

Parramatta Homelessness Interagency Minutes, 15 October 2019
Evolve Housing, 9-13 Argyle Street, Parramatta

10am – 12pm

Chairperson: Shahn Tupaep for Deb Ireson, Evolve Housing

Minutes: Tanya Owen

Agenda item	Discussion
1. Welcome & Acknowledgment of Country	Shan Tupaep welcomed everyone and acknowledged the traditional owners of the land, the Darug people, and paid respect to Aboriginal Elders past and present.
2. Welcome & Introduction and Apologies tabled	See attendance sheet attached.
3. Previous Minutes	Previous Minutes confirmed.
4. Business Arising	N/A
5. Guest Speaker Franya Repolusk & Roya Aran, Western Sydney Tenants Advice Service	<ul style="list-style-type: none"> • Service falls under Fair Trading. • Service provides advice and advocacy to tenants in social housing and private market, including trial advocacy. Duty advocacy – they will be present on certain days at various locations of the NSW Civil and Administrative Tribunal (NCAT) checking who might need help at the Tribunal. • For people living in the Auburn, Baulkham Hills, Blacktown, Hawkesbury, Holroyd, Parramatta and Penrith local government areas. • Go alongside with the tenant in conciliation processes, help them to understand and write agreements. If no agreement, at a formal hearing, it is up to the tenant to ask for assistance – may represent in that case. • They advise on rights under tenancy agreement and Act. • Assistance in a variety of issues / status- Repairs, bond, terminations, boarders and lodges, sub-tenants. • Australian visa/residency status is not considered as long as agreement with landlord exists. • Will make phone calls on their behalf to landlord (including DCJ Housing). • Referrals can come via emails – do require intake process. As a minimum, they need the landlord’s name, tenant’s name, and issue, and location – tenants need to be in area. Members asked about a referral form and if there could be one developed they could use to ensure all information required is provided • Priority is for tenancy terminations, and time limited issues. • Advice turnaround is within a couple of days. • People can seek advice on signing first agreement, on what it means (e.g for young people). • Do provide information sessions, including for second language. • Information Sessions – can also do at schools for young people. Help prepare for signing leases.

	<ul style="list-style-type: none"> • New Domestic Violence provisions - can break lease early without a break fee, with certain forms of evidence, not liable for damage due to domestic violence. Evidence includes AVOs, injunctions, medical certificates (from GPs and Hospitals), police reports. • Also working on long-term tenancy capacity – to bring greater security for tenants • Tribunal’s decision is binding for everyone – including payment plans. This might override Housing NSW standard requirements.
<p>6. Other Homelessness Interagencies/ Forums</p>	<p>a) DHEG, Simone Halaby</p> <ul style="list-style-type: none"> • At the 2 October meeting – determined to host another SHS forum on 20 November (or other more suitable date). For all of SHS providers, with a focus on DV, targeting middle management. ½ day. Invites will be going out. This is to get SHS services and DV services to work together better, from feedback of a disconnect between the two. Presents a networking and partnership opportunity. • Also looking at another forum earlier next year for case managers • Will email information in future. • Recommissioning of SHS is coming – in coming weeks services will be hearing about what that looks like. DHEG will be opening up again for feedback, and new membership. Based on portfolio of work, not representative of service. • Hoping to have all new contracts signed by April 2010. <p>b) LIAC – No report</p> <p>c) Collaborative Youth Services Partnership – Previous week’s meeting was cancelled.</p>
<p>7. Government Updates</p>	<p>a) Department of Communities and Justice (formerly FaCS), Simone Halaby Department of Communities and Justice will be conducting homeless street counts state-wide, and now planning street counts across district. Simone has been speaking with City of Parramatta regarding their experience to look at how to roll out in other areas, with Blacktown and Penrith as target areas and primarily rough sleepers. Will align the count with City of Sydney and City of Parramatta, night of 17-18 February, and to be done by DCJ staff will be doing. Will be consulting with SHS services to figure out where the hotspots are, including other state services.</p> <p>b) City of Parramatta – Ellen Ross & Tanya Owen</p> <ul style="list-style-type: none"> - The Homelessness Action Plan has been endorsed by Council’s Executive, and hope to have Public Space Liaison Officer in place by end of year - Updated website for the Interagency has been plagued by delays largely due to it being completely redone and not just updated as planned. <p>c) Health (Cumberland Hospital) – No Representative Present</p>

	<p>d) Cumberland Council - Sarah Braund</p> <ul style="list-style-type: none"> Looking at linking with the planned street count. Have had difficulty in identifying spots where rough sleepers are, as experience of homelessness in area may be different, and will be seeking advice from a number of services. Held a forum and sector round table in July, with a sector plan that came out of this that focuses on 5 priority areas, and recommends education of landlords. This is available as a draft to review and provide feedback from. Sarah will share with Interagency members. <p>e) Housing NSW – Joanne Dunlop</p> <ul style="list-style-type: none"> No additional information <p>f) Department of Human Services, Centrelink – No Representative Present</p>
<p>8. Strategic Issues</p>	<p>a) Support payments, asylum seekers – Maeve Brown, JRS</p> <ul style="list-style-type: none"> Nothing new to update. Generally it has become impossible to receive SRSS, and this is reassessed fairly frequently with an aim to getting people off payments. Now starting to see effects of this, people who have run out of options, and facing homelessness - facing crises more now. For people arriving now, it is very difficult to obtain access to. Very high standards of evidence are required – to say why you can't work. Not being about to speak English is not considered a barrier. And family members (older) being impacted by family no longer able to support them.
<p>9. Other Business</p>	<p>a) Street Feast, 20 November</p> <p>Maeve Brown showed information on an upcoming communal lunch by the Parramatta Diocese in Prince Alfred Park. Does not appear to be wide knowledge amongst accommodation services, and appears more likely they have been speaking to food services.</p> <p>b) Wattle Place, Anne McKinnon-Baker</p> <p>Wattle Place – supports people who were in institutions before 1990, as well as those aged up to 25, because of the trauma resulting from the abuse suffered in-care as children.</p> <p>State-wide service, but office in Parramatta - Part of Relationships Australia. Available to be contacted via phone or email, and a drop-in centre in Harris Park.</p> <p>Can provide brokerage for medical assistance, free counselling, and record searching (e.g for forced adoption).</p> <p>c) Opportunity Pathways – DCJ are providing what used to be called Career Pathways and have funded two services to deliver this, SSI and Evolve housing. Provides additional case support to find employment. This is for social housing applicants and tenants, rent choice recipients etc.</p>

	<p>d) Future speakers:</p> <ul style="list-style-type: none">- December 12 – Light Rail (Jodi Gould) + potential for SSI to speak on Opportunity Pathways (Simone Hallaby to ask) <p>e) Future Meeting Venues</p> <ul style="list-style-type: none">- December 12 meeting will be Evolve Housing, Argyle Street, again- Will review meeting venues for 2020 at the December meeting, with options possible by DCJ.
10. Next Meeting	<p>Meeting closed at 11:28am</p> <p style="text-align: center;">Next meeting: December 12, 10:00am – 12:00pm Evolve Housing, 9-13 Argyle Street</p>

Attendance

Name	Agency/Service	In attendance	Apologies
Dianne Abboud	Geoff Lee MP (NSW)	Y	
Roya Aran	Western Sydney Tenants Service	Y	
Richard Ayoub	Parramatta Mission	Y	
Sarah Braund	Cumberland Council	Y	
Maeve Brown	Jesuit Refugee Service	Y	
Rachel Browning	The Salvation Army		Y
Heather Burke	DCJ Housing	Y	
Angela Daynes	Parramatta Mission	Y	
Hernan Guarnaschelli	Wesley Mission	Y	
Simone Halaby	Department of Communities & Justice	Y	
Deb Ireson	Evolve Housing		Y
Anna Marczak	Cumberland Hospital		Y
Ann McKinnon-Baker	Wattle Place, Relationships Australia	Y	
Tanya Owen	City of Parramatta	Y	
Graeme Pringle	High Street Youth Health		Y
Franya Repolusk	Western Sydney Tenants Service	Y	
Ellen Ross	City of Parramatta	Y	
Janine Tomkins	Mission Australia	Y	
Shahn Tupaep	Evolve Housing for Youth	Y	
Indri Windyasari	Parramatta Mission	Y	
Florida Yap	Bridge Housing	Y	