

People who are homeless or at risk of homelessness, financial and socially disadvantaged

Strategies to consider:

- Waiting lists and client data for pension-level SRSs, boarding houses and public housing in the local area
- Trends in the local housing market, such as rental vacancy rates and affordability
- Trends in financial disadvantage and requests for financial counselling and material aid from local welfare organisations and financial counsellors
- Utilising opportunities to interact with and better understand the needs of residents of SRSs or public and community housing; for example, attending resident meetings in order to break down access barriers and promote understanding of services
- Developing models of service provision that are community based, such as community kitchens for meal provision, or using appropriate gathering places close to low-cost housing for social support activities
- Planning for models of care that support self-management, empowerment and advocacy, where required
- Flexible and assertive case finding and outreach models and partnership approaches to increase service usage by this group

Partnerships and relationships to consider include:

- Identifying and building links with Low-Cost Accommodation Support programs in your catchment to undertake planning and developing service coordination protocols. These include:
The Housing Support for the Aged Program, which supports people 50 years and over with complex needs and a history of homelessness to maintain long-term public housing and improve their health and wellbeing
The Older Person's High Rise Support Program, which provides monitoring and support to tenants of eleven older persons high-rise public housing estates in the inner suburbs of Melbourne
- Developing links and conduct joint planning with a range of community health, mental health and welfare providers to identify need and plan for appropriate, multifaceted and coordinated responses for people who experience or are at risk of homelessness
- Liaising with housing associations to increase access to social housing opportunities and advise of available services

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