



# StreetSmart Collective Community Grants

NOVEMBER 2017



# What We Do

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“StreetSmart understands the complexity of creating social change and are prepared to support initiatives that are innovative and very engaged with their local communities.”

Grace McQuilton – The Social Studio

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**The team at StreetSmart believe no one should be without a safe and secure place to call home.**

We take action against homelessness through effectively engaging with 900+ businesses and the community to raise vital funds and awareness for small, ‘independent’ grassroots homeless services and projects.

We seek out, support and partner with organisations and projects in the communities where funds are raised. We have an unrivalled fourteen year track record of getting funding to where it is needed most.

We are now inviting you to partner with us to double our impact through matching our 2017 Community Grants funded through CafeSmart.

# Collaborate With Us

On 4th August StreetSmart partnered with 766 cafes and 50 coffee roasters across Australia. Together we raised over \$250,000 and are now looking to partner with like minded funders to match these grants.

Listed below are our Lead Projects for Nov 2017. Each project is scalable and matched funding can be in-part or in-full. Matched funds can also be spread across a number of different projects. There is also a general micro grants pool for all States and Territories supporting over 100 community projects, to which matched funds can also be allocated.

## LEAD PROJECTS

Organisation	Project	StreetSmart Grant	Matched Opportunity
AAEH	Registry Week Activation Fund	\$10,000.00	\$10,000.00
Dandelion Support Network	Helping Families in Need	\$7,500.00	\$7,500.00
Family Access Network	Life Skills Outreach	\$8,500.00	\$8,500.00
First Step	Emergency Fund	\$5,000.00	\$5,000.00
Melbourne Homeless Collective	Plate Up Project	\$5,000.00	\$5,000.00
Newtown Neighbourhood Centre	Boarding House Outreach Service	\$7,500.00	\$7,500.00
Public Interest Advocacy Centre	Employment Pathways Project	\$7,450.00	\$7,450.00
South Port Community Housing	2018 Year of the Arts	\$8,000.00	\$8,000.00
St Kilda Gatehouse	Home Again	\$10,000.00	\$10,000.00
Taldumande Youth Service	Intensive Family Support Program	\$7,500.00	\$7,500.00
Womens Community Shelters	Efforts to Outcomes Project Officer	\$7,500.00	\$7,500.00
YWCA	Older Women Project	\$10,000.00	\$10,000.00

All matched grants are made under the StreetSmart Collective model to both support Lead Grants and StreetSmart's work in the community and sustainability. For every \$10,000 invested into the StreetSmart Collective, \$2,000 will be directed to build StreetSmart community engagement and fundraising (enabling StreetSmart to raise a further \$6,000 from the public), and \$8,000 will be directed into the StreetSmart community grants program.

# The Australian Alliance to End Homelessness (AAEH)

## Registry Week Activation Fund

The Australian Alliance to End Homelessness (AAEH) is an independent champion for people who are homeless. We know it is possible to prevent and end homelessness. We work with local communities to make sure everyone has access to safe, secure and sustainable housing. The Alliance is not aligned to any political party or organisation but is deliberately independent and exists to promote the most effective ideas for ending homelessness from research and evidence that has been conducted anywhere in the world. The Alliance Board is made up of a number of dedicated individuals with expertise in housing and homelessness from around Australia. Chair: Karyn Walsh, CEO Micah Projects, Felicity Reynolds, CEO Mercy Foundation, Heather Holst, Deputy CEO Launch Housing, Keith Bryant, Chairperson Wentworth Community Housing.

### REGISTRY WEEKS

An important part of our work is empowering local communities to develop effective local responses to homelessness built on robust and well-informed research and seek strong, bipartisan national and state political leadership. Registry Weeks provide this research. They are conducted over 3 early mornings in a row to identify who is homeless and sleeping in the streets and parks of the community.

The Vulnerability Index - Service Prioritisation Decision Assistance Tool has been used as the 'triage' tool to understand exactly which people identified through registry week have high, medium or low housing needs. At the end of the week – non-identifiable data on the results are analysed and presented back to the community, and local and State policy makers, to help better understand the extent and nature of homelessness in that particular community.

Registry Weeks are an effective way for communities to come together, to understand who is street homeless and what their health and housing needs are. Using a Housing First approach, those communities then continue to work together after a Registry Week to house people who were identified as homeless and ensure they are supported, if support is also required. 14 Registry Weeks have been held in Australia since 2010. A recent good example is a regional city in NSW who identified 42 people during their registry week (and a further 15 people) in the weeks and months after registry week. This community collaboration amongst funded and unfunded services has so far resulted in halving the number of people experiencing street homelessness in that city. Like many other locations where

the methodology has been used, it has also served to bring services together to work more collaboratively to solve homelessness in their community.

### FUNDING REQUEST

We are requesting a grant of up to \$20,000 from StreetSmart to help communities activate local Registry or Connections Weeks and participate in a National Advance to Zero campaign to end homelessness in Australia starting with street homelessness. Often one of the main barriers to communities taking on a Registry Week and resulting work is a lack of budget. Through a StreetSmart grant we can help cover costs such as:

- travel of two workers from Micah Projects (or any other organisation with experience) to travel to a community to undertake training,
- undertake training of the use of the VI SPDAT and methodology for Registry Weeks
- supervision of Registry Week in location and data entry
- feedback event and follow up
- licencing costs to cover access to the data base following registry week
- small gratuity to person for the interview

The funds would be administered through the AAEH account with Micah Projects, and reimbursements provided to organisations who provided the mentoring and coaching services.

# Dandelion Support Network

## Helping Families in Need

**Dandelion Support Network aims to ease the burden for families in need by providing nursery items essential for the safety and well-being of their children. These items are predominantly preloved donations from the community and sorted by our volunteers. We have recycled over 100 tonnes of goods for babies and children to date.**

**Since December 2011, we have helped more than 5,000 families and we now work with more than 120 hospitals and community service agencies to create positive change in our community.**

### THE PROJECT

Dandelion helps children who are in a vulnerable situation. All the families referred to us suffer financial hardship as well as a broad range of challenges including those escaping domestic violence, refugees, those facing mental health issues, parents and children with disabilities and more. 1 in every 4 referrals is for a family who is homeless or at risk of homelessness. We aim to provide a safe place for babies to sleep in a cot or bassinet, as well as a way for a family to get out and about with a pram or car seat, to help reduce social isolation. As well as these critical items, we provide clothing, linen and toys, so that a family is able to focus on loving their baby. A baby can drift to sleep safely. A Mum can take her baby to a medical appointment. A child can have toys to help with their development.

### ALLOCATION OF FUNDS

Every contribution to Dandelion has an impact. The need for our services is growing exponentially. We have families waiting for a safe place for their baby to sleep, or a pram to help to get out of the house and be involved in the community. Funding our small service is a constant challenge for our management. Our three main areas of funding shortfall are:

- **Funds to purchase items essential for safe sleep and travel** – cots, bassinets, prams and car seats. We never receive enough preloved donations of these items to meet demand. Some families wait 4 months for support, meaning families in need may not have access to essential items until well after the baby is born. When possible, we purchase these items at wholesale prices to reduce the number of families on the waitlist.
- **Staffing to coordinate referrals** from social workers and manage the overall project of providing essential items for children of families in need. This coordination role is vital for the smooth running of our service and allows for us to work effectively with the agencies we support.
- **Rent for a warehouse to process donations for the families.** Our current home is destined for redevelopment and we have the challenge of looking for a new space. We predict this will mean a substantial increase in rental costs.

A grant of \$7500 from StreetSmart will be allocated across these 3 areas of need, any additional matched funding will help us scale that impact for the families and babies we assist.

# Family Access Network

## Life Skills Outreach

Since 1981 Family Access Network (FAN) has been providing support within a case management framework to homeless young people and those at risk of homelessness who are aged 15 to 25 years. FAN is underpinned by a strong client focused, rights based approach that seeks to maximise positive intervention and strategic responses. FAN provides a range of services to young people, young families and their accompanying children who are experiencing or are at risk of homelessness in the Eastern Metropolitan Region (EMR). These programs include: Transitional Support Program, Private Rental Brokerage Program, Children's Program (early years), Alsorts Program: Same Sex Attracted, Transgender, Intersex (SSATI), Housing Establishment Fund (HEF) including SSATI HEF, Homelessness Youth Dual Diagnosis Initiative, Life skills and Volunteer Programs

### LGBTI (LESBIAN, GAY, BI, TRANSGENDER AND INTERSEX) HOMELESS YOUNG PEOPLE

FAN is the only agency in Victoria to offer a tailored response to young people who identify as LGBTI and are homeless. FAN currently has two properties dedicated to this program that can house 6 homeless young people. All of the young people currently engaged have significant mental health issues with some of these issues being so severe that the young people feel unable to leave the property for weeks at a time. These mental health issues reduce their ability to socialise outside of the home and impact on their daily life.

### WHAT WE PROPOSE - SERVICE GAP

The housing we provide to this client group has case workers attached but **we do not have funding to offer a wraparound service that is greatly needed.** We know from experience it is these wrap around services that make the difference between positive or negative outcomes for young people. We want to give these young people the best chance of breaking the cycle of homelessness and that means we need to work with them in a holistic manner so they can address their individual challenges and become active citizens of our community.

The funding would enable the delivery of an outreach life skills program for the existing group and new members. The Life Skills worker will be present at the properties running programs such as healthy cooking, food hygiene, budgeting workshops and more. Workshops will be based on key themes of health and wellbeing with the Life Skills worker facilitating young people's active participation. As many of the young people identify social isolation as a major challenge in their lives, the group will also provide social activities, with an emphasis on providing a safe and supportive environment.

### ALLOCATION OF FUNDS

A grant of \$17,000 will assist in providing an experienced Life Skills Outreach worker to attend to the properties and offer in house life skills programs to these vulnerable young people for a period of 12 months. This would cover the costs of additional wages, all equipment needed, food, creation of cooking manuals, guides on healthy living and also cover the cost of social outings. This 'one on one' work is vital to break the cycle of homelessness and ensure they receive the support needed to address their individual challenges.

# First Step

## Emergency Fund

**First Step is an independent, not-for-profit mental health and addiction services hub in the heart of St Kilda. We operate a medical clinic that provides a unique wrap around service with GPs, mental health nurses, psychologists and psychiatrists, drug and alcohol workers and also a community legal centre, all free at the point of delivery. First Step is a respected leader in the coordinated combination of medical and psychological therapies, and holds more permits for methadone and buprenorphine (opiate substitution) than any other clinic in Victoria.**

First Step clients come from all works of life, but we specialise in working with people with complex mental health needs and co-occurring substance use issues. Many of our clients experience a wide range of challenges in their lives including homelessness, unemployment, years of physical and/or sexual abuse, growing up in state care, blood borne viruses (such as hepatitis C) and social isolation.

At First Step we believe that every person deserves every chance to turn their lives around. We also believe that addiction is generally the long-term and painful response to trauma; it is a health issue that must be treated with compassion and dignity. Our experience would indicate that addiction is concentrated in areas of multiple disadvantages and view timely and effective treatment as a matter of social justice.

### **CARE COORDINATION AT FIRST STEP**

In the last 6 months, First Step, in line with much of the mental health sector, has increasingly looked to grow our capacity for care coordination. Care coordinators are skilled and qualified workers (with mental health and/or drug and alcohol qualifications) who assist clients with a myriad of responses including; living skills, parenting skills, safety management, advocacy, housing, counselling, workforce readiness, referrals and social connection to name a few.

### **SUPPORTING PEOPLE IN CRISIS**

In the past StreetSmart has generously provided emergency aid funds to ensure that our team has been able to assist and respond to clients in crisis with essential items such as Myki cards, Myki top up and food vouchers. It has proved an effective resource and intervention, and we wish to continue to offer this support and security to our most disadvantaged clients. Being able to provide support in this way also increases client trust and therefore attendance, improves access to services (by facilitated travel) and alleviates mental and physical health problems at times of crises with access to good food. The support has a hugely positive and stabilising impact on some of First Step's most vulnerable clients at times of crisis.

### **FUNDING REQUIRED**

We are seeking support from StreetSmart for our emergency fund, primarily for homeless clients. The caseload is currently 50 people in high need. A grant of \$5000 would fund 1 x Myki, 2 x week's concession travel and \$80 in food vouchers for 6months. Additional matched funding of \$5,000 would extend the impact of the fund to 12 months.

# Melbourne Homeless Collective

## The Plate Up Project (PuP)

**Melbourne Homeless Collective is an independent not for profit organisation supporting people experiencing homelessness through various projects. We provide tangible items such as sanitary care, toiletries, sleeping bags, school bags, clothing and other essentials to people who access support services to alleviate homelessness. We do this by connecting with other not for profits to ascertain and alleviate gaps in product and service delivery to ensure those in need are afforded the best quality care and outcomes to improve their physical, mental and social wellbeing.**

### THE PROBLEM

Many victims of domestic abuse and violence have also suffered financial abuse and control at the hands of their abuser. They are often forced to return to the abusive relationship due to insufficient financial support and insufficient work and training skills. If they do leave they are resigned to a life of poverty for themselves and their children and increased risk of homelessness. Financial abuse is often a hidden unaddressed aspect of domestic abuse leading to homelessness. This coupled with the post-traumatic stress of domestic abuse often leads to situations where stable and sustainable employment is almost impossible.

### THE PROJECT

The Plate Up Project seeks to address these issues by providing women experiencing homelessness with high standard, hands on hospitality industry training facilitated by qualified chefs, managers and restaurant owners. The PuP is a hands-on hospitality and work ready training program for women who have experienced homelessness through domestic violence and abuse. PuP will also work alongside qualified wellness officers and councillors to support women through training and into employment whilst addressing other barriers caused by homelessness and DV.

At completion participants will attain their food handlers certificate (FHC) and responsible service of alcohol certificates (RSA). PuP also provides training to prospective employers to ensure they are aware and sympathetic to the specific needs of people who have experienced homelessness and domestic abuse and the barriers they may be experiencing. This will provide a more understanding work place and more sustainable long-term employment outcomes for the participants. PuP will provide direct pathways to employment at the end of the 12-week course which will be run via the industrial kitchen at Launch Housing in Haig Street South Melbourne.

### FUNDING

A StreetSmart Grant of \$5,000 in funding will support two 12-week pilot programs of the Plate Up Project. This funding will be used to deliver recognised RSA and FHC training, purchase cooking equipment for each participant, and provide professional resume and job application writing skills. A further \$5000 in matched funding will allow us to run a third pilot project and also provide field trips to restaurants and hotels and additional training for further onsite learning for all three programs.

# Newtown Neighbourhood Centre

## Boarding House Outreach Service

**The Boarding House Outreach Service (BHOS) is a specialist homeless service (SHS) funded through Family and Community Services (FACS) to provide case management support for individuals living in boarding houses within the Sydney Local Health District (SLHD).**

### THE PROBLEM

Living in a boarding house can be extremely lonely and isolating. Boarding house residents tend to stick to themselves and there is often a lack of common areas where people can socialise. This can lead to chronic loneliness for a lot of the vulnerable residents we work with and, as a consequence, an increased likelihood of poor physical and mental health and disengagement from our services.

Residents rarely leave the area where they are located due to high levels of poverty (100% of clients are under rental stress; typical income on Newstart is \$560/fortnight and DSP \$900 with average rental prices for a boarding house room hovering around \$190-200 a week and often up to \$250/week). Residents often find access to transport difficult or too costly, and find declining physical health a major barrier to getting out and about.

### THE PROGRAMME

Some time ago StreetSmart started to fund monthly activities for our boarding house residents. We take around 10 residents at a time to local beaches or national parks, providing a BBQ or Fish & Chips lunches. The trips are designed to be a social activity and enable residents to get away from daily life in a boarding house, make friends and improve their social network and self confidence.

### OUTCOMES

Through the group outings we have found clients have continued engagement with our service leading to a large number of residents moving into more stable accommodation in the form of Department of Housing or community housing properties (10 residents this current financial year) and therefore ending the instability of tenure and increased risk of homelessness that comes from living in a boarding house. The bus trips have served as a useful engagement tool as well as increasing client retention rates (those regularly attending the bus trips have been with the service on average 2-3x longer than those that have not). The longer a client is with the service and the more actively engaged they are, the more advocacy and assistance we can provide and the greater likelihood they will have a positive outcome in terms of their long term housing stability.

The bus trips are now an integral part of our service model and increasing their scope and reach is a priority, however funding for such activities is difficult to secure.

### ALLOCATION OF FUNDS

A StreetSmart grant of \$7500 will enable us to continue this important group activity over the next 12 months, meeting the running costs such as; wages, entrance fees for activities or places of interest, petrol, insurances, promotion of the group, and provision of food/meals/teas and coffees whilst out on the trips.

With further matched funding (of \$7500) for a total of \$15,000 we could extend the program to twice monthly, offering the activities to double the number of residents.

# The Public Interest Advocacy Centre

## Employment Pathways Project

**The Public Interest Advocacy Centre (PIAC) is an independent, non-profit legal centre. Established in 1982, PIAC tackles systemic issues that have a significant impact on disadvantaged and marginalised people. In 2004 PIAC established the Homeless Persons' Legal Service (HPLS) and last year HPLS provided legal assistance to 759 people. In 2009 PIAC established its homeless consumer advisory committee, StreetCare, made up of people with lived experience of homelessness.**

StreetCare provides a mechanism for PIAC to engage actively with people who are homeless or at risk of homelessness, to facilitate their input into public policy and law reform initiatives. PIAC believes that the active involvement of people who have experienced homelessness leads to the development of more effective public policy in response to issues facing people experiencing homelessness.

In addition to overcoming significant personal challenges, StreetCare's members transform their personal experiences into strategic leadership, input and an impressive commitment to improving the support for those experiencing homelessness. Through their advocacy, StreetCare members confront stereotypes and prejudice, ignorance and apathy and are able to change both hearts and minds in government, business and the broader community.

### PROJECT DESCRIPTION

The aim of the project is to provide a supervised employment experience in the field of homelessness public policy advocacy for two members of StreetCare (one member per semester). The paid internship will be for 12 weeks (7.5 hours per week), under the supervision of the PIAC homelessness SPO. Participants will receive mentoring and training to identify, research, develop and communicate policy positions and projects in consultation with homeless consumers and other stakeholders to achieve positive social justice outcomes for people who experience homelessness and disadvantage. Participants will obtain a certificate of completion and valuable work experience that can be included on their CV.

Through this paid internship participants will have improved employment opportunities in the field of public policy, community advocacy or research. Members of StreetCare acquire significant skills and experiences in public policy research, analysis and advocacy, leading to increased confidence to pursue further education or employment opportunities.

### FUNDING REQUIRED – PER SEMESTER PER INTERN

Staffing - Senior Policy Officer/Supervisor - 25 hours (inc. on-costs)	2250
Intern Salary (7.5 hrs per week for 12 weeks (incl on-costs)	3550
Office costs	850
Training for intern	550
Travel	250
<b>TOTAL</b>	<b>\$7,450</b>

Funding of \$7450 from StreetSmart will seed fund this project for one intern. If matched funding could be secured we would then be able to extend the program to another intern in the second semester. The project is scalable and for the project to operate for two semesters, the total project budget is: \$14,900. The project will still proceed if there is only sufficient funds for one semester.

# South Port Community Housing Group Inc.

## Year of the Arts

**We provide long term, affordable housing, practical support and a sense of community to single adults who are homeless or in housing stress in the inner south of Melbourne. We manage long term rental housing for 285 single adults, including those most marginalised, with complex needs, and case manage support for young people aged 16-25 including young single parents. SPCHG is unique in the community housing sector in two key respects. We maintain a focus on housing marginalised single adults exclusively, including people with less predictable behaviours as a result of mental illness and drug/alcohol addictions, and have a combination of long term housing and support for youth in one organisation.**

### YEAR OF THE ARTS

SPCHG has, over a number of years, been steadily developing a unique model of managing the tenancies of the targeted client group with emphasis on sustaining tenancies despite problematic behaviours and developing social inclusion opportunities. In our experience, problems for a significant number of tenant/clients resulting from the trauma of events/conditions that led to homeless, and the experience of homelessness itself, are amplified by social isolation, boredom and loss of self-esteem. Our programs aim to combat these.

There has been significant interest in our recently formed fledgling Arts Group and a good number of tenants/clients have expressed interest in more hands-on arts activities being offered. While very keen to follow up on this expressed interest, **we are unable to fund this through our budget.**

SPCHG would love to be able to fully develop the Arts Group, engaging a few professional instructors/facilitators to run arts activities tailored to the needs of our tenants/clients; not art therapy strictly, but with a broadly therapeutic aim. The format would need to be small groups, run as close as possible to where people live. To do that, we need funds for equipment and instructors; and to find suitable spaces.

The program will include a 9 month program of activities involving painting/drawing, basket-making and ceramics, our “2018 Year of the Arts”. We will include a Steering Committee involving interested tenants/clients, staff, volunteers and community members. There will be professional instructors and no charge for activities with a targeted number of participants of 30. We will also build on this program’s learnings to attract ongoing funding from other sources, with a view to eventually holding an exhibition at a local community gallery, Gasworks Art Park, Port Melbourne.

### FUNDING REQUIRED

Funding is sort from StreetSmart to cover the costs for “2018 Year of the Arts” project, including: advertising/promotion, co-ordination, venue costs and equipment, instructors and consumable art materials. With a StreetSmart grant of \$8,000 we will be able to set up and start running the “Year of the Arts” project, however with further matched funding of \$8,000 we can extend the reach of the project to impact more of our tenants for the whole nine months, rather than a limited period.

We believe that our social inclusion group activities are core to our work with our tenants and are excited by the prospect of setting up and running the ‘2018 Year of the Arts’ project.

# St Kilda Gatehouse

## Home Again

**St Kilda Gatehouse has traditionally worked alongside those involved in street based sex work as a result of family violence, addiction, homelessness, poverty, mental health and social isolation. In 2014 the organisation opened a second Centre in Dandenong working with young women affected by commercial sexual exploitation.**

The Drop-In space in St Kilda is the primary point of contact for many who work on the streets. It provides a safe, homely environment. Providing a pathway for women to exit street sex work begins with a point of engagement, building trust relationships, crisis relief and then assisting women to address the factors that result in a reliance on street sex work for survival. The Centre has contact with approximately 300 individuals per year.

### THE PROBLEM

A rise in homelessness across Melbourne has led to an increase in the number of women accessing the Gatehouse Drop In Centre. For those individuals who access Gatehouse the impact of homelessness has led to: Widespread influenza and pneumonia; Deterioration of mental health as individuals struggle to pay for prescribed medication and access psychiatric appointments, as well as increased depression and anxiety related to hostile living conditions; Loss of personal belongings including personal identification necessary for accessing essential services and finances; Increased involvement in street sex work or 'exchanging sex for accommodation'; Increased drug use to cope with psychological stress of homelessness and to provide a sense of body warmth; Losing access to the service provision from agencies who have a policy of exclusion for individuals who are involved in sex work and/or illicit drug use; Exhibition of dangerous and reckless behaviour towards themselves and others due to sleep deprivation and drug-induced psychosis.

### THE PROJECT

We are applying for funds to support our **Home Again Project** that assists women to move out of crisis caused by homelessness and then to provide assistance so that women can address issues that are creating instability and an unwanted reliance on street sex work.

### AIMS

- Women involved in street sex work to have a point of contact and safety when experiencing the effects of homelessness and poverty
- Women will be assisted to disrupt the cycle of homelessness, poverty and street sex work

### OUTCOMES

- Women who access Gatehouse per year will receive support to survive the effects of homelessness and reduce the long-term impact of trauma and poverty
- Homelessness is prevented for 40 individuals
- 25 women and children are assisted to report and escape violence

Additional funding is needed to allow staff to manage the increase in demand caused by the rise in homelessness. The Drop In Centre is open four afternoons a week.

### FUNDING AN ADDITIONAL SUPPORT WORKER:

A StreetSmart grant of \$10,000 will allow the employment of a Support Worker in the Drop In Centre two afternoons a week for 6 months. This staff member will work specifically with women experiencing or at risk of homelessness. Women will be supported in crisis for example with homeless swags, food parcels and hygiene packs. Once out of crisis women will be supported to access medical, mental health, housing and violence support services. The staff member will advocate on behalf of clients to prevent evacuation from property and/or loss of Centrelink payments. The staff member will source grants of up to \$350 for single mothers to assist with housing and/or escaping domestic violence. Matched Funding of a further \$10,000 will extend this cover up to 12 months doubling the care and assistance we can provide to these vulnerable women.

# Taldumande Youth Services

## Intensive Family Support Program

**Taldumande Youth Services is a not-for-profit organisation that supports vulnerable children and young people aged 12 to 21 and their families. We operate the only 24/7 crisis refuge for young people in Northern Sydney and offer supported accommodation and community programs that provide a streamlined pathway, from homelessness and family breakdown, to independence and stability.**

Our mission is to provide services that will reconnect and strengthen family relationships and prevent youth homelessness whilst responding professionally with compassion to the changing needs of young people who are at risk of homelessness. Our objective is to support our young people through challenging times to achieve their dream circumstances and lead fulfilled lives. We do this by providing quality accommodation, with intensive support services and life skills that prepare them for independent living and a brighter future.

### **THE PROJECT: FINANCIAL ASSISTANCE FOR OUR INTENSIVE FAMILY SUPPORT PROGRAM**

Taldumande runs an Intensive Family Support Program; a self-funded program which provides specialist case management support to young people aged 12-15 years and their families during a family crisis or breakdown. The program aims to help preserve family relationships and offer intensive, flexible and practical support with the intention of reducing family breakdown and young people becoming homeless.

Part of this program also provides emergency and respite accommodation for children and young people aged 12-15 who are homeless or at-risk of homelessness. Our new refuge, Emmett House opened in March 2017, providing a beautiful place – bright, nurturing and calming environment, designed to promote a sense of safety, belonging, healing and care for the children and young people and visiting family members, together with skilled 24/7 youth workers and case managers who support them. This program has over 85% success rate of our young people returning home to live with their parents in a happy, healthy, and safe environment.

### **ALLOCATION OF FUNDS:**

Whilst accommodating at our 24/7 refuge Emmett House, our children and young people have limited financial resources and rely heavily on Centrelink as they are often disconnected from their families as a means of support during this period. The financial assistance program gives young people practical access to services and items which are deemed important in their developmental path and can include anything from - food, clothing (school, seasonally, work related), education and training resources (stationery, IT equipment, school fees, short courses), personal care and development expenses (psychologists and specialist counselors, art therapy, fitness/sports programs), and general living expenses to furnish their rooms.

It is very difficult to estimate a breakdown budget for this grant but we have estimated that \$30,000 is required annually to support the different young people engaged in the program at Emmett House each year.

A grant of \$7,500 from StreetSmart will assist in providing the children and young people in our Intensive Family Support Program with financial assistance for a further three months. With an additional \$7,500, we can provide financial assistance for a further three months on top of this. Without ongoing assistance, we are unable to continue running the program to its full capacity.

# Women's Community Shelters

## Efforts to Outcomes Project Officer

**Women's Community Shelters (WCS) is a registered Australian charity, set-up specifically to develop safe shelters for women who need crisis accommodation. We are secular – we exist to help all women in need. Our primary purpose is to work with local communities to establish and run short-term crisis shelters for women (and their children) who are homeless or leaving domestic violence. We fully understand there needs to be a seismic shift in society to try to stop domestic violence occurring and to address the homelessness and other issues that it causes. So, we also work with communities on prevention initiatives and use innovative technology to show the true scale of the need and the demand for services.**

### **EFFORTS TO OUTCOMES**

Committed to understanding and demonstrating our impact, WCS has developed our own bespoke system to clearly track not just the positive outcomes we achieve for our shelter residents, but also the community contributions in time and in-kind. We continue to strengthen the quality of data collected and have undergone a significant testing and review process to ensure we are mapping clear progress around client outcomes that include: safety, housing, education and employment, self-efficacy, law and justice, mental and physical wellbeing; parenting and social connection.

Our system maps progress against individual client goals, records readiness to change, follows clients as they transition for crisis accommodation to outreach services and has capacity for longitudinal follow-up for 36 months after exit. A system that has capacity to report on individual wellbeing over this length of time, while also providing a mechanism to reconnect women with support if they need it is a significant improvement to BAU service delivery. While we have been building the systems functionality, we haven't had the resources to support implementation and take up across the shelter network.

### **ALLOCATION OF FUNDS - EFFORTS TO OUTCOMES PROJECT OFFICER**

We are applying for funds to extend the role of the ETO Project Officer, to enable activation of the longitudinal follow-up of our client management system. A StreetSmart grant of \$7500 will assist WCS support an Efforts to Outcomes Project Officer for 6 months and allow the following:

- Instigate our follow up for women and children leaving our shelters
- Develop processes for 6 monthly follow-up for 36 month, for all clients who consent to follow-up.
- Measure the positive change that occurs for women leaving support services
- Reconnect women to services, who are identified as needing support.

Additional matched funding of \$7500 will extend this support to 12months.

# YWCA

## Older Women Project

**YWCA Victoria works to deliver services focused on creating opportunities for women facing disadvantage, and to be a powerful voice for women's equality. Our firsthand insight comes from many years working in the housing and homelessness sector through our subsidiary company, YWCA Housing. YWCA Housing is a registered community housing provider and is one of the largest, medium to long term housing providers for women in Victoria.**

### THE PROBLEM

YWCA monitors trends, changes in ages, demographics and patterns of engagement with our services and has **witnessed a growing trend of older women approaching us in housing stress**. Australia has seen a 44% rise in older women seeking homeless services since 2015. Women experience economic inequality as a result of wage, wealth and retirement income gaps.

### PATHWAYS TO INDEPENDENCE

The YWCA's Pathways to Independence (PTI) Program is able to assist older women who are homeless, or at risk of homelessness, through holistic case management support, advocacy and referrals to services such as financial advisory, health, domestic violence services, life skill programs, employment, community and alternate housing services. For many older women, this is the first time they have experienced a housing crisis and their knowledge of homeless services & supports is often very limited.

Where a tenancy is at risk, the PTI is able to negotiate directly with landlords/agents to sustain the tenancy, or assist with flexible brokerage for rent arrears, payment of a power bill or an essential item such as food and clothing.

### FEEDBACK

Client feedback to YWCA Victoria has shown that older women have "felt stuck" and unable to make sense of "the system". They are unaware of what supports are available, or how and where to access them. The women supported by the PTI program have appreciated assistance, not only to submit applications for public and community housing waitlists, but for support, advice and referral, on how to manage in the meantime.

The following is just some of the statistical information collected by the PTI Program so far;

- 30% of the women had worked all their life and for 47% it was the first time they had been in housing stress, not knowing where to turn for help
- 26% had a lack of social supports, including having no family or a family who were abusive; physically, emotionally and/or financially.
- 37% had fled family violence with nowhere to live
- 65% had a diagnosed mental illness
- 58% had physical issues that impacted their daily functioning
- Average age is 58 years with the oldest client being 81 years, the sole carer for her 12yo grand-daughter.

### ALLOCATION OF FUNDS

A StreetSmart grant of \$10,000 of additional funding for the 'Pathways to Independence' program will allow YWCA to assist 15 more women experiencing homelessness or at risk with brokerage to directly sustain tenancies, or address essential needs. Similarly, any matched funding allows us to scale this work and support more women. If we were to receive \$20,000 this would assist at least 30 women over the next 12 months.

# Our Team

## **NATIONAL BOARD OF DIRECTORS**

Monica Logan – Director, Upper and Lower

Jerry Marston – (Chairman) Director, The INCUS Group

Zoey Masunungure – (Treasurer), Australian Red Cross Blood Service

Adam Milgrom – Director, Dot Point

Adam Robinson – Founder and CEO, StreetSmart Australia

Matthew Rowe – (Secretary) Corporate Governance Advisor, AFIC

## **LEGAL ADVISORS**

Herbert Smith Freehills

## **AUDITORS**

Jeffrey Thomas & Partners

**If you're interested, let's talk. We want to make things happen and are keen to hear from you.**

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**StreetSmart Australia has Public Benevolent Institution and DGR 1 Classification.**