

Overview

- Background
- Property to People:
- Aligning our focus
- Learnings from case coordination and case management
- Outcomes Measurement
- Challenges and Opportunities
- Discussion and Questions

Housing Plus: Who We Are

Our Vision

Safe, engaged and vibrant communities, in which people enjoy opportunity to thrive.

Our Mission

To empower people and community through purposeful accommodation, integrated support services and achievement of social justice

Not-for-Profit

Social Enterprise

Tier 1 CHP

Central & Western NSW

Background

- Housing Plus tenants were experiencing DFV
- No DFV service providers in Orange NSW
- Tenancies at risk
- Operation Courage

Property to People

- Property Centred to People Centred
- Social Housing tenancy and asset services to Housing and Wrap Around Services
- Housing and Wrap Around Services to People with complex needs

Aligning our focus

- Organisational effect of evicting tenants in to homelessness
- Sustaining tenancies
- social outcomes and outcomes measurement
- creating life choice (opportunity knocks)

Learnings from case coordination and case management

- Person centred
- Intake and needs assessment
- Risk assessment
- Early intervention
- Partnerships

Challenges

- What is Housing First?
- Maintaining separate specialist constructs
- Managing specialist service priorities
- Privacy and confidentiality
- Transparency

Opportunities

- Connectedness to services due to proximity of services
- Promoting two-way learning/communities or practice
- Professional development is presented to all services
- Multi-discipline workforce and interaction
- Leverage internal specialist skills and experience
- Build on existing community networks and relationships
- Collective impact and measurement

Clients Perspective

- Client-centred
- The client is building a relationship with the organisation from the first interaction
- Building rapport with the service
- No wrong door culture
- Collaboration amongst service (no re-telling story)

Discussion