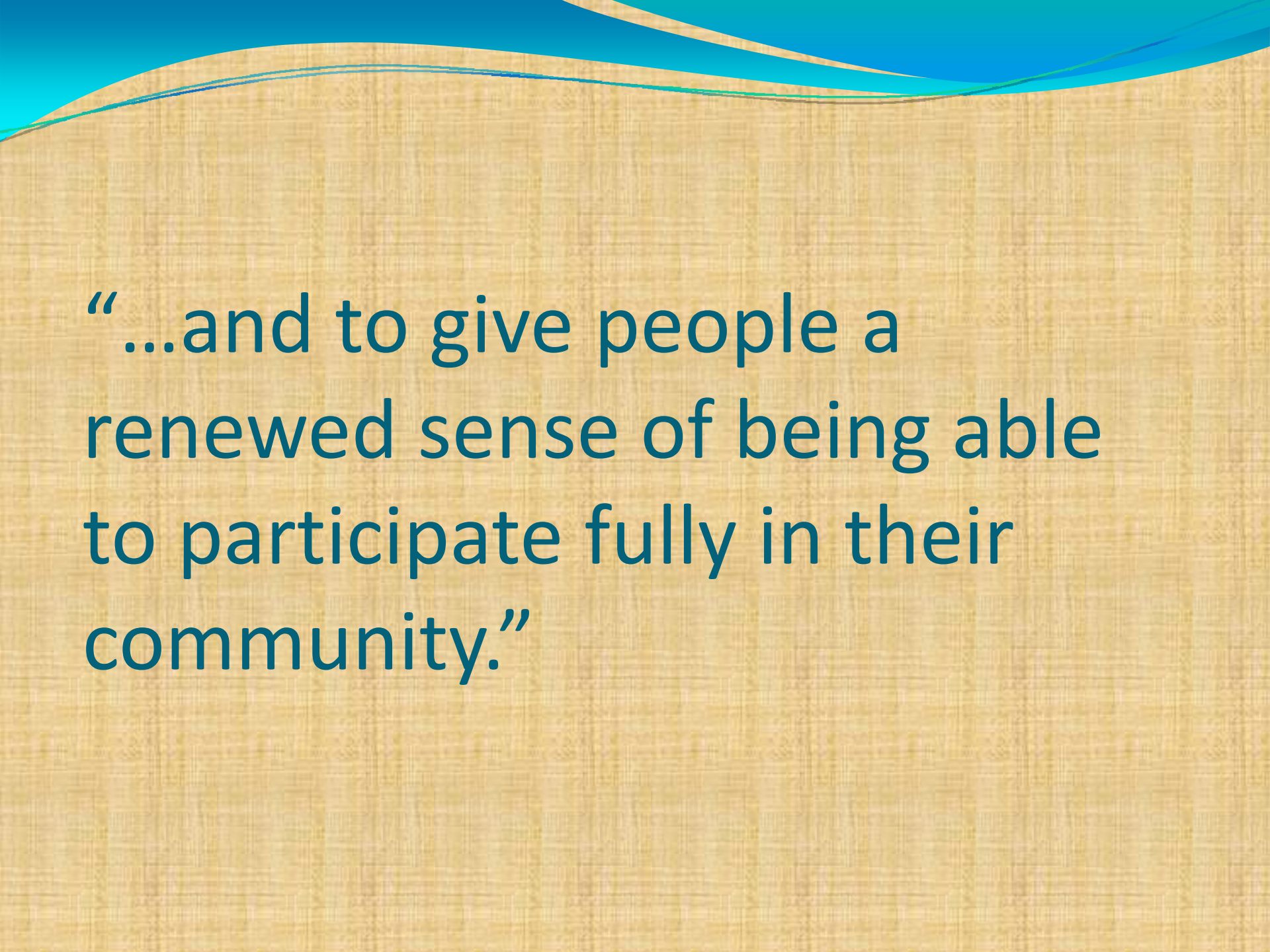




“...to improve clients’ access to education, information and resources, so that they leave our service with a sense of hope...”



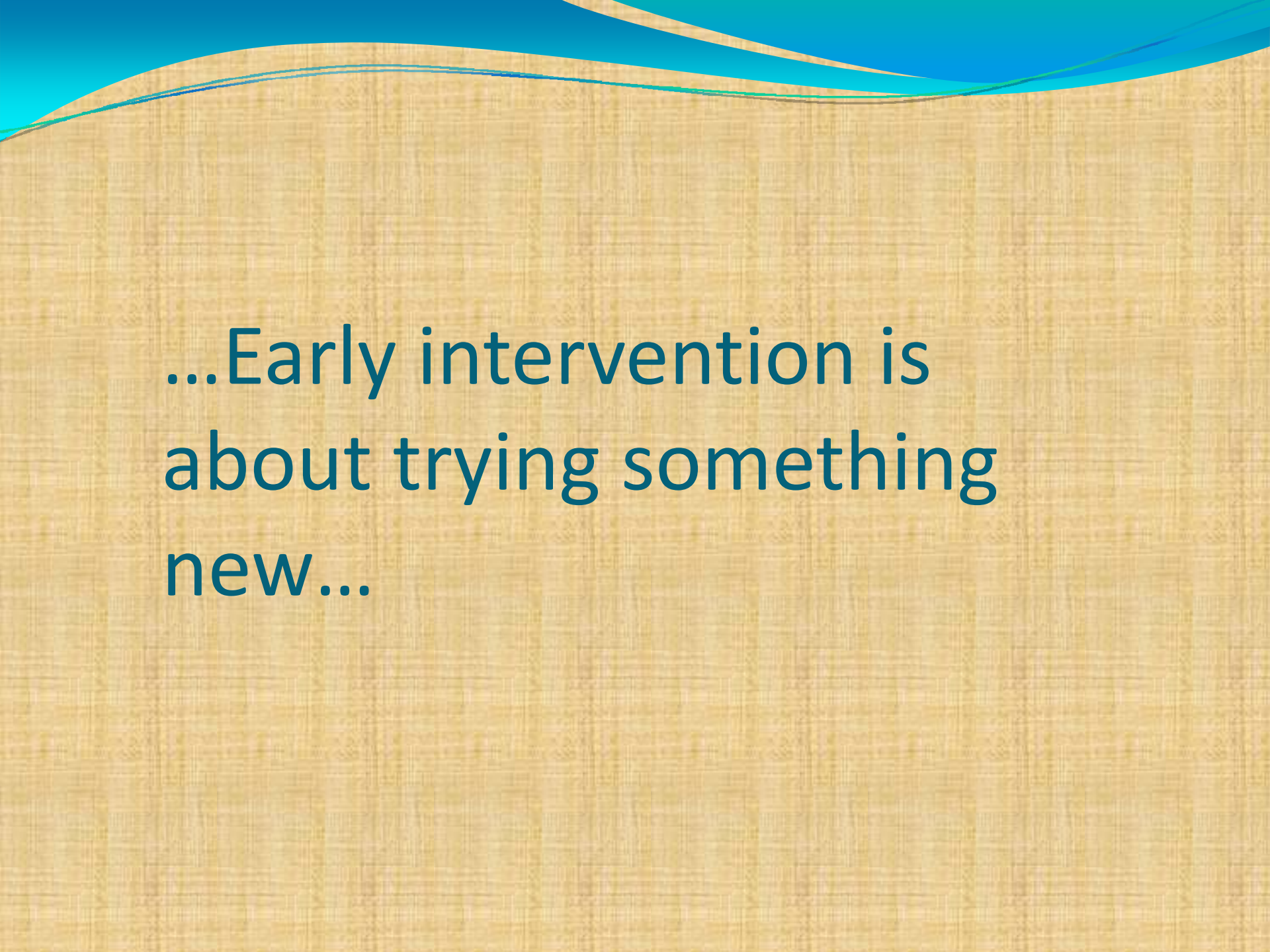




“...and to give people a renewed sense of being able to participate fully in their community.”

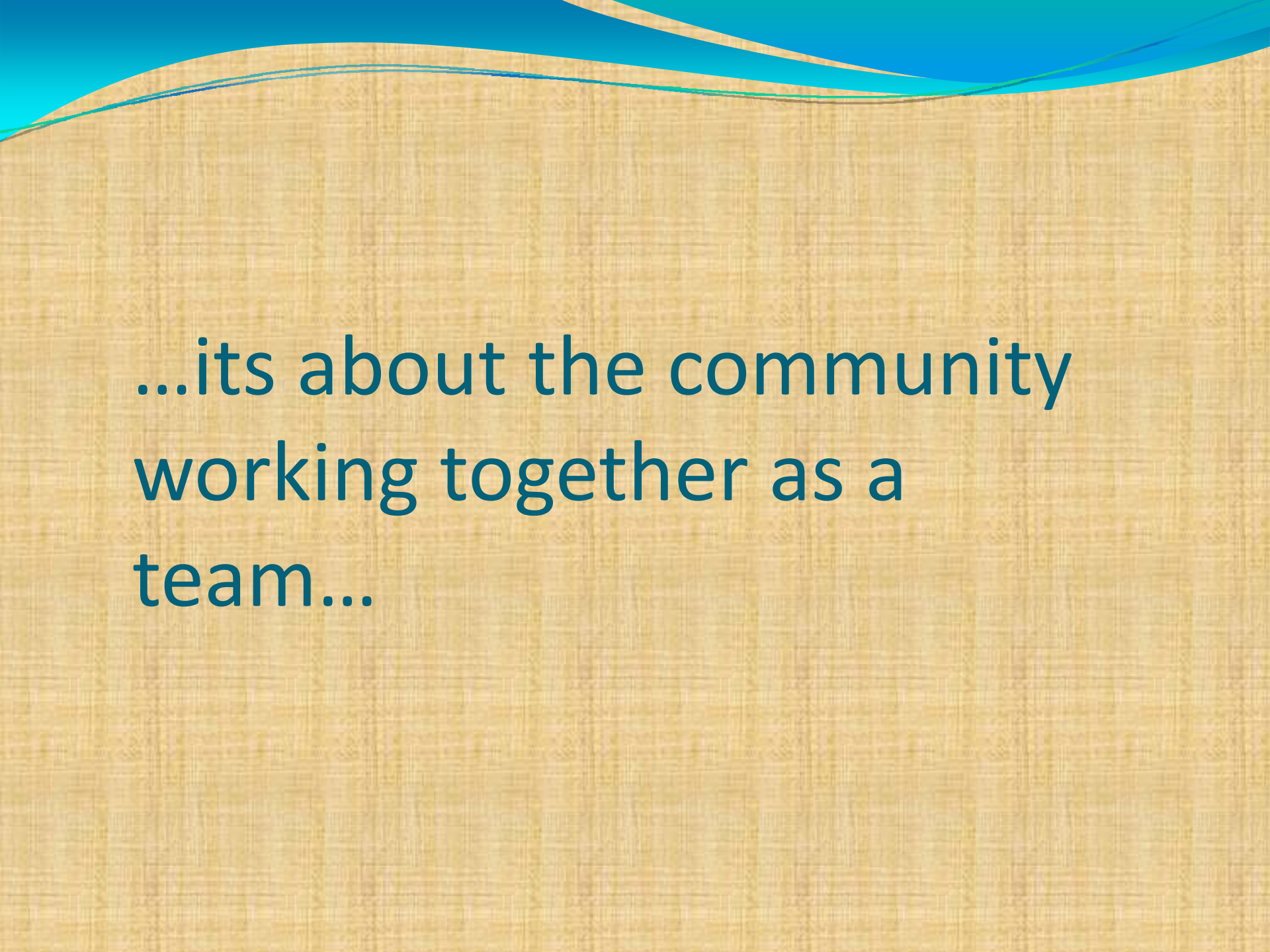






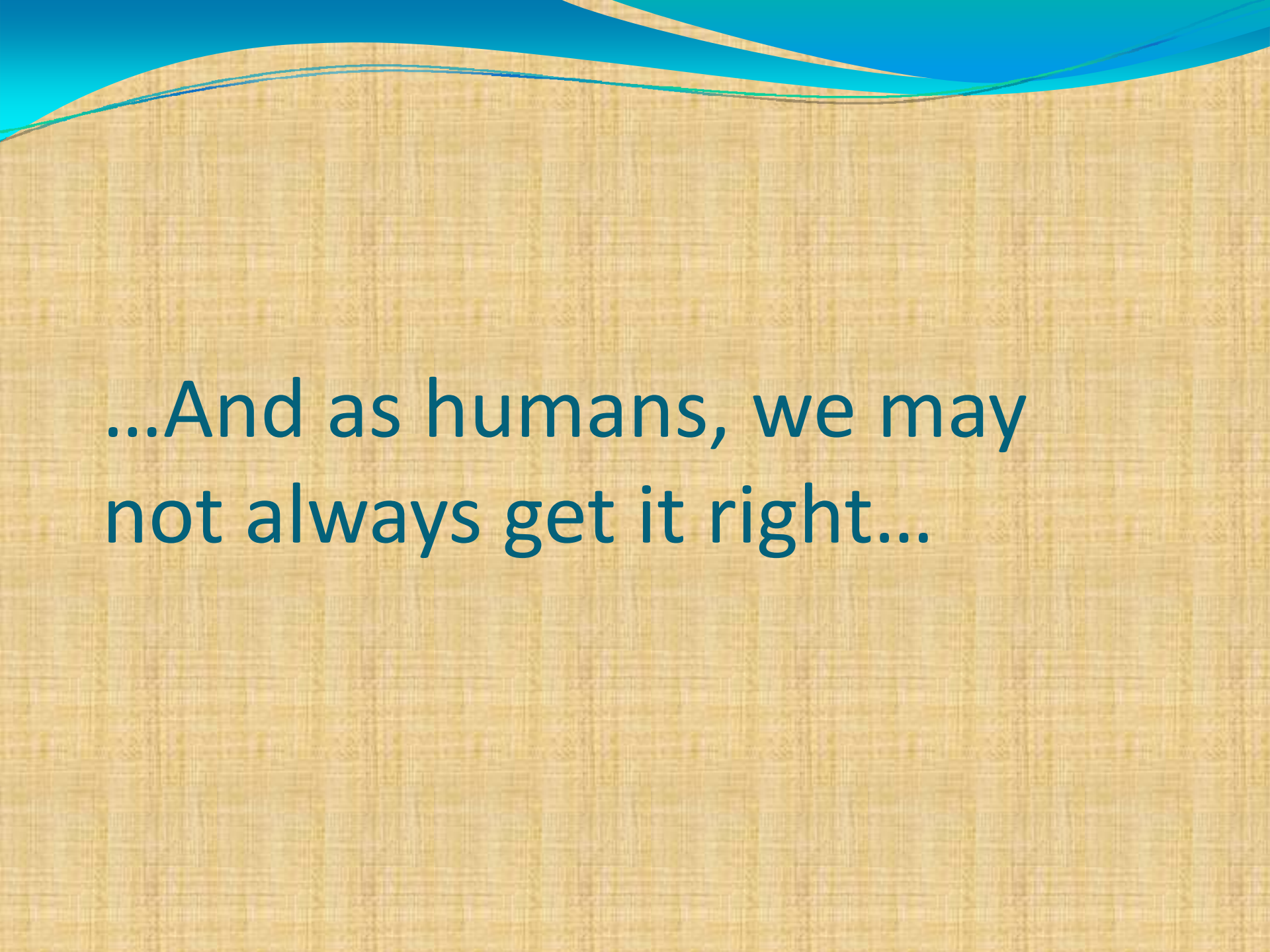
...Early intervention is
about trying something
new...





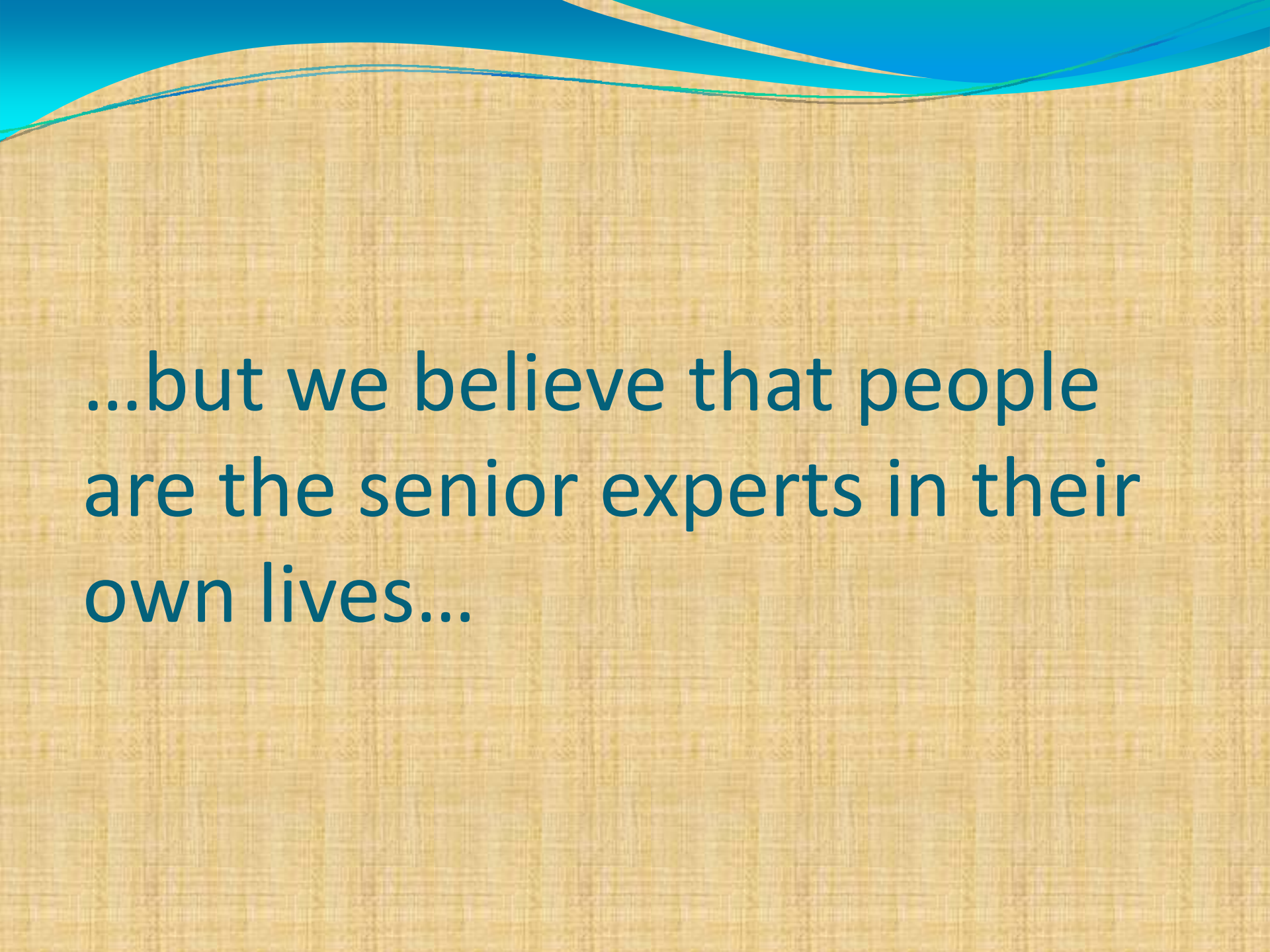
...its about the community
working together as a
team...





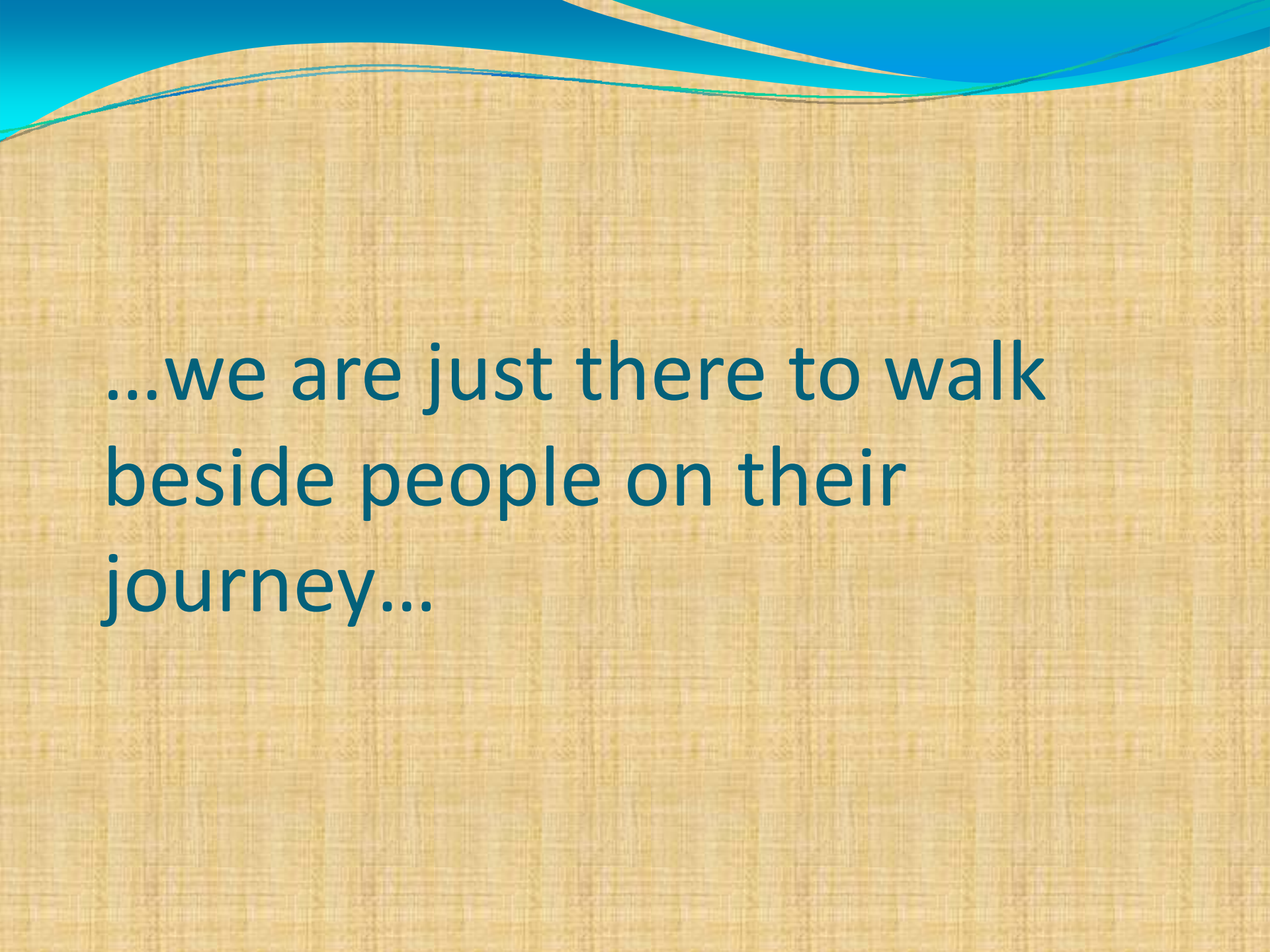
...And as humans, we may
not always get it right...






...but we believe that people
are the senior experts in their
own lives...





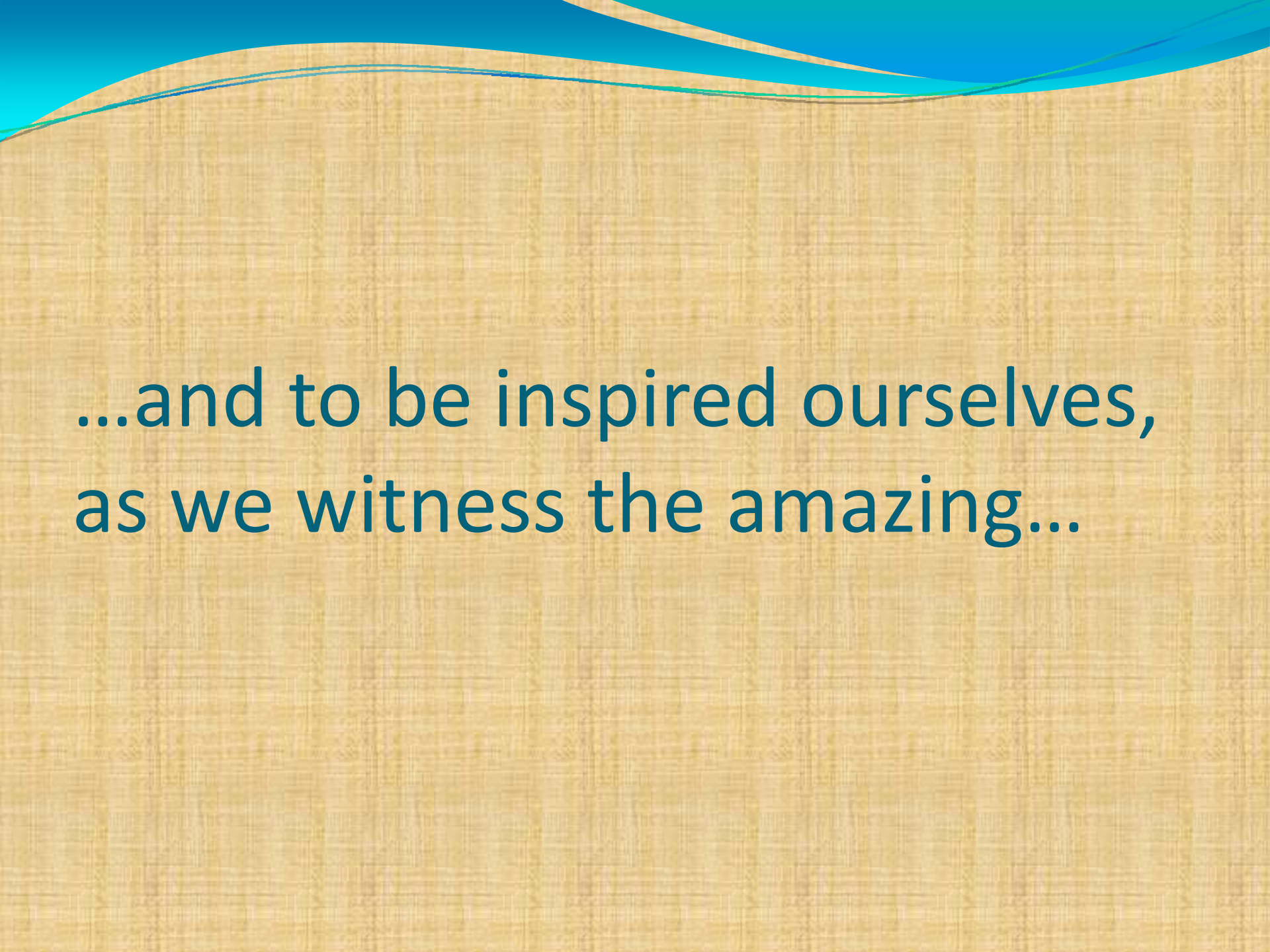
...we are just there to walk
beside people on their
journey...





...to uphold the values of self
determination, respect and
inclusion and to pursue social
justice...





...and to be inspired ourselves,
as we witness the amazing...





...Keys to Early Intervention in
Homelessness Service (KEIHS)
thanks you for the opportunity
to bring our new addition into
your community...





...And finally...remember...

Strength

of purpose
achieves

the

impossible...



Paul Smith

Compiled By Reece

In conjunction with the KEIHS team 2007