

# HACC & Homelessness in Yarra

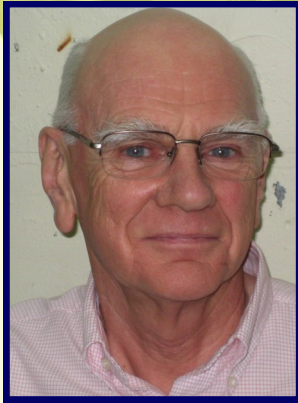
## Coordinating Services for Better Outcomes

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# HACC & Homelessness in Yarra



The Yarra Drug & Health Forum (YDHF) formed in May 1996 is a broad network of locally based health and welfare agencies, council, residents, parliamentarians, businesses and traders,

police and representatives from education and relevant government departments in the City of Yarra.

The Forum provides a focal point for community discussion, consultation, cooperation, identification and action on Alcohol and Other Drug issues. It aims to ensure health and community relationships are minimally harmed by alcohol and other drug use in the City of Yarra – this includes the impact of alcohol and other drugs on individuals, families and friends, residents and visitors to the area and local businesses. The work of the Yarra Drug & Health Forum is conducted through four major activities:

**Community Education** - To raise awareness and increase community understanding of drug and health related issues in the City of Yarra through a fortnightly Update newsletter and four Community Forums a year;

**Coordination** - To plan, promote and enhance

## The Yarra HACC and Homelessness Newsletter will provide:

- \* **information about services** in the Yarra area working on homelessness so you get to know what's available for your clients and so you can make more effective referrals;
- \* articles on each **specific theme**;
- \* articles featuring the work of a **local agency** and a **local worker**;
- \* **news and events updates**, including about the Forum on 18 November 2009;
- \* **policy updates** on homelessness and related topics; and
- \* **City of Yarra** updates.

# Yarra Drug & Health Forum

by Joe Morris, Executive Officer

collaborative local responses to drug issues through monthly meetings of the YDHF and attendance at community meetings;

**Advocacy** - To advocate for the development of policies, practice approaches and services that facilitate access to assistance, and ensure inclusion for people with a diversity of needs, through contact with local and state d governments and state wide coordinating bodies;

**Service Delivery** - To identify service gaps and initiate the implementation to fulfil those needs through advocacy, deputations and research.

Funding for the Forum comes from the Department of Health, City of Yarra and philanthropic trusts and foundations. Monthly meetings are held on the first Monday of the month (light lunch provided) from 12.30pm – 2.00pm at Mary of the Cross Centre, 7 Brunswick Street Fitzroy. Please join our mailing list for fortnightly Updates and information about Community Forums. For details contact Joe Morris, Executive Officer, 4 Johnston St, Collingwood, Ph: 9468 2819 or email: [joe.morris@nych.org.au](mailto:joe.morris@nych.org.au) website [www.ydhf.org.au](http://www.ydhf.org.au).

## Yarra HACC & Homelessness Forum 2009

Report is available at

<http://www.homeground.org.au/page-8-100-2ndYarraHACCandHomelessnessForum.htm>

## SMART Recovery - Self Management & Recovery Training

SMART Recovery is a voluntary peer managed but facilitated, self-help group that assists people recover from alcohol, drug use and other addictions. SMART Recovery teaches practical skills to help people deal with their problems enabling them to abstain and achieve a healthy lifestyle balance. SMART Recovery is made up of four key components:

- Enhancing and maintaining motivation
- Coping with cravings
- Problem Solving
- Lifestyle Balance.

SMART Recovery is held at The Neighbourhood Justice Centre, 241 Wellington St, Collingwood on Mondays between 2:00pm and 3:30pm. Enquiries to Janette Berry 9948 8633 or 0400 925 940.

## Where the Heart Is Community Festival

11am-4pm, 19 March, Edinburgh Gardens, Nth Fitzroy

The *Where the Heart is* .... **Community Festival** is a celebration of the skills and optimism of the diverse community who are homeless or at risk of homelessness in inner and metropolitan Melbourne. The Festival promotes meaningful participation, social inclusion, skills development and positive interactions through music and performance, creative arts, recreation, the sharing and enjoyment of food and drink, socialising and fun. It is based on partnerships between over 40 organisations. The 2009 Festival involved over 1,000 people experiencing homelessness and 205 workers and volunteers. The Festival aims to create an event in a public space where people who are homeless or at risk of homelessness are central to the planning, development, conduct and ownership of the activities. It challenges myths and stereotypes about homelessness, and provides positive images of the creative contribution people can make to civic life. It also aims to showcase and celebrate their wide range of skills and talents and to provide opportunities for them to connect with others, to develop relationships and explore opportunities for community participation beyond the scope of the Festival. . For more info contact Sharon on 0425 801950.

## NEXUS

by Brooke Taylor,  
Admin Coordinator



Back: Kevan Myers, Kathleen Ryan  
Front: Chris Hynan, Liz Hodgkinson

**Nexus** was established in 2000 as part of the Victorian Dual Diagnosis Initiative (VDDI) to enhance the capacity of Clinical Mental Health Services, Alcohol & Other Drug Services and Psychiatric Disability Rehabilitation and Support Services so that people of any age experiencing dual diagnosis, have prompt access to quality treatment and support, focused on recovery and optimising individual outcomes. Nexus' priorities:

- An integrated approach to dual diagnosis treatment is delivered as core business in both specialist mental health and drug and alcohol services.
- Appropriate treatment and care can be accessed through entry to either sector – no wrong door for service.
- A co-ordinated hierarchy of client-centred service responses that respond to varying levels and complexity of need, manage problems early in the most appropriate service and are linked by clear referral pathways.
- Services provide a balance of direct care and the provision of consultation and support to primary care and other sectors working with people experiencing dual diagnosis .
- Involve consumers and families/ carers in policy and service development centrally and locally so that services are easier to use, seen as useful and aligned with their needs.

Nexus is not a direct clinical service provider. Our role is to enhance dual diagnosis capability across the drug and alcohol and mental health sectors. Nexus is located at St. Vincent's Hospital and is jointly auspiced by St. Vincent's Mental Health Service, the Dept of Addiction Medicine and Turning Point Drug and Alcohol Centre. The 3 Key Dual Diagnosis Service Strategies applied in the Nexus model are:

1. Service Development
  - Intra-Agency: Policy, Procedure, Program
  - Inter-Agency: Partnership, Pathway, Protocol
2. Education
  - Conferences & Publications
  - Information & Education Resources
  - Education Programs – Graduate Cert./Dip. programs
  - Workplace Training
3. Clinical Leadership
  - Primary Consultation- co-joint assess/Treatment/ Case Management
  - Secondary Consultation - Clinical advice/review/ supervision
  - Tertiary Consultation - Clinical advice/Case presentation/review

Nexus works with more than 40 agencies within the municipalities of Yarra, Boroondara, Nillumbik and Banyule. For further information contact NEXUS at 9288 3815.

# HACC & Homelessness in Yarra

**where the heart is**  
2010  
community festival  
Friday 19 March 11am to 4pm  
Edinburgh Gardens North Fitzroy

Fabulous BBO lunch, music & performances, art, book stall, massages, haircuts, clothes stall, kids & young people's activities, pet parade, photo booth, community & health information

Free - All welcome - A drug and alcohol free event  
112 Tram from Collins Street, get off at tram stop 20  
in Brunswick Street near St Georges Road

For more information contact:

Homelessness in Yarra  
YARRA  
CITY

# HACC & Homelessness in Yarra

## What is your current role?

I have two roles – community development and outreach clinician. In the community development role, I work with CALD and Koori communities to engage them in alcohol and other drug (AOD) treatment services. These groups are less likely to access to AOD treatment. I provide information and education about what services are available and about the public health and harm minimisation approaches used in Victorian drug services.

I also have a case load, reaching out to people who aren't likely to come into services to access treatment. I sometimes work with pregnant women who can have complex needs. I work with them in the community or in their homes. There is often a tension for these clients as they are not always ready to change their behaviours but because of their pregnancy, they realise that change is necessary. If they don't engage in treatment then there is a possibility that DHS and Child Protection are may become involved. I support them in making these changes by providing assistance to get to medical appointments, linking them with services that will help with stabilisation and offering drug and alcohol counselling that includes relapse prevention strategies.

## How did you get into this role?

I have worked in this role for six months and at Turning Point in another role for two years. Before that I worked at the Women's Hospital Women's Alcohol and Drug Services and at NMIT TAFE as a career counsellor for CALD students. I also worked in England in the equivalent of child protection.

## What are the highlights of you work?

I have a strong interest in working with pregnant women. We have some very positive outcomes. I like the diversity of the role – the casework,



# Meet... Kerri Felemonow

Community Development &  
Outreach Clinician

Drug Responsive Outreach Program  
Turning Point Alcohol & Drug Centre

meetings with other agencies and the community education with CALD and Koori communities. I like to see the change as clients' progress. I like working with other agencies – through networks, secondary consultation and working with shared clients.

## What are the lowlights?

Resourcing and systemic issues are continuous challenges. For example, lack of housing generates instability for clients. This is frustrating for clients and workers. Client motivation can waver. There is often a small window of opportunity when working with complex clients and if services are not available when clients are ready, it can be a missed opportunity.

## What does service coordination mean to you?

Service coordination means working collaboratively with other agencies to meet the best interests of the client. When there is successful service coordination, both organisations have clear lines of communication about client goals, progress, barriers and outcomes. There is consistency in case planning and goal setting. In addition, the client needs to be informed and consent for collaboration between service providers.

## How can we solve homelessness in Yarra?

Housing which is affordable, appropriate and integrated into the community, not concentrated in particular areas such as the high-rise estates. There is an uneven distribution of wealth and power which is very noticeable in Yarra. There needs to be easier access to services and resources for people with complex needs. Some processes for accessing resources are very time-consuming and this creates barriers for the clients. More outreach programs and support in completing difficult paperwork would help in these situations. Increased education about harm minimisation and overdose prevention can also indirectly help the issue of homelessness by assisting people to stay healthy and make better choices to prevent escalating into a cycle of diminished stability and homelessness.

## 2010 Newsletters:

April — Disability & Service Coordination  
June — Indigenous Service Coordination

# Yarra City Council News

## Safer Yarra Plan

Council has commenced work on developing a new community safety plan, picking up on issues including drugs and alcohol. Consultation for the plan is likely to take place in April and will draw on existing research and community feedback from other consultations.

## Local Law 8

Council adopted a local law in 2009 to ban drinking in public places, with specified parks and reserves exempt between 9am and 9pm. The purpose of this local law is to reduce the incidence of alcohol-related violence and self-harm in Yarra.

Protocols for the enforcement of the local law have been negotiated between Council and Victoria Police and will ensure that the law is applied sensitively to vulnerable communities including people with mental illness and the homeless. More information on the local law can be found on Council's website: [www.yarracity.vic.gov.au/Council/Local%20laws.asp](http://www.yarracity.vic.gov.au/Council/Local%20laws.asp).

## Yarra Housing and Homelessness Network

The purpose of the YHHN is to assist housing and homelessness services located in and delivering services in Yarra by

- \* sharing information amongst services to improve referrals and linkages
- \* featuring one service or organisation in depth each meeting to develop deeper understanding of what that organisation does
- \* updating services on sector developments and issues impacting on service users, and
- \* strengthening local capacity to provide responsive, effective, innovative practices

The meetings for 2010 will be held on Mondays 9.30 – 11, on 15 February, 19 April, 21 June, 16 August, 18 October, 20 December. The meetings are held at different locations so please contact Anne Barton at City of Yarra to join the Network or find out more on [anne.barton@yarracity.vic.gov.au](mailto:anne.barton@yarracity.vic.gov.au).



## Drug & Alcohol Service Coordination

### Improved Services for People with Drug and Alcohol Problems and Mental Health Illness

The Federal Department of Health and Ageing funded 27 Victorian Alcohol & Other Drug (AOD) Non-Government Organisations (NGO) to build organisational capacity to better identify and treat people who experience comorbid substance abuse and mental illness. The program responds to the following issues:

- Drug and alcohol dependency and mental illness and often go together and require treatment of both disorders.
- Drug and alcohol workers need specialist training and resources to assist them to provide effective treatment for people with both mental illness and substance abuse problems

The Improved Services Initiative has two key components:

- \* Capacity Building Grants to AOD NGO treatment services
  - Quality improvement processes, policies and procedures
  - Workforce training/professional development

- Development of sustainable pathways with the broader health network, mental health services and primary health;
- Better data collection to support continuous quality improvement
- \* Grants to state and territory based Peak Bodies
  - Build linkages and strategic partnerships between AOD sector and other health and community support agencies;
  - Assist AOD NGOs to undertake organisational change
  - Identifying and facilitating training opportunities
  - Disseminate targeted information and resources.

The Victorian Alcohol and Drug Association (VAADA) supports funded NGO treatment services in Victoria, to build linkages and strategic partnerships and undertake organisational change to better meet the needs of clients experiencing comorbid substance abuse and mental illness. For more information see [www.comorbidity.org.au](http://www.comorbidity.org.au) or [www.vaada.org.au](http://www.vaada.org.au).

# Yarra Service Directory

## **ALERT - Assessment Liaison & Early Referral Team**

St Vincent's Hospital, Ph. 92882211  
Pager 204. Sites at St Vincent's Hospital,  
North Richmond Community Health Centre,  
North Yarra Community Health

## **ARBIAS - Alcohol Related Brain Injury Australian Services**

27 Hope Street, Brunswick, Ph. 8388 1222  
[www.arbias.org.au](http://www.arbias.org.au)

## **CHP - Council to Homeless Persons**

2 Stanley Street, Collingwood, Ph.9419 8699,  
Homelessness Advocacy Service,  
Free Call: 1800 066 256 [www.chp.org.au](http://www.chp.org.au)

## **Clarendon Community Mental Health Service**

52 Albert Street, East Melbourne,  
Ph. 9417 5696  
St Vincents Mental Health Triage (24/7)  
Ph. 1300 558 862

## **Good Shepherd Youth and Family Services**

117 Johnston Street, Collingwood  
Ph: 03 9419 5477 [www.goodshepvic.org.au](http://www.goodshepvic.org.au)

## **HomeGround**

68 Oxford Street, Collingwood  
Ph. 9417-2500 Freecall: 1800 048 325  
[www.homeground.org.au](http://www.homeground.org.au)

## **Jesuit Social Services - Connexions**

1 Langridge Street, Collingwood  
Ph. 9415 8700 [www.jss.org.au](http://www.jss.org.au)  
**NCMPCP - North Central Metro Primary  
Care Partnership**, Ph. 9480 3044  
[www.ncmpcp.org.au](http://www.ncmpcp.org.au)

## **North West Aged Care Assessment Service (ACAS)**

Poplar Road, Parkville, Ph. 8387 2129

## **NYCH - North Yarra Community Health, Allied Health Outreach Team**

Sites: 75 Brunswick Street, Fitzroy  
365 Hoddle Street, Collingwood  
622 Lygon Street, North Carlton  
Next Door 350 Smith Street, Collingwood  
Ph. 9411 3555  
[www.nych.org.au](http://www.nych.org.au)

## **RDNS HPP Royal District Nursing Service Homeless Persons Program**

113 Rosslyn Street, West Melbourne,  
HPP Main Office, Ph. 83270700  
at NYCH, Ph. 9411 3500 [www.rdns.com.au](http://www.rdns.com.au)

## **Salvation Army Crossroads Youth & Family Services, Youth Housing & Support**

12 Tranmere Street, North Fitzroy,  
41 Mater Street, Collingwood, Ph. 9489 1122

## **Sister Francesca Healy Cottage (The Cottage)**

80 Fitzroy Street, Fitzroy, Ph. 9288 2413

## **Spectrum Migrant Resource Centre**

251 High Street, Preston, Ph. 94960200,  
[www.spectrumvic.org.au](http://www.spectrumvic.org.au)

## **Turning Point Alcohol and Drug Centre**

54-62 Gertrude Street, Fitzroy, Ph. 8413 8413  
24/7 counselling & information  
Direct Line: 1800 888 236  
24/7 clinical advisory service,  
DACAS: 1800 812 804  
[www.turningpoint.org.au](http://www.turningpoint.org.au)

## **VAHS - Victorian Aboriginal Health Service, HACC and Allied Health Services**

186 Nicholson Street, Fitzroy, Ph. 9419 3000,  
**Smith Street Indigenous Outreach Support  
Program** Ph. 0413 045 532 [www.vahs.org.au](http://www.vahs.org.au)

## **Yarra City Council, Aged and Disability Services Branch (HACC)**

Collingwood Town Hall, Ph. 9205 5555  
[www.yarracity.vic.gov.au](http://www.yarracity.vic.gov.au)

## **Yarra Community Housing**

297 Napier Street, Fitzroy, Ph. 9419 0009  
[www.ych.org.au](http://www.ych.org.au)

## **Yarra Housing and Homelessness Network**

Ph. 9205 5094

## **Yarra Service, Personal Helpers and Mentors Program (PHaMs)**

6-8 Otter Street, Collingwood, Ph. 9417 0605

## **YSAS - Youth Substance Abuse Service**

Level 1, 131 Johnston Street, Fitzroy  
Ph. 9415 8881 YSASline: 1800 014 446  
(24 hour toll free service) [www.ysas.org.au](http://www.ysas.org.au)

*If you would like your service details to be included in future newsletters  
or if you would like to update your service information:  
Please email Ruth at [resolvecc@optusnet.com.au](mailto:resolvecc@optusnet.com.au)*