

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:

Women and Families

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HACC & Homelessness in Yarra

Women's Health In the North – Northern Integrated Family Violence Services Team

by *Kate Stevens*

The Women's Health In the North (WHIN) Northern Integrated Family Violence Service (NIFVS) team was established in 2006 when a partnership consisting of WHIN, Berry Street, Anglicare and Elizabeth Hoffman House successfully bid to lead the implementation of the family violence reforms in the region. Crossroads Youth and Family Services, Martina and Georgina women's refuge and the Victorian Aboriginal Child Care Agency (VACCA) have since joined the partnership.

The NIFVS team works towards ensuring the coordination and integration of timely, high quality and effective services for women and children who have experienced family violence service in Melbourne's northern metropolitan region. The team also works to ensure that men who perpetrate violence towards women are held accountable and receive appropriate support. The primary role of the team is to support and coordinate key regional family violence networks. The regional family violence networks include the Northern Family Violence Strategic Network and the local family violence networks. The Strategic Network acts as an information exchange for the community sector on family violence issues. The Network meets quarterly and has a membership of around 50 different organisations and includes



Helen Riseborough, Sandra Morris, Kate Stevens, Cath Lancaster

representatives of specialist family violence services, police, courts, health services and CALD service providers. The local family violence networks of Banyule/Nilumbik, Broadmeadows, Darebin, Moreland, Sunbury, Whittlesea and Yarra have long been established in the northern region and provide an opportunity for practitioners to come together and to focus on local issues.

Another key role of NIFVS is to act as a regional family violence information clearinghouse which provides information about relevant resources, research and policy that relates to family violence to local service providers. The prevention of violence against women is another priority work area for the NIFVS team. The team is involved in the development of prevention resources and local prevention activities and strategies.

WHIN is also in an alliance with Berry Street, Anglicare, In Touch and the nine community health centres in the region to provide family violence counselling and support groups to women living in the northern suburbs. The NIFVS team supports and convenes the alliance. It also focuses on quality service provision by providing resources to practitioners working in this area.

For more information on NIFVS please contact Kate Stevens at kates@whin.org.au or see the WHIN NIFVS website: www.nifvs.org.au.

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.

Salvation Army Crossroads Mary Anderson Family Violence Service (MAFVS)

By Karen Hagen, Program Manager

HACC & Homelessness in Yarra

The Salvation Army in Melbourne has a long history of providing domestic/family violence support including accommodation which commenced in 1887 with the opening of Hope Hall as a women's shelter the service was redeveloped in 1986 and renamed Mary Anderson Lodge. In 2004 the service was again redeveloped and emerged as Mary

Anderson Family Violence Service or MAFVS, a dispersed refuge and outreach support service.

MAFVS is jointly funded by the Department of Human Services and the Salvation Army.

Today MAFVS provides information and support for mainstream and homeless specific service providers, as well as Women and

Women with Children, working toward a society free from Family Violence through upholding people's dignity, working to increase social inclusion and economic opportunities as well as advocating for initiatives that create a just community.

MAFVS Aims to work in a coordinated, integrated and collaborative manner enabling support and advocacy for Women and Women with Children to uphold the human right to live free from violence; have adequate shelter; resources; assistance and opportunities to reach each



individual's human potential and attain their dreams while being free from coercion and judgement.

The work undertaken by MAFVS is underpinned by integrated and collaborative partnerships with women and importantly other relevant agencies.

This integrated and collaborative approach enhances opportunity for structural advocacy as

well as accessing diverse expertise for those women and children MAFVS represents. With this in mind MAFVS partnerships include the Short Term Accommodation Unit (STAR); the Northern Crisis Response Service (NCARS); The Safe at Home Program; Crisis Contact Outreach Program (CCOP), as well as

collaborating with agencies to provide specialist family violence Consultation and Assessment.

MAFVS will continue to review, develop and listen to the voice of women, children, research and services in the community to continue providing innovative, respectful and responsive service to women and women and children.

Parity Call for Contributions

National Plan to Reduce Violence Amongst Women & their Children Edition

Submissions due 16 September 2011.
Contact : Noel Murray on 9419 8699.

Australian Homelessness Clearinghouse

The new Federal Government Homelessness Clearinghouse has been launched and can be found at <http://homelessnessclearinghouse.govspace.gov.au/>. The site includes research papers and government policies and papers, homelessness data, event info and communities of practice which encourage interactive discussion and more.

Creating space for change:

Sorting Through the Responses to Hoarding and Environmental Neglect Free Forum

A free Forum for services in the North West Metropolitan Region to come together and work towards improved outcomes for clients experiencing behaviours associated with hoarding and environmental neglect. Wednesday 14th September. Places limited. RSVP by Monday 15th August 2011. RSVPS and inquiries to Kate Rice at kate@wintringham.org.au or 9375 3774.

HACC & Homelessness in Yarra

What is your current role?

I work with women and families in Yarra (or just outside of Yarra), from pregnancy through to aged care, providing a primary health care response using a holistic framework. We are an assertive outreach service working with people who are homeless or at risk of homelessness to improve their health outcomes using a compassionate caring approach. Our work is underpinned by developing collaborative working relationships (based on client consent) with mainstream service providers working together to address the complex health, housing and social needs of clients. I am co-located at North Yarra Community Health in Fitzroy.

How did you get into this role?

I have been in this role for 13 years; I came from a nursing background in mental health, drug and alcohol, midwifery and children's health. I have been a nurse for 30 years and I've always been interested in women and children and in marginalised people.

What are the highlights?

This role offers interesting and varied practice. Working with clients and seeing their health improve is a highlight. Building strong relationships with other services – it's great when the "planets align" and everything comes together, working well for the clients and they feel like they have received a good service. We have no time constraints in working with clients so we can work with them until they are confident and can meet their own needs independently. This allows for slow engagement and building of a trusting relationship. This is important as some clients feel let down by the service system.

What are the lowlights?

Lack of sufficient resources and funding are perennial problems as is a severe lack of safe, affordable, stable housing in all its forms appropriate to the client needs. The lack of an address means that people can't get on with their lives and can't improve their health and wellbeing. Some of my



Meet... **Marnie Dixon** Community Health Nurse, Royal District Nursing Service Homeless Persons Program

clients have been homeless for so long that they feel overwhelmed when they are housed. They need support with everyday tasks, including what to do with their time now they don't have to look for housing. They need support to access employment, education and recreation. I can help establish services around them when they access housing. This is especially important for the children who really miss out on having their everyday needs met, including education and recreation. Literacy is often an issue for the clients. Everything comes

at a cost – either in time (on waiting lists) or monetary. Whilst on waiting lists, people's physical and mental health deteriorates. This is frustrating. The gentrification of Yarra has also impacted on clients – on where they can go in Yarra and feel comfortable. Food security is critical as everyday needs are more expensive to meet. There is a starker contrast between the haves and have-nots. Meals programs are often not culturally appropriate or suitable for children.

What does service coordination mean to you?

Service coordination is essential to in our practice in working with complex clients (based on consent). Working with other services so that the client is getting consistent care, support and outcomes is important. Consistency of staffing can also be an issue in some services where staff change frequently. It is part of my professional practice to liaise with other services; keep up-to-date with what's available and appropriate to the client.

How can we solve homelessness in Yarra?

This is a highly complex issue. There is no one fix for all. Safe, appropriate and affordable housing in all its forms to meet clients' needs is critical. Employment, training, recreation and education services are also important. The bureaucratic administration can be very complex and clients require advocacy to access services. There should be easier access and referral processes to services. This is a barrier to the immediacy of service required by our clients. Changing areas means changing services and workers which can make it time-consuming and frustrating for clients. Programs need to be more flexible and consistently available across all areas.

Yarra City Council News

Council is calling for nominations from community members interested in helping plan for a new child care and family services facility in Abbotsford. Six community representatives will be appointed to a Design Reference Group (DRG) for the Lourdes Family & Children's Hub. It is proposed that the Hub will include places for early education and care, a maternal and child health service and a community activity space. The proposed location for the Hub is in St Heliers Street, Abbotsford. The Group will provide advice to Council on:

- How the proposed design responds to current and anticipated needs of children and their families.
- How the proposed design responds to urban design, heritage and associated urban planning matters, including traffic and parking.

If a Council endorsement is given, Council would be expected to lodge a planning permit application for the hub in late January 2012. At that time, community members would be provided with at least six weeks to make submissions to Council about the permit application. If a permit is approved by Council, construction would be expected to begin in mid-2013 and be completed by the end of 2014. Here is [more information](#) on how to nominate to be part of the DRG. Further information **Alyson Furey**, Project Officer - Family & Children's Services, 9205 5286 Alyson.Furey@yarracity.vic.gov.au Next meeting of the Yarra Housing and Homelessness Network is on Monday 17 October, 12.30 – 2pm, venue to be confirmed. Contact Anne Barton on 9205 5094 or anne.barton@yarracity.vic.gov.au for more information.

HACC & Homelessness in Yarra

Affordable Housing in Yarra

How can affordable housing be increased to ensure Yarra remains inclusive, diverse and prosperous?
Have your say at:

www.yarraconsultation.com.au/affordablehousinginyarra



Resources for Working with Women and Children Experiencing Family Violence

Australian Domestic and Family Violence Clearinghouse

The Clearinghouse is a national organisation, providing high quality information about domestic and family violence issues and practice. The primary goal of the Clearinghouse is to prevent domestic and family violence by supporting specialist and generalist service providers, government agencies, researchers, advocates and activists in their efforts, through the dissemination of information and research, and through facilitating discussion. The Clearinghouse publishes newsletters and papers on key issues, policy, legislation, training and new initiatives as well as a library of research and resources and an online database of good practice programs. The Clearinghouse also provides an information service to users and provide forums for discussion and debate, actively encouraging stakeholders to provide feedback. <http://www.austdvclearinghouse.unsw.edu.au/>

Domestic Violence Resource Centre Victoria (DVRCV)

Based in Collingwood, the Domestic Violence Resource Centre is a state-wide service funded by the Department of Human Services, Victoria. DVRCV provides initial telephone support, information and referral to services to assist people who have experienced family violence; supportive online information to help people who have experienced family violence; training courses for professionals to improve their skills in supporting survivors of violence; a specialist library which provides self-help material and is open to the general public; a quarterly newsletter; publications and research, including books, kits and discussion papers; and helpful pamphlets, booklets and websites to assist survivors of family violence. Upcoming training includes *Responding to the Abuse of Older Women* (31 August) and an introductory course *Responding to Family Violence* (7 September). The training is open to all workers and is subsidised for Specialist Homelessness Service staff. Find more info at <http://www.dvrcv.org.au/>

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

CHP - Council to Homeless Persons

2 Stanley Street, Collingwood, Ph.9419 8699,
Homelessness Advocacy Service,
Free Call: 1800 066 256 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

HomeGround

68 Oxford Street, Collingwood
Ph. 9417-2500 Freecall: 1800 048 325
www.homeground.org.au

Inner North West Primary Care Partnership

Ph. 9389 2261 www.mchs.org.au

Jesuit Social Services - Connexions

1 Langridge Street, Collingwood
Ph. 9415 8700 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

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

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

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

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

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

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

Collingwood Town Hall, Ph. 9205 5555
www.yarracity.vic.gov.au

Yarra Community Housing

297 Napier Street, Fitzroy, Ph. 9419 0009
www.ych.org.au

Yarra Health Services

283 Church St., Richmond Ph. 9429 1811
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

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

