

# HACC & Homelessness in Yarra

## Coordinating Services for Better Outcomes

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home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

**Theme:**  
Health

*This Newsletter is supported by funding from the Australian  
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# HACC & Homelessness in Yarra

## Royal District Nursing Service Homeless Persons Program (RDNS HPP) by Julie Fry—North East Team

The RDNS Homeless Persons Program (RDNS HPP) has been co-located at North Yarra Community Health Service for the past 25 years. The focus of RDNS HPP is to promote the health of individuals and families experiencing homelessness. In providing a holistic primary health care response and actively seeking to link people into the generalist system, RDNS HPP works in partnership with agencies across the service system to deliver improved health outcomes for our mutual clients.

The RDNS HPP model of practice is proactive and community based. The three Yarra-based RDNS HPP nurses target specific homeless groups in the local community. They work with the local indigenous people, people living in rooming houses, referrals from St. Vincent's hospital, women and families. RDNS HPP believes the key to providing health care to people experiencing or at risk of homelessness, is to deliver an assertive, flexible health care response that seeks to engage and involve people in their own care.

RDNS HPP work is underpinned by developing collaborative relationships with mainstream and homeless specific service providers to deliver a coordinated response to the complex health, housing and social needs of our shared clients. Co-location of RDNS HPP nurses across the homelessness and mainstream service sector is a



key service strategy towards achieving this aim. The success of RDNS HPP nurses in responding to the needs of those who are experiencing homelessness, is strengthened by focusing on client centered care and by each agency involved taking responsibility in their own area of expertise. Service coordination can only succeed with good will, open communication and a mutual respect which is based on a clearly articulated organizational commitment to collaborative service provision.

The RDNS HPP nurses are committed to working in partnership with local services. We are also participants in the Yarra HACC and Homelessness initiative and contribute to other networks and forums within Yarra. RDNS HPP acknowledges our work is enhanced by the positive relationships we have with other service providers. RDNS HPP remains focused on continuing to develop relationships to enhance service outcomes for homeless and at risk people.

### 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.

### Parity Call for Contributions - *Preventing Elderly Homelessness*



Submissions due 10 June 2011. Contact : Noel Murray on 9419 8699. Download the PDF call for contributions flyer [here](#).

# Yarra Cafe Meals Program North Yarra Community Health (NYCH)

By *Katrina Doljanin, Dietitian and Access  
Team Leader*

## HACC & Homelessness in Yarra

The Café Meals Program allows members to access one prepared meal per day valued up to \$12, at one of four participating cafes, with members paying only \$2 for the meal. The Program is targeted to people who are homeless or who are in insecure housing, who have difficulty preparing their own meals and who find other prepared meal options socially or culturally unacceptable.

The main benefits of the Program for participating clients include: i) improved nutrition through eating more frequently and eating better quality food; and ii) psycho-social benefits and a sense of social inclusion from eating in a supportive and positive community environment, where they feel welcomed by café staff. The Program provides more than 8000 meals per year to at least 130 members. However, the Program also has a very long waiting list (80 clients) and has unfortunately been unable to issue a new membership to people on the waiting list for 2 ½ years.

The Program is managed by a Program Coordinator (Katrina Doljanin) at North Yarra Community Health and is funded by a combination of HACC Flexible Service Response funds from the Department of Health and funds from the City of Yarra.



Sam Conti (proprietor of Gardenview Café), Katrina Doljanin, NYCH (centre) and Natalie Conti (Café staff).

The City of Yarra have auspiced the Café Meals Program to North Yarra Community Health.

A number of organisations have signed up as referral agencies into the Café Meals Program. These agencies take on the management of that

client. At present, there are five referral agencies: North Yarra Community Health (including Yarra Community Support and Innerspace as individual referring services), HomeGround (outreach support team), RDNS HPP, North Richmond Community Health and the City of Yarra. The referring agencies and services have a representative worker who attends the quarterly Steering Committee meetings to provide feedback about the Program and to receive program progress reports. The Café Meals Program is evaluated annually using client feedback to improve elements of the Program.

The Program's success lies in strong relationships between all the stakeholders that are involved. This includes the four cafes (Gardenview Café, Friends of the Earth, Chu The and Copper Chimney) as well as the referring organisations and the partnership arrangement with the City of Yarra. For more information, please contact Katrina Doljanin on 9411-3526 or via email [katrina.doljanin@nych.org.au](mailto:katrina.doljanin@nych.org.au)

## Homeless Memorial - Wednesday 22nd June, 2011

*Come and join us to remember those who have died whilst homeless or because of homelessness. . Memorial starts at 5.00 pm, Ceremony starts at 5.30 pm and finishes at 7.00 pm at The Peanut Farm Reserve, Cnr. Chaucer St & Shakespeare Grove, St. Kilda. For more info contact Deb McIntosh: 9534 8166.*

## NEWS

### **Council to Homeless Persons Appoints new CEO—Jenny Smith**

Jenny has previously worked at policy, management and service delivery levels, in health, mental health, community health, and in government. She is currently General Manager Medical Services at St Vincent's in Fitzroy and will commence at CHP in mid June.

### **Warm winter nights for homeless Australians**

AGL Warmth in Winter support frees up valuable funds that can be redirected to services which directly assist homeless and vulnerable Australians. For more info go to [AGL](#)

# HACC & Homelessness in Yarra

## Meet... Martin Hall

Manager, Yarra Oral Health  
North Richmond Community Health

### What is your current role?

I am a dentist at North Richmond Community Health (NRCH). I have managed the dental service for 14 years. I work in clinical services and also a significant management role. We have a team of 25 people in the Oral Health Program and are moving to a new clinic (at the same site) in July. This expanded clinic will enable us to commence a child oral health program providing services to both schools and pre-schools. We have waiting lists of approximately 12-18 months. In my role as manager I plan dental services to deliver good oral health outcomes for the community. Finding experienced dental staff is very difficult so we end up training staff to work in the community health model and with our target groups.

### How did you get into this role?

I started by developing a strategic plan for NRCH Oral Health Program and then stayed on to implement the plan. I have worked in public oral health for 30 years. My experiences include school dental service, remote aboriginal services in Central Australia & Torres Straits, prison dental service, training undergraduate dentists and therapists at dental schools in Australia and overseas (Seychelles Islands), and volunteer work in Solomon Islands, Nepal and East Timor.

### What are the highlights of your work?

The team! Working with other oral health professionals as a team to get through the stressful day - feeling supported and supporting others to do a good job. I enjoy working with the most vulnerable communities such as homeless, DAA, refugees and asylum seekers.



Getting to know some of the clients is important to me. Professionally it has its limitations in terms of the difference in earnings compared to private practice. It's the personal side of the work that matters to me. Client appreciation always helps too.

### What are the lowlights?

It can be challenging keeping perspective and managing the demand. We deal with the most difficult and complicated clients. The acute dental needs and managing the accompanying pain and distress can be very intense

and stressful. We can't always provide what people want or need because of restrictive budgets. We juggle resources and constantly prioritise need – this takes experience and skill.

The attitude of some towards public/community oral health. It is sometimes perceived as somehow inferior. It is an unfair comparison with private practice where the more money you have the more you can purchase. We provide quality care that is appropriate to the needs of our client group.

### What does service coordination mean to you?

Working with other health professionals for the best outcomes for shared clients. Communication is critical. We coordinate with internal staff such as diabetes nurse, GPs, etc and external workers such as refugee, homeless and D&A workers. We also constantly use interpreters.

### How can we solve homelessness in Yarra?

With money and caring. It will take a lot of work by Government. They need to provide jobs, addressing mental health issues, improve general health and progress people's socio-economic position to reduce homelessness.

**2011 newsletter dates are:**

**March / May / July / September / December**

Council is consulting on a proposal for more **smoke-free areas**. Community members can have their say at [www.yarraconsultation.com.au/smokinginyarra](http://www.yarraconsultation.com.au/smokinginyarra) until 30 September 2011.

At the May Council meeting, Councillors resolved to push for a **trial of a supervised injecting facility** in Yarra. An evaluation of the operation of the Sydney facility shows it has helped to reduce drug-related problems in the neighbourhood. The trial needs State Government support. At the same meeting, a **Police proposal for installation of CCTV** in Victoria St Richmond was discussed and Council officers will report back to Councillors late 2011 on its viability.

Consultation on **Council's draft Social and Affordable Housing Strategy** will include an online interactive forum and a community forum. Details coming soon.

Council is trialling the **Companion Animal Project** in partnership with North Richmond Community Health (NRCH) between May - December 2011. It involves volunteers assisting residents to care for their animals. NRCH is seeking volunteers. If you love animals and have previous experience in caring for an animal, this is a great opportunity. Please contact Selma Sali (Volunteer Program Coordinator) at NRCH on 9420 1326.

The **new Yarra Men's Shed** will open on Wednesday 29 June 2011 at 253 Hoddle St, Collingwood. The Men's Shed is an important and dynamic project, providing space for men's activities, ranging from breakfast barbeques, gardening, music, cooking and eating. The Shed is auspiced by the Collingwood Neighbourhood House and is supported by a group of 20 foundation volunteer men, who have over the past two years established a unique brand of men's shed activities at Collingwood. Council has contributed toward the cost of a part time coordinator to support the Shed. All men living in the City of Yarra are welcome to participate in the Shed. For further information on shed activities contact the Collingwood Neighbourhood House on 9417 4896.

**Council's Submission to the Productivity Commission's Draft Report on Disability Care and Support** - This report proposes a radical reform to the way services would be provided to people with disabilities. The Productivity Commission recommends that the Federal Government take over funding and service provision to people who need in-home services and supports by 2014, through a new scheme - "the National Disability Insurance Scheme". This would double the funding currently available for these services. It would make services available through an individual package that people could 'cash out' to purchase and manage themselves if they wished to do so. Council's submission is broadly in support of the changes to give people more choice and control, but also points out the need to continue the link of services with local planning and local accountability such as that provided by local government HACC service to people of all ages with disabilities. Here is the link to the submission on Council's website [Yarra City Council Submission](#).



## *Federal and State Budget Highlights*

### Federal Budget

#### **Emergency relief and financial counselling -**

Extra \$83.3m for emergency relief and an extra \$28m for financial counselling.

**Pilots for highly disadvantaged job seekers** - Up to \$200,000 for 20 pilot projects to enhance service delivery to highly disadvantaged job seekers.

#### **Social Housing Economic Stimulus Package**

\$162m for construction of new social housing in 2011/12, the final allocation of the stimulus package.

#### **'Viability Supplement' to aged care providers** —

Additional funding for aged care providers specialising in housing people experiencing homelessness

**National Mental Health Reform**—\$2.2 billion in funding for mental health programs and services over 5 years of which \$1.5 billion is new money. Programs include:

- ◆ Expanding mental health services for teenagers and young adults;
- ◆ "Flexible care packages" for people with 'severe and persistent' mental illness over 5 years estimated to assist up to 24,000 people;

- ◆ \$250 million in previously announced funding for 50 mental health initiatives for people who are experiencing homelessness or at risk;
- ◆ Expansion of the Personal Helpers and Mentors Program (PHaMS);
- ◆ National Partnership Agreement on Mental Health worth \$200 million, including funding to prevent exits from mental health into homelessness.

### State Budget

Commitment to retaining the funding announced in 2010 for the **homelessness strategy**, promising to develop a 10 year implementation plan focused on improving outcomes for young people and other vulnerable groups experiencing homelessness.

Three new 40 bed **Youth Foyers** to provide safe housing and supports to homeless young people.

#### Sources:

Homelessness Australia—Federal Budget 2011 Sector Briefing

Council to Homeless Persons—Media Release

Office for the Not for Profit Sector [2011 Budget Guide](#)

# Yarra Service Directory

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

St Vincent's Hospital Ph. 9288 2211  
Pager 204

## **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)

## **Inner North West Primary Care Partnership**

Ph. 9389 2261 [www.mchs.org.au](http://www.mchs.org.au)

## **Jesuit Social Services - Connexions**

1 Langridge Street, Collingwood  
Ph. 9415 8700 [www.jss.org.au](http://www.jss.org.au)

## **Melbourne Citymission Youth Precinct**

10 Church St, North Fitzroy, Ph. 8486 2122

## **North Richmond Community Health**

23 Lennox Street, North Richmond,  
Ph. 9429 5477 [www.nrch.com.au](http://www.nrch.com.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 Health Services**

283 Church St., Richmond Ph. 9429 1811  
[www.iechs.com.au/richmond.php](http://www.iechs.com.au/richmond.php)

## **Yarra Housing and Homelessness Network**

Ph. 9205 5094

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

11 Malmsbury St. Kew, 3101, Ph. 9855 1421

## **Yarra SPACE**

36-42 Nicholson St, Fitzroy, Ph. 8417 1500

## **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)*

