About Under 1 Roof

...Working as one united and coordinated service system to end homelessness in Brisbane.
# Table of Contents

1. **Summary of the innovation** ............................................................................................................. 3  
   Name of innovation .................................................................................................................................3
   Period of time in which in occurred ........................................................................................................3
   Location .....................................................................................................................................................3
   Key Objectives ..........................................................................................................................................3
   Who was involved ........................................................................................................................................3
   What was the role of persons or organisations within the nomination? ...................................................3
   The outcomes .............................................................................................................................................3

2. **How the innovation meets the four judging criteria** ......................................................................... 4  
   i. How the innovation aligns to the selected award category .......... **Error! Bookmark not defined.**  
   ii. How the innovation demonstrates creativity, leading practice and/or quality which distinguishes it from other approaches .......... **Error! Bookmark not defined.**  
   iii. The outcomes of the innovation .........................................................................................................4
   iv. Potential to be adapted by other organisations and other settings .......................................................................5

3. **Supporting Materials** ....................................................................................................................... 6
   Attachment 1: Link to Under 1 Roof Short Film and media release ..........................................................6
   Attachment 2: Example of Synthesis Series Sessions .......... **Error! Bookmark not defined.**  
   Attachment 3: Photos  
   Attachment 4: Brochure .......... **Error! Bookmark not defined.**
1. Summary overview

Key Objectives
• to provide comprehensive support to households to maintain their tenancies and participate fully in the community.
• to connect homeless people to services and housing choices that best meet their needs.
• to contribute to the supply of social and affordable housing dwellings to meet the needs of individuals and families.
• to involve the whole community in ending homelessness.

Who is involved
Under 1 Roof was initially convened by the Rotary Club of Fortitude Valley wanting to assist agencies working with homeless people. As local businesses, they brought the agencies together from 2006, to discuss ways to integrate service delivery. The consortium members are as follows:
• 139 Club
• BRIC Housing Company
• Brisbane Housing Company
• Brisbane Youth Service
• Communify
• Footprints (formerly New Farm Community Options)
• Mission Australia
• New Farm Neighbourhood Centre
• QuIHN
• The Rotary Club of Fortitude Valley

Under 1 Roof also partners other key agencies such as the Department of Communities Housing and Homelessness Services, and the Health Homelessness Outreach Team (HHOT) which participate in Case Coordination.

What was the role of persons or organisations within the nomination?
All participating agencies have contributed a combination of time, funds and in-kind support to developing the following key service integration strategies:
• Case Coordination Meetings
• Learning and development opportunities
• A Managers’ Forum
• Tools and resources for sharing across the sector.
The outcomes

- Over 100 clients assisted through case coordination between August 2011 and 2012
- Participating services are working more closely between case coordination meetings to assist clients in an integrated way
- Staff from participating agencies are building a stronger learning culture and there are more learning and development opportunities available to the entire Brisbane Service System
- Local businesses are working on philanthropic ideas to support homeless people.
- There is more trust which continues to develop among agencies particularly in a competitive funding environment.

2. Integration and coordination

Key integration and coordination activities include:

- Case coordination meetings involving the 10 participating agencies plus other specialist services to reduce duplication and increase sustainable client outcomes
- Shared learning and development opportunities open to the entire sector and based on bottom-up identification of learning needs among practitioners (Synthesis Series and Training)
- Managers’ Forum where managers meet to discuss and develop learning and development opportunities and to decide and contribute policies and practices to the wider sector based on leading, evidence based practice of what works to solve homelessness
- A board focussed on external strategic relationships with government, the community and business.
- Referral systems into and out of case coordination which ensure a range of agencies are actively involved in a support plan driven by client need.

The benefits of this approach:

- Integration mechanisms which are primarily focussed on improving front line service delivery and outcomes for homeless people
- Another tier of practice which aims to develop workforce capacity for excellence and new approaches to an entrenched problem
- Structures that harness leadership (Managers’ Forum and the Board) to build capacity for organisational change and support for further innovations.

The outcomes

- Over 100 clients assisted through case coordination between August 2010 and August 2011
• Participating services are working more closely between case coordination meetings to assist clients in an integrated way

• Staff from participating agencies are building a stronger learning culture within their agencies and among the agencies, through participation in the Synthesis Series and Training programs

• Local businesses are engaged in working on philanthropic ideas to support homeless people.

• A recent milestone is that Under 1 Roof has been funded to deliver a Brisbane Service Integration Project over 18 months which includes producing a range of resources and tools to assist other areas with case coordination and to identify effective data systems to support integrated practice.

• While Under 1 Roof has now received some funding for 18 months to further develop tools, resources and learning opportunities, the core activity of case coordination is run by participating agencies as a strategy for ensuring its survival and sustainability beyond non-recurrent funding.

• The production and launch of a short film showcasing case coordination as a learning and communications tool (see link to film in attachment 1)

Potential to be adapted by other organisations and other settings

• Under 1 Roof has now been funded (under the auspices of Mission Australia) to develop tools and resources which can be used or adapted by other agencies

• Brisbane’s Homelessness Community Action Planning process is adopting case coordination style groups in a range of locations with a focus on integrating front line service delivery. Under 1 Roof is using the first part of their funded project to develop tools and resources to support this process

• Under 1 Roof has been invited to discuss this model in a range of other regions including Redcliffe, Sunshine Coast, Caboolture and outer North Brisbane

• Under 1 Roof is working on a range of learning and development opportunities that support agencies (front line and management levels) to embrace strategies that achieve service integration. These opportunities have always been offered region-wide and are open to any agency. We are engaged in discussions with regions including Brisbane’s outer north, Sunshine Coast, Caboolture and Redcliffe at this stage, to share ideas, resources and to provide training.
3. Under 1 Roof Promotional Film

Attachment 1: Link to Under 1 Roof Short Film and media release

A short film (5 minutes 50 seconds) on case coordination produced by Griffith Film School.


Media Release

Mission Australia’s Roma House in Brisbane has played a starring role in a new short film to promote Under 1 Roof – a consortium of inner-city housing and community agencies working together to reduce homelessness.

The six-minute film, which was produced by Griffith Film School through its Community Engagement program, was launched last month by the Queensland Minister for Community Services and Housing, Karen Struthers.

The film aims to highlight Under 1 Roof’s efforts to better integrate service delivery to Brisbane’s 5,000-plus people who are homeless – almost half of whom live in the inner-city.

Roma House Service Manager, Kelly Sciacca, makes an appearance in the film, as do two Roma House clients who share their experiences of being homeless and the support they’ve received to find stable housing and rebuild their lives.

One formerly homeless man’s words at the end of the film beautifully capture what it means to find a safe haven after so many years of precarious living: “To feel that your place is your own place, it gives you a feeling of security.”

At the South Bank launch, which was attended by about 80 representatives from the community services, government and business sectors (pictured), Ms Struthers announced a $300,000 one-off grant for Under 1 Roof. This funding will go towards a demonstration project aimed at providing more integrated and effective client support.

Under 1 Roof was initiated by Fortitude Valley Rotary back in 2006. The club’s past President, Julie Heckenberg, said the funding will allow the consortium to better co-ordinate services: “The consortium ensures there is ‘no wrong door’ for people in need in our community and all the local services and agencies are now working in a more coordinated way to significantly reduce homelessness in Brisbane.”

Mission Australia State Director Penny Gillespie added that the government-funded demonstration project will provide an opportunity to further develop and expand the consortium model. “The demonstration project will allow us to continue to improve the way we address disadvantage and homelessness in Brisbane. By fine tuning this collaborative model we can provide a framework for other community organisations in Queensland to consider.”

To learn more about how Brisbane organisations are working together to tackle homelessness in the city, watch the Under 1 Roof film by Griffith Film School.