

**Parramatta Homelessness Interagency Minutes, 21 February 2019**  
**Darug Room, Level 1, City of Parramatta Library, 1-3 Fitzwilliam Street Parramatta**

**10am – 12pm**

**Chairperson: Debra Ireson**

**Minutes: Tanya Owen**

Agenda item	Discussion
<b>1. Welcome &amp; Acknowledgment of Country</b>	Debra Ireson welcomed everyone and acknowledged the traditional owners of the land, the Darug people, and paid respect to Aboriginal Elders past and present.
<b>2. Welcome &amp; Introduction and Apologies tabled</b>	See attendance sheet attached.
<b>3. Previous Minutes</b>	Previous Minutes confirmed.
<b>4. Business Arising</b>	Will be addressed in meeting agenda items.
<b>5. Guest speakers</b>	<p><b>a) Services Our Way - Caine Carroll, Manager, Nepean – Blue Mountains – Western Sydney</b></p> <ul style="list-style-type: none"> <li>- Caine acknowledged the traditional owners of Parramatta, and emphasised the importance of connection to land and water for Aboriginal people.</li> <li>- Services Our Way is a service of the Aboriginal Housing Office - an aboriginal specific program, 0-64 age group, working with vulnerable families with the main objective to sustain tenancies and stop removal of children to the out-of-home care system.</li> <li>- Work with whole family (whatever form that takes), have 3 sites in NSW, including Shoalhaven and Tamworth.</li> <li>- Have so far assisted 200 families over last 12 months.</li> <li>- Further information can be found via the Aboriginal Housing Website, there is a link.</li> <li>- Do not accept referrals directly – they use an expression of interest process. Seeing if they can help the family before accepting. Form on the website for the EOI.</li> <li>- Do have brokerage attached to the project, needs based.</li> <li>- Within Nepean / Blue Mountains. Currently have a waitlist for about 12 families, 4-week wait before even going and doing a review with family/person.</li> <li>- When doing the expression of interest, need to indicate priority/urgency in EOI. There is a brokerage bucket to get clients assessed by professionals for example, but they talk with partners about accessing funded services.</li> <li>- Provide individual based responses – person centred support, looking at what people need to move forward, keep tenancy.</li> <li>- Caine also happy to take calls and chat through processes, types of support, and come out and talk to services. (Business cards left.)</li> </ul> <p>Link to Webpage and EOI form: <a href="https://www.aho.nsw.gov.au/programs/services-our-way">https://www.aho.nsw.gov.au/programs/services-our-way</a></p>

	<p><b>b) Parramatta Street Count – Katie Wearne &amp; Sarah Bolger, Social Outcomes, City of Parramatta</b></p> <ul style="list-style-type: none"> <li>- 9<sup>th</sup> (primary, rough sleeper) Street Count was on Monday night just passed, and the secondary street count is still going for numbers on the night.</li> <li>- Conducted by a few Council staff and some local experts, on foot and in the car, confidential.</li> <li>- Final numbers will be officially released soon, but appears to be a significant increase in numbers, also being witnessed in Cumberland.</li> <li>- Saw a lot of people sleeping in cars, particularly around parks in outskirts of CBD – didn't see any children (but late at night), but saw couples, groups of men. Didn't see any animals (night time) – but seen during the day.</li> <li>- To ask clients about where they might stay if they have animals.</li> <li>- Interagency discussed potential reasons for the increase. Need to compare with City of Sydney numbers for same night. Could be regionally driven to some extent – unable to find employment in regional areas, coming to Western Sydney. Precarious employment, unemployment etc in Sydney.</li> <li>- Katie will be checking in with City of Sydney for information on their area, to see any relationship with what is taking place in Parramatta.</li> <li>- Please contact Tanya if wish to pass on further information relevant to street count, numbers etc.</li> <li>- Katie commented that they had yet to receive all data from identified services for the secondary count in temporary/transitional accommodation, and requested services to send Katie their accommodation numbers so the count can be compared to prior years'.</li> </ul>
<p><b>6. Other Homelessness Interagencies/ Forums</b></p>	<p><b>a) DHEG - Simone Hallaby (FaCS Commissioning and Planning)</b></p> <ul style="list-style-type: none"> <li>- 21 January – Specialist Homelessness forum for whole district recently held.</li> <li>- DHEG has decided to hold the forums maybe twice a year, as information and networking event.</li> <li>- Many services will be recommissioned for outcomes, outcomes rather than numbers (of clients, client visits, times of assistance etc).</li> <li>- E-newsletter to come, when there is sufficient information.</li> <li>- New email address <a href="mailto:wsnbmhomelessness@fac.s.nsw.gov.au">wsnbmhomelessness@fac.s.nsw.gov.au</a> – for communicating issues that can be raised at the DHEG, and for being put on email list.</li> <li>- Timeframes, two services going through the 6 month pilot for outcomes based reporting, ends June, to then be followed by evaluation, and the planning for state wide rollout.</li> <li>- Expectation to start this with new funding round in 2020. They are aware large issues as gaps/barriers to achieving outcomes in mental health, transitional housing, exiting institutions.</li> <li>- The MOU between Housing &amp; Health (Mental Health) is currently being reviewed – reporting has been raised in DHEG.</li> </ul> <p><b>b) LIAC – Heather Burke &amp; Deb Ireson</b></p> <p>Interagency discussed issues with releasing from (Cumberland) hospital, mental health – either formal release or people deciding to leave - no information on this shared with contact people, or ad-hoc, intend to raise as a</p>

	<p>discussion at the next LIAC meeting. Prevents services who are providing support to follow-up/check in, on timely basis.</p> <p><b>c) Collaborative Youth Services Partnership – Heather Burke &amp; Deb Ireson</b></p> <ul style="list-style-type: none"> <li>- Meetings still not quite the numbers desired, but those going are active.</li> <li>- Have been bringing cases to discuss, and achieving outcomes – addressing needs of clients within group or through connections.</li> <li>- Lacking people’s regular attendance, will wait and see what happens with next meetings. A couple of gaps that will be seeking to fill – aboriginal and mental health services.</li> </ul>
<p><b>7. Government updates</b></p>	<p><b>a) Housing NSW – Jo Dunlop, Kate Barbe &amp; Simone Halaby</b></p> <ul style="list-style-type: none"> <li>- New team, rent choice programs – pilot of rent choice assist, full roll out expected from August – looking at how to get more young people involved in this area.</li> <li>- Support Payments – rent choice youth program to support young people through to independence, was designed to work with youth SHS. Wasn’t achieving numbers aimed for, and providers said they are not resourced to provide 3 years of support to go through the program. Department then designed a support payment structure for providers – so if a service has young people going through the program, they will receive payments to enable support for the young person while accessing the program, to enable staffing within services.</li> <li>- Tennant participation and community engagement program, one of the priority sites is Constitution Hill and Wentworthville, with a Housing and Mission Australia partnership, to get social housing tenants engaged in the community, with increased participation as an outcome. Partnership announced last year, but project only just beginning.</li> </ul> <p><b>b) Department of Human Services, Centrelink – Selena Hardy is the new officer relevant to the interagency – Tanya to check email if Email in email list.</b></p> <p><b>c) City of Parramatta – Tanya Owen</b></p> <ul style="list-style-type: none"> <li>- Council is rolling out the permit system for free food service providers, specifically those being delivered on Council assets like Parks. Some are still to join. This will enable Council to keep track and have some involvement in location and timing, and facilitate quality assurance.</li> <li>- Council is rolling out a Financial Fitness community education campaign, with social media and bus stop advertising, to raise awareness in the community of the free services available to people in financial stress and concerned about their long term financial security. Council has dedicated webpages providing tips, advice, links to tools and local services.</li> <li>- To be discussed under strategic issues, Council’s homelessness action plan is being finalised. Consultations raised issues in particular regarding services for women, in areas that Council has limited capacity to act on, but the Interagency might have advocacy avenues available to them on these matters.</li> </ul>

	<p><b>d) Cumberland Council – Sarah Braund</b></p> <ul style="list-style-type: none"> <li>- Homelessness Research: seeing a lot of overcrowding in their area. Research came out with set of recommendations for the report to Council. The big one regarded getting a specific homelessness officer at the Council, and they are putting a business case forward for that. Affordable housing study will be done, which will involve a big consultation process.</li> <li>- They are also looking at their community facilities strategy, including space for services in areas under serviced. People having to go out of area to access services. A services hub in Wentworthville is beginning.</li> </ul>
<p><b>8. Strategic Issues</b></p>	<p><b>a) Support payments, asylum seekers – Maeve Brown</b></p> <ul style="list-style-type: none"> <li>- Asylum seekers, many have changed from a safetynet payment program to the work ready allowance program.</li> <li>- In assessment for change to new program, they looking at crises issues, but a lot of documentation required as proof, which can be very difficult for people in those circumstances.</li> <li>- Don't have great data on the outcomes for people not accessing the payments – staying with friends, couch surfing, sleeping rough etc.</li> <li>- SSI and Life Without Barriers are managing payments, looking to reassess those who accessed the program last year.</li> <li>- There are continued delays in policy roll-out and changes.</li> <li>- Many people unable to access payment program. Need for food is a major issue – all food banks are empty</li> </ul> <p><b>b) Discussion of consultation findings, City of Parramatta – Deb Ireson</b></p> <ul style="list-style-type: none"> <li>- Deb read out an email sent from Tarina Rubus regarding key findings from consultation with the community in preparation for the Council's Homelessness Action Plan. Largely in relation to services for women, including single women, and mental health.</li> <li>- Simone Halaby - reported that some of the issues raised might be addressed through new services of Housing that she is aware are coming.</li> <li>- The Interagency asked for the notes from Tarina to be shared, and then discussed again at the next meeting – so people can could bring relevant information to the discussion.</li> <li>- Issue discussed of single women, who have had children removed and are seeking their return being unable as they have been allocated housing that is too small. This is a known issue for Housing, and they have a rent choices program pilot looking at it so that this is not a barrier to children being returned.</li> <li>- Deb to added that single men with children is also gap, including escaping domestic violence – products ,services, private rental products. Simone indicated that start safely can be accessed.</li> </ul> <p><b>Action: Tanya to speak with Tarina re sending out notes to Members.</b></p>

<p><b>9. Other Business</b></p>	<p><b>a) Membership Application: YFoundations</b> Accepted.</p> <p><b>b) Website update:</b> website is still undergoing an update, and Tanya has been unable to access for making changes – including upcoming meeting information. Should be completed soon.</p> <p><b>c) Homelessness Connect</b> – 5 August, 10-2pm, will also include community hubs in the lead-up, through Parramatta Mission.</p> <p><b>d) Future speakers:</b></p> <ul style="list-style-type: none"> <li>- Victims Services, Domestic Violence ( Tarina to follow up)</li> <li>- Rent choices products – Jo Dunlop, FaCS Housing</li> </ul> <p><b>e) Future Meeting Venues:</b> Had planned for first 6 2019 meetings to be at Evolve, but due to storm damage, the April meeting does not look possible at that location <b>Action: Tanya to explore alternative venues for the April meeting.</b></p>
<p><b>10. Next Meeting</b></p>	<p>Meeting closed at 11:46am</p> <p style="text-align: center;"><b>Next meeting:18 April, 10:00am – 12:00pm Venue TBC</b></p> <p>Meeting dates in 2019: <b>Evolve Housing for Youth (confirmed)</b> <del>21 Feb</del> <del>18 April</del> Storm Damage 20 June</p> <p><b>Community Corrections (TBC)</b> 15 August 17 Oct 12 Dec</p>

## Attendance

<b>Name</b>	<b>Agency/Service</b>	<b>In attendance</b>	<b>Apologies</b>
Michelle Anderson	St Vincent de Paul OLOW		Y
Kate Barbe	FaCS Housing	Y	
Sarah Bolger	City of Parramatta	Y	
Maeve Brown	Jesuit Refugee Service	Y	
Heather Burke	FaCS Housing	Y	
Caine Carrol	Services Our Way	Y	
Faith Christie	Relationships Australia NSW		Y
Angela Daynes	Parramatta Mission		Y
Jo Dunlop	FaCS Housing	Y	
Maryanne Griffiths	Evolve Housing	Y	
Selina Handy	Dept of Human Services		Y
Simone Halaby	FaCS Commissioning & Planning	Y	
Deb Ireson	Evolve Housing	Y	
Aoife Kelly	Neami National	Y	
Monique Ly	Evolve Housing	Y	
Ruby Mao	Evolve Housing	Y	
Anna Marczak	Cumberland Hospital		Y
Krystal Moores	Bridge Housing		Y
Marina Nawabi	Relationships Australia	Y	
Tanya Owen	City of Parramatta	Y	
Sandra Perry	St Vincent de Paul		Y
Graeme Pringle	High Street Youth Health		Y
Karen Quinn	Adele House		Y
Tarina Rubis	City of Parramatta		Y
Mamour Seck	RSL DefenceCare	Y	
Janine Tomkins	Mission Australia		Y
Katie Wearne	City of Parramatta	Y	
Sharon Yeh	Cumberland Multicultural C.S		Y