

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:

Indigenous Service Coordination

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HACC & Homelessness in Yarra

ASK Health - Access Services for Koories was established in 2010 to break down the barriers to mainstream health services for Aboriginal and Torres Strait Islander people living in the inner and northern Melbourne. Our aim is to empower indigenous people to manage their own health and achieve a better life for themselves, their families and community. We seek to increase the uptake and delivery of health services to Aboriginal people and their families by providing better knowledge and understanding of the health care system, chronic disease management and healthy lifestyles.

Through this we hope to assist in closing the gap in life expectancy between Aboriginal and non-Aboriginal people living in metropolitan Melbourne, and drive wellbeing and quality of life outcomes for those living with chronic disease and complex needs. We also focus on building the cultural competence and capacities of Medicare Local healthcare professionals.

ASK Services

There are many reasons people of Aboriginal or Torres Strait Islander descent do not access health services. A lot of people don't know what services are available or understand the procedures involved. ASK provides support, advice and information to simplify access to health services. We can recommend culturally welcoming health care providers and assist in increasing the cultural competence of health providers. Working with culturally diverse communities can be challenging for health care

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 24 November 2011;
- * **policy updates** on homelessness and related topics; and
- * **City of Yarra updates**.

ASK Health - Access Services for Koories



professionals. ASK helps health care professionals to better engage with their indigenous clients and become more culturally sensitive in the vital services they deliver. ASK offers a full range of support to clients from intake and assessment through to care planning, care coordination and discharge. This includes:

- ◆ Telephone advice and information about health care services available.
- ◆ Sourcing of appropriate health care providers.
- ◆ Arranging (and possibly attending) appointments related to chronic disease management.
- ◆ Intensive outreach support (including home visits).
- ◆ Support of family members who are carers.

ASK facilitates the relationship between Indigenous clients and health care providers; including specialists, general practitioners, psychologists, practice nurses and allied health professionals. This includes:

- ◆ Accepting referrals to assist GPs to manage patient care.
- ◆ Intensive assistance related to chronic disease management.
- ◆ Helping clients to schedule and attend appointments, accompanying them when appropriate.
- ◆ Developing and maintaining a Preferred Provider Network, delivering culturally sensitive services.

The ASK referral process is explained in the diagram below. www.askhealth.org.au/



Melbourne Aboriginal Youth, Sport and Recreation (MAYSAR)

HACC & Homelessness in Yarra



MAYSAR is a Fitzroy-based, community-controlled Aboriginal organisation that provides a community cultural centre for the Aboriginal community including the Parkies. MAYSAR was formerly known as 'The Fitzroy Stars Aboriginal Community Youth Club Gymnasium Incorporated', and informally known within the community as 'The Fitzroy Stars Gym' or simply 'the Gym'. It was formed by the Victorian Aboriginal Health Service in 1977. MAYSAR was established as a preventative health program to combat the increasing drug and alcohol problems within the metropolitan Aboriginal community.

MAYSAR is supported by the City of Yarra which provides \$150,000 over three years through its community grants program. Providing not just a gym, MAYSAR is a centre for community health and is an important Koori meeting place. General Manager Glenda Thorpe is expanding MAYSAR's services so it remains both a hub for the local community and a traditional gym for both Indigenous and non-Indigenous people. MAYSAR wants to be more of a multi-purpose social, cultural and recreational centre which helps to tackle some of the big Koori community health issues like diabetes, obesity and heart disease.

Programs offered at MAYSAR aim to "Close the Gap" in health between Aboriginal and non-Aboriginal people in Yarra by taking a holistic approach to health focused upon five key areas:

1. food and nutrition;
2. arts and culture;
3. fitness and physical activity;
4. education; and
5. recreation.

In partnership with the Victorian Aboriginal Health Service, the gym hosts Kooris in the Kitchen, a practical cooking and nutrition program for women and the Active Kooris Club and healthy eating programs for diabetics with Diabetes Victoria. MAYSAR has plans for a café offering affordable meals and a meeting place for the community members, like the Parkies.

MAYSAR's services include:

- ◆ Community Gym, Physical / Sporting Groups
- ◆ Youth Services
- ◆ Health Promotion
- ◆ Education / Training
- ◆ Health Education, including nutrition
- ◆ Community Support
- ◆ Public Meeting Place

Ph. 9486 9123, 184-186 Gertrude St, Fitzroy .

Yarra HACC and Homelessness Forum 24 November 2011

The theme for the 2011 Forum is **DIVERSE, ACTIVE, INNOVATIVE**. The Forum will showcase the latest developments in HACC and Homelessness as well as give you the opportunity to get to know other Yarra workers and services. Places for the Forum are nearly full. REGISTER at <http://www.surveymonkey.com/s/5SJ2TT8>. The Forum will be held at Richmond Town Hall.

National Homelessness Services Achievement Awards www.fahcsia.gov.au

Nominations for the Awards close on Friday 25 November. The Award categories are:

- ◆ Excellence or innovation in addressing homelessness by an organisation;
- ◆ Excellence in the prevention of, or early intervention in, homelessness;
- ◆ Outstanding business or philanthropic commitment to addressing homelessness;
- ◆ Excellence or innovation in partnerships in delivering services;
- ◆ Closing the gap: Excellence in addressing Indigenous homelessness;
- ◆ Excellence in supporting pathways to employment or education; and
- ◆ Excellence in addressing homelessness in a regional, rural or remote location.

Council to Homeless Persons Annual General Meeting

9.45am, Thursday, 1 December 2011 at the Richmond Town Hall . The Hon Wendy Lovell, Minister for Housing will address the meeting. Enquiries to lynette@chp.org.au

HACC & Homelessness in Yarra

What is your current role?

I coordinate the Billabong BBQ and the Aboriginal Health Promotion and Chronic Care (AHPACC) programs. The Billabong program is a collaborative weekly outreach program jointly provided by NYCH, RDNS HPP, HomeGround, the Victorian Aboriginal Health Service and a range of other services. The program provides a nutritious meal and an outreach service to clients in Harmsworth Park in Collingwood each Tuesday. The AHPACC program aims to support Indigenous people who have or are at risk of chronic diseases. My role is to communicate with clients when they present to NYCH or I see them in Smith Street or the Park, to try and connect them into health services.

How did you get into this role?

I had previously worked in the Indigenous media area. The organisation I worked for ceased being funded due to new technology. I applied for the Billabong Coordinator position and after a while I thought I would apply for the AHPACC position too. I was willing to do some training for this role to increase my skills.

What are the highlights?

Firstly I had to get known and trusted by the clients. After 12 months, I believe most have warmed to me. I believe I am a good communicator which helps with my role. I'm proud of my achievements so far in the job. I like the people. I like the way they embrace me. We're always loud. There are fascinating stories every day and laughter. I like seeing the progress that clients make, sometimes after long periods of difficulty. I like to follow through. I can help in small ways and that means a lot to them.

My greatest achievement in this role has been to gain a grant from Yarra Council for the Billabong Wills



Cheryl above (in red top).

Meet... Cheryl Vickery

Billabong/ AHPACC Coordinator,
North Yarra Community Health

and Advocacy Project. This project will inform Billabong clients of their rights to the advocacy of the State Trustees Office and other issues they may face in the future as they age. This project will help them while they are well to make decisions about who they would like to be their power of attorney and to make a will, planning ahead for when they may be not well enough to make these decisions.

I am grateful and want to thank the service providers who come to Billabong breakfast and assist me on the day, to help it run smoothly and help make the clients feel welcome. Without their assistance it would be a very hard job.

What are the lowlights?

There are challenges in this job, this is not a dislike. I can help get clients into detox but it difficult to get them into long term programs on exit to help them recover. Trying to find housing for clients is very difficult. Violence is an issue. I have had to call the police a couple of times, which clients don't like, but it's been my call and they have respected it. I would love to have a magic wand to be able to get someone a bed for the night.

What does service coordination mean to you?

I like to work within a team. I like to share information with other workers to help benefit clients and share important information with other services working with that client, so workers can get an overview of everything that's going on for that person.

How can we solve homelessness in Yarra?

I don't have the answer really; it's all to do with money. There are some private boarding houses that are just in it to make money. Clients sometimes say they would prefer the street because some of these places are not so clean and not so safe. The Government should name and shame these places, as they did for the aged care homes several years ago. We shouldn't have the amount of homeless people on the streets as the statistics say. It would be nice if institutions that

are left properties from people's estates could donate more land or buildings for housing.

Yarra City Council News

Council has embarked on developing an organisational Reconciliation Action Plan (RAP). One of the actions in the *Aboriginal Partnerships Plan 2011 - 2014*, Council's RAP will aim to create an internal culture of respect and understanding, to promote good relationships between Council and local Aboriginal groups and individuals, and to explore opportunities for actions that address ongoing issues for Aboriginal people and groups. A draft has been completed and consultation is scheduled for the week of 21 November.

Council continues to work with and fund MAYSAR as a cultural community centre.

The Traditional Games Project, based at MAYSAR, has employed Jason Tamuri to work with three local primary schools and Thornbury Primary School and is developing traditional games such as Marngrook which will be part of the opening of Victoria Park.

Yarra City Council's Aboriginal Partnership Plan is underpinned by the values of reconciliation, social justice and respect. The plan aims to strengthen partnerships between Council, the Aboriginal community, other levels of government and the local non-Indigenous community. The plan also identifies strategies to:

- ◆ create and develop opportunities with Council's partners
- ◆ acknowledge, understand and celebrate Aboriginal culture
- ◆ address disadvantage and social justice issues, and
- ◆ work towards the elimination of racism.

The Plan is available at <http://www.yarracity.vic.gov.au/Services/Community-Planning/aboriginal-services/Aboriginal-partnerships-plan/> Council also convenes the Yarra Aboriginal Advisory Group to provide on-going consultation between the Indigenous community and Council.

For more information, contact Colin Hunter, Community Planner – Aboriginal Partnerships, on 9205 5014, or at Colin.Hunter@yarracity.vic.gov.au



Victorian Homelessness Action Plan

Homelessness Action Plan 2011-2015 is a commitment by the Baillieu Government to provide greater assistance to vulnerable Victorians to tackle the underlying causes of homelessness. The Action Plan commits a total of \$76.7 million for a range of initiatives. Of this, \$25 million over four years will fund Innovation Action Projects across Victoria. These projects will harness local knowledge and apply new prevention and early intervention approaches. In addition, the Action Plan also supports other Victorian Government initiatives that are already underway. Three new 40-bed Youth Foyers for young people who are homeless will link accommodation with education, training and employment. Five new Work and Learning Centres located on public housing estates will link tenants with education and training.

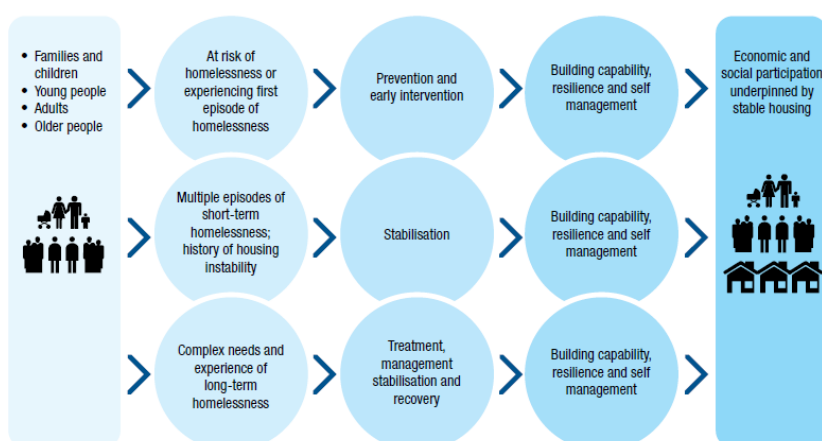
The Government will invite key stakeholders and experts from all relevant sectors to join a Ministerial Advisory Council on Homelessness. This Council will identify a range of priorities to prevent and reduce homelessness in Victoria. This will enable the Government to provide a more cohesive, coordinated response to homelessness in the future. In summary, the Homelessness Action Plan is focused on:

- ◆ supporting innovative approaches to homelessness
- ◆ investigating models that focus specifically on early intervention and prevention
- ◆ better targeting of resources when and where they are most needed and where they will make the biggest difference.

Over the next two years the Government will provide \$15 million new funding for around eight Innovation Action Projects. The remaining \$10 million will fund the scaling up of approaches that prove successful. Service providers across specialist and mainstream services will be able to submit for an Innovation Action Project. The Projects will focus on four high-risk cohorts: 1. families, vulnerable women and children; 2. youth; 3. adults; and 4. the elderly.

The Plan is available at <http://www.dhs.vic.gov.au/for-service-providers/housing-and-homelessness/homelessness/homelessness-action-plan> or email: vhap@dhs.vic.gov.au

New Service Approach to Break the Cycle of Homelessness in Victoria



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

