

Referral to case coordination

Case coordination is an approach to ending homelessness that facilitates a multi-agency response to people with complex needs. Case coordination includes fortnightly meetings where clients are referred who have given informed consent to this process.

From this meeting, plans are developed and agreed to deliver a mix of housing and support services to meet the client's unique needs.

Clients may benefit from case coordination if they require the assistance of two or more agencies, if their circumstances are complex and where multiple factors drive their homelessness or vulnerability to homelessness.

Referrals can be for individuals or households currently homeless or whose tenancy is at risk. Referring agencies then form part of the team response going forward.

To refer a client to case coordination please contact Angela Taylor on 0477 330 738 or TaylorA@missionaustralia.com.au.

Contact

Visit the website for more information on current activities and events, and to access tools and resources:

Web: www.under1roof.org.au
Case coordination: taylorA@missionaustralia.com.au
General information: contact@under1roof.org.au
Phone: 0477 330 738
Receive email news: contact@under1roof.org.au

Contact details for participating agencies:

139 Club Inc.	3254 1144
bhc	3307 3000
bric housing company	3230 5555
Brisbane Youth Service	3252 3750
Community	3510 2700
Footprints in Brisbane	3252 3488
HART 4000	3004 0100
Mission Australia Roma House	3839 1826
New Farm Neighbourhood Centre	3358 5600
QulHN Ltd.	3620 8111
Rotary Club of Fortitude Valley	www.valleyrotary.org.au
Tenant Advice and Advocacy Service Inner North	3358 3951

Funded by



UNDER 1 ROOF
COMMUNITY IN ACTION

The logo features a stylized house icon above the text "UNDER 1 ROOF". The number "1" is significantly larger than the other words. Below this, the phrase "COMMUNITY IN ACTION" is written in a smaller, all-caps font.

"Home at last"

.....Working as one united and coordinated service system towards ending homelessness in Brisbane.

Who we are...

Beginnings....

Under 1 Roof is a consortium of homelessness, housing and community agencies based in Brisbane's inner city offering a range of services citywide.

Convened by the Rotary Club of Fortitude Valley, these agencies have been working together since 2006 to build a strong, community-focused consortium supported by local businesses to end homelessness in Brisbane.

Participants

Under 1 Roof includes:

- 139 Club Inc
- bhc
- bric housing company
- Brisbane Youth Service
- Community Qld
- Footprints in Brisbane
- Mission Australia
- New Farm Neighbourhood Centre
- Queensland Injectors' Health Network
- The Rotary Club of Fortitude Valley

Partners

Participating agencies have a number of wider partnerships already in place to provide legal, health, social and specialist support to homeless people. Continuous partnership development is integral to the vision of Under 1 Roof to create new and strategic alliances that provide holistic support, and improve social inclusion for homeless people.

Under 1 Roof

Vision

Under 1 Roof works to integrate service delivery to achieve an end to homelessness in Brisbane.

Aims:

- To offer a range of housing and support options to homeless people
- To provide comprehensive and integrated support for households to maintain their tenancies and participate fully in the community
- To contribute to the supply of social and affordable housing dwellings to meet the needs of individuals and families
- To improve access to services for homeless people through multiple contact points and no wrong door
- To involve the whole community in ending homelessness
- To measure successes and evaluate outcomes with a focus on continuous improvements to service delivery.

Striving towards better practice...

- **Housing first**
Homeless people are moved as quickly as possible into a long-term housing solution with wrap-around support, thus avoiding enculturation into homelessness.
- **Assertive outreach**
Assertive outreach uses a persistent rather than passive style, with the intention of facilitating access to all available support services. Workers are mobile and access is also possible through various locations across the consortium. Assertive outreach continues as part of planned support to ensure that a person is supported to sustain their tenancy.
- **Tenancy sustainment**
Under 1 Roof works to continuously improve practice so that interventions and case management provides holistic, recovery focused, long-term support. The primary purpose is to sustain housing outcomes through support and strengthen belonging as part of the solution to homelessness.
- **A multi-agency response through case coordination**
Under 1 Roof's multi-agency approach extends to a range of partners to deliver integrated and coordinated services geared to achieving sustained housing outcomes. Fortnightly case coordination meetings provide the mechanism for Under 1 Roof to identify opportunities for intervention and support, and to minimise service duplication.

What we offer

Across the Under 1 Roof Consortium, the following services and opportunities are available and may form part of an integrated support plan:

- Specialised case management
- Wrap-around multi-agency support
- Supportive short-term, transitional and long-term housing options
- Information, referral and advocacy
- Common assessment to identify housing and support needs
- Access to health and mental health services
- Safety and support to recover from trauma and abuse
- Street outreach and multiple access points
- Harm reduction, information and advice
- Assistance to overcome substance dependency
- Access to food packages, low-cost and free meals
- Community support and participation
- Social and recreational opportunities
- Links to employment and training.

Learning and development

Under 1 Roof recognises that learning and development opportunities are essential in supporting good practice. Under 1 Roof has developed the following opportunities to support learning and development among agencies working to end homelessness.

The Synthesis Series: These are reflective practice sessions which explore questions and conundrums embedded within policies, practices and service delivery aimed at ending homelessness. The topics are drawn from Under 1 Roof's own work to pilot multiagency case coordination. These discussions debate important and sometimes complex issues that characterise responses to homelessness. The theme of synthesis highlights the challenge of transforming seemingly competing issues into deeper and more effective practice with a focus on ending homelessness.

Training: Under 1 Roof also offers training with a focus on key areas such as planned support, tenancy sustainment, case coordination and community development.

To find out more about learning and development opportunities: email contact@under1roof.org.au, visit www.under1roof.org.au or call 0477 330 738.

How you can help

Under 1 Roof is unique in that the Rotary Club of Fortitude Valley has worked as a facilitator bringing the agencies together.

The Rotary Club of Fortitude Valley includes business and community members collaborating to create solutions to homelessness. Rotary demonstrates that support for people experiencing homelessness extends beyond government policy and human service organisations to include wide ranging stakeholders prepared to take action to foster communities where everyone is included.

Under 1 Roof is working towards a unique model of care for homeless people and to generate opportunities for people to come together and make a difference. Opportunities exist to donate time, expertise and funds to Under 1 Roof.

Visit www.valleyrotary.org.au for more information.

