



## Wide Bay Homelessness Response Collaboration

Regional Housing Limited

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## Responding to Homelessness In A Housing Crisis

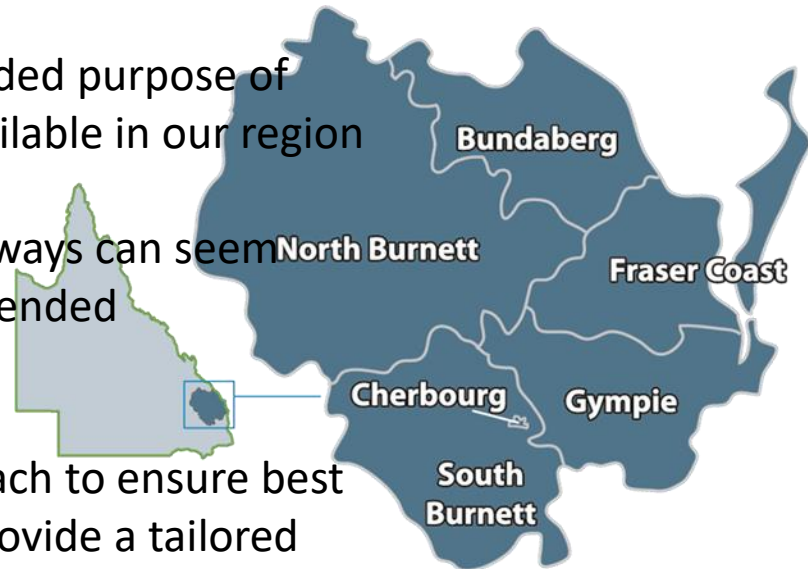
The pressures of the current housing crisis compelled funded providers in the Wide Bay Burnett region to pursue more innovative housing pathways

Mounting pressure was being felt as a result of acute lack of housing stock

Reaffirming the need to revitalise the intended purpose of funded housing programs and products available in our region

Recognising that shortcutting housing pathways can seem more efficient but ultimately result in unintended consequences

Our goal was to form a collaborative approach to ensure best use of the housing stock available and to provide a tailored approach to suit the needs of the individual

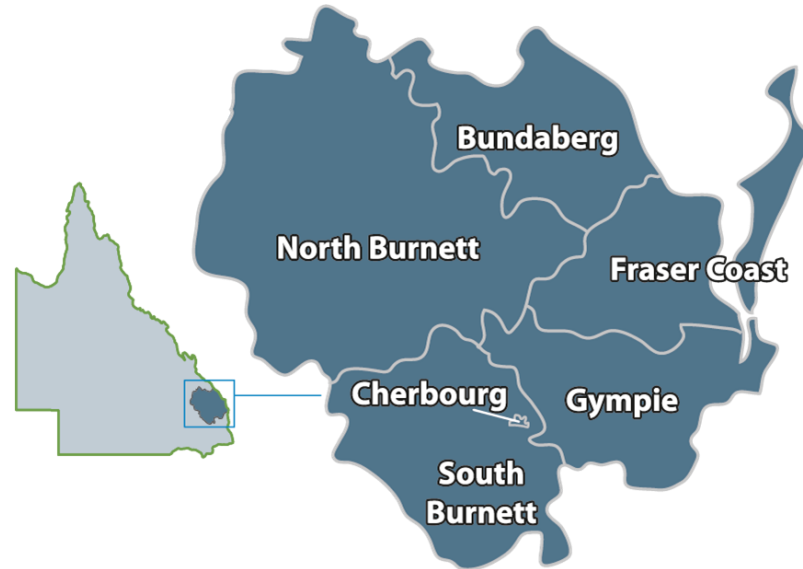


## Immediate Housing Response

June 2022 the DCHDE introduced a new arm to SHS Mobile Support funding, Immediate Homelessness Response for Families

RHL along with other funded providers were selected to enable brokerage support for homeless families within the Wide Bay-Burnett community to access immediate temporary support

The addition of this funding was the catalyst for funded providers and DCHDE staff in this region to better align the available housing stock to ensure those most in need were given an appropriate housing response to ensure a sustainable outcome and best use of government funding



## Case Management Framework Principles

RHL committed to using its brokerage funding under the case management framework principles – meaning households or families engaged with individual, holistic strength based case management with a dedicated case manager

Overarching goal and guiding principle of exiting from motel accommodation into suitable long term housing



# Case Collaboration Network

Implementation of our Homelessness Response Case Collaboration Network involving HSC staff, Contract Management and local funded providers

Our goal was to ensure that the funding available in our region was being monitored closely to ensure it reached, the families who needed it the most

We adopted regionally based case collaboration approach using a SharePoint spreadsheet to monitor the progress of our families who were accessing motels stays and their likely exit points

Applying a joint allocation approach, to ensure best use of our portfolio program areas and other housing products

Status	Date	Days Col	Support Coordinator	No. in Hostel	No. Adults	No. Children	Customer Name (Adult)	Name of Accommodation	Motel account number	Notes



A photograph of three young women sitting in a circle, engaged in a conversation. The woman in the center, with curly hair and wearing a light blue sweater, is speaking and gesturing with her hands. To her right, another woman with long dark hair, wearing a plaid shirt, is listening. To her left, a third woman is partially visible, wearing a dark top with floral patterns. The background is a blurred office or meeting room setting. A blue vertical bar is on the far right of the image.

## Outcome Focused Meetings

Weekly meetings were held across our region with a focus on outcomes for the families

The department assigned a dedicated RCO to focus on facilitating CAP exits and to ensure that any transitional or long-term exits were considered

Funded provider internal allocation teams also prioritised vacancies for families identified in the joint allocation processes

## Harnessing Headlease Opportunities



Families also had the benefit of outcomes under other department products including the Helping Hands Headlease scheme

Importantly, case management support remained available for households choose to remain engage during the transition or for families to re access should the household experience any set backs

The group actively endorsed the Skillsets for Successful Tenancies course to strengthen applications for private rentals, with most families choosing the online version which provided more flexibility to balance other priorities

## Challenges

Demand has at times been far above the service we could offer which meant we had to develop new ways of case management to make the most of the resources we had

Recruitment of skilled and suitable staff to deliver case management to a cohort in high stress and challenging circumstances

Engagement with people in motels who are experiencing increased financial pressures due to additional costs such as takeaway meals, transport costs, supporting families in a small space and uncertainty around exit points



## Challenges

Accessing motels  
due to previous  
bad experiences

Increased  
demand from the  
public in general  
forcing Motel  
costs to increase

Competing with  
tourism, school  
holidays and  
seasonal events

Identifying  
suitable exit  
points for families  
where private  
rental costs far  
exceeded  
household  
income

We have  
experienced  
circumstances  
where families  
have breached  
their conditions of  
stay  
responsibilities,  
resulting in exits  
from Motels and  
diminished  
relationships with  
motel owners

## Successes

Reinforced positive partnerships with the DCHDE and with other local providers like Community Housing Limited, Centacare, Community Action Incorporated and CTC

Achieving positive housing outcomes through a range of housing pathways, such as, return to family, supported crisis accommodation, transitional housing, long-term social housing and private rental

Identifying families in need of more intensive or longer-term support and then leveraging off internal or external referral pathways to offer this

## Successes

Built positive and open relationships with local short term accommodation providers like motels and local backpacker/farming accommodation providers

Established an Accommodation Brokerage Agreement with families to provide clear expectations to families around acceptable social etiquette in motel accommodation, co-contributions from families where financially able to do so – all trying to instil self-reliance, determination and retain dignity

Sharing of documented processes and other resources with stakeholders to help uniform the process across the community, reinforcing consistency of services.

A healthcare professional, likely a nurse or doctor, is shown in profile, wearing a stethoscope and a light-colored cardigan over a blue top. She is engaged in a conversation with a patient whose back is to the camera. The patient is wearing a grey sweater and glasses. The background is a blurred indoor setting, possibly a clinic or office. A blue banner is overlaid on the top left of the image.

## Best Practice

**Case management framework:** holding a strong position on provision of service with case management to provide a more than reasonable chance of successfully exiting brokerage accommodation into longer term housing

**Joint allocation process as a whole –** working with other providers to maximise the outcomes from the limited number of housing vacancies we had available

**Supportive brokerage –** using brokerage to best support successful outcomes

Questions?

