
Under 1 Roof E-News.....

PDF version of e-news is attached!

Visit the website: www.under1roof.org.au

Find us on facebook: <http://www.facebook.com/under1roofconsortium>

Watch a short film about Under 1 Roof: <http://youtu.be/9QSpR6eTMe4>

Please email contact@under1roof.org.au if you want to be removed from this list

Please email contact@under1roof.org.au if you want to receive email news directly.

Please forward to your colleagues if possible.....

Contents....

1. **Thanks and farewell to Angela Taylor 3**
2. **Welcome to Travis Raduntz 3**
3. **Continuous improvements to case coordination meetings 3**
4. **Vulnerability index session 4**
5. **Critical Time Intervention Training: Thanks to Micah Projects 4**
6. **The bric Boundary Street Project Pilot: where to next 4**
7. **Synthesis Series 2013 4**
8. **Referrals into case coordination meetings always welcome 5**
9. **Training 6**
 - To book for training: 6
 - 9.1 Outcomes Star Repeat Performance 6
 - 9.2 Seeking expressions of interest in Integrated Case Management Training – one place left! 6
 - 9.3 The Case Coordination Meeting: facilitating towards participation and quality outcomes 7
 - 9.4 Tenancy sustainment training in Logan 7
 - 9.5 U1R Training: a Queensland Shelter Fringe Event 7
 - 9.6 What about tomorrow? Nurturing aspiring leaders for the future of ending homelessness 8
 - 9.7 Peer support, peer mentoring with Tere Vaka 8
 - 9.8 Motivational interviewing 9
 - 9.9 Emotional labour, emotional intelligence with Penny Gordon 9
 - 9.10 Under 1 Roof Training topics available 9
10. **Under 1 Roof set to deliver training in Ipswich 10**
11. **Understanding skills and frameworks: an extract from the Under 1 Roof Resource Kit 10**
12. **The challenge of collaboration: an extract from the resource kit 11**
13. **Pawprints in Brisbane 12**
14. **Download Under 1 Roof brochure 12**
15. **Contact with Under 1 Roof 13**

1. Thanks and farewell to Angela Taylor

Angela Taylor moved on from Under 1 Roof recently. We sincerely thank her for her work and for the many improvements she made to the case coordination meetings. Angela introduced some early changes and improvements and tackled the mammoth task of data entry for over 120 clients. Angela also supported the initiation of case coordination practice in some other locations. Thanks Angela!

2. Welcome to Travis Raduntz

Travis Raduntz is taking up the role to support case coordination meetings within Under 1 Roof. Travis brings a lot of case management experience and enthusiasm to the role. Already, Travis has made his mark by introducing incremental improvements that everyone appreciates. Welcome to Travis! Travis can be contacted at 0477 332 799 or radunzt@missionaustralia.com.au.

3. Continuous improvements to case coordination meetings

As we work to implement case coordination meetings as part of an integrated approach to ending homelessness, we continue to reflect on and build in any improvements we can think of.

Simple things like ensuring that new referrals are presented at the beginning of the meeting and circulating minutes within a day or two of the meeting with a clear summary of actions all really seem to help.

Some of the other ideas under discussion within Under 1 Roof include:

- Each manager going on a roster to attend case coordination once or twice a year to see first hand how it is going and to contribute experience and ideas to the meeting
- Working harder to involve everyone at the table so that even if the person is not your client, your expertise, ideas and observations are at work in making the best possible support and housing plan
- Adopting an improved framework of questions to ensure the best possible support plan is documented. These questions should really circle the problem / goals that the client has and take everyone through a process that helps deepen thinking about what might help.
- Focussing more on the critical role of facilitator and building the capacity of all facilitators to involve as many people as possible in each discussion about a client. It is also critical that continued unmet needs are fully explored and the best possible support plan documented. We will be working on more training to support this role.

At the last meeting of managers, the main topic of discussion was case coordination and how it can be improved. This really requires a culture among the participating agencies that

views the process of implementation as one of continuous improvement. This is based on the important assumption that the work we do can always be better and that through dialogue we can identify improvements and work out how to achieve them.

4. Vulnerability index session

Thanks to Janelle Kwong and Jim Decouto from Micah Projects, the last Synthesis Series was great food for thought. Janelle and Jim presented the key characteristics of the Vulnerability Index and how it can help to assess vulnerability and prioritise homeless people for housing and support. The meeting was attended by 16 people. There is currently a group meeting as part of HCAP to explore the potential to conduct another registry week using the vulnerability index in Brisbane. If you are interested in connecting with this work, please contact Ruth Toomey from QCOSS at ruth@qcross.org.au.

5. Critical Time Intervention Training: Thanks to Micah Projects

Many thanks to Micah Projects for offering Critical Time Intervention Training to the whole sector. Over 40 people attended and from all accounts it was a great morning. Thanks to everyone involved for making it happen.

6. The bric Boundary Street Project Pilot: where to next

The bric housing company Boundary Street Pilot Project is underway with visiting services gathering once a week in the common lounge to offer a range of resources and opportunities to tenants. The underpinning assumption is that case coordination approaches can and should extend beyond meetings to facilitate support and housing resources around a person who is very vulnerable or whose tenancy is at risk.

As the project has developed further, many more tenants are connecting with the Lounge and have been seen by services who have provided direct assistance. In the early days only a few people attended for example. The most recent event involved 17 tenants. The project will be carefully written up to identify critical elements of success, the potential for replication and outcomes for tenants.

Under 1 Roof will have the benefit of some help from students at QUT to engage more with tenants at risk to identify their needs and aspirations as a way of designing responsive services.

A special thanks to all those services who have faithfully attended to connect with tenants and accept referrals.

7. Synthesis Series 2013

Thursday 18 April 9.15am for 9.30am-10.30am

Personality Disorders:

Impacts, risks and boundaries in the journey to ending homelessness

Personality disorders have a significant impact on a person's risk of homelessness. This session will identify what personality disorders are and explore how practitioners can work effectively with clients who are affected. The discussion will explore the dilemmas, challenges and possible responses to behaviours that can contribute to homelessness and prevent the sustainment of a tenancy.

Social worker Rebecca Knox and Clinical Nurse Sally Foster from the Homeless Health Outreach Team.

Thursday 16 May 9.15am for 9.30am-10.30am

Hoarding and Domestic Squalor

Great momentum is building in Brisbane through the Homelessness Community Action Plan Working Group exploring responses to hoarding and domestic squalor. This session will hear updates on emergent new models in Brisbane and tap into learning from other jurisdictions.

Speakers will include Melissa Horton, Service Manager from Centacare Specialist Cleaning Services, Karen Dare and Vanessa Schneider from Communitify.

Thursday 20 June 9.15am for 9.30am-10.30am

Motivational Interviewing

This session will explore motivational interviewing as a technique and set of skills applicable to a range of situations and milestones when working with people who are homeless or at risk of homelessness. What is motivational interviewing, what techniques are used, where might it be helpful and who can benefit?

Melanie Cormack from Queensland Injectors Health Network (QuIHN)

Thursday 18 July 9.15am for 9.30am-10.30am

The housing offer: critical success factors in getting to 'yes'!

At that critical moment, when an offer of housing is made, a range of factors can impact on whether an exit from homelessness is achieved. This session will look at the common factors that may impact negatively on whether an offer translates to a permanent end to homelessness. More importantly the session will explore the critical success factors in terms of strategies, skills and techniques that can make the world of difference.

Presenter: panel

Venue, cost and RSVP

New Farm Bowls Club 969 Brunswick Street New Farm

No Charge RSVP: contact@under1roof.org.au

8. Referrals into case coordination meetings always welcome

Remember that assessment and referral forms to Under 1 Roof's Case Coordination

Meetings can be found at:

- [Supporting information for Case Coordination referrals](#)
- [U1R Common referral and assessment form](#)

Case coordination meetings involve Under 1 Roof participating agencies and other service providers depending on the needs of the client. Service providers are welcome to refer a

client to case coordination and to therefore attend for a discussion about how to integrate housing and support services in relation to that client.

Under 1 Roof agencies conduct an assessment of clients they are referring to case coordination which includes assessing with the client any other agencies they are currently involved with and would like to participate in a support plan going forward. Often during case coordination, the need for support, resources and input from the wider service system is identified and the key worker will follow up with those agencies and make appropriate referrals.

Agencies wishing to refer a client to case coordination are invited to use referral form and information paper to assess whether a referral to case coordination would assist their client.

Please call Travis to discuss your referral. Travis can be contacted at 0477 332 799 or radunzt@missionaustralia.com.au.

9. Training

To book for training:

Each training session has an online questionnaire you can complete. Please complete a separate online form for each participant.

If a session has an associated charge, there is a TAX Invoice / booking sheet attached to help you make a payment. **Please complete the online survey and the booking sheet if there is a charge for the event.**

9.1 Outcomes Star Repeat Performance

A second round of Outcomes Star Training has now booked out. What a great response! We have had several calls asking us about resources and they can all be found at the following links.

Visit www.outcomesstar.org.uk for more information.
Contact Triangle Consulting <http://www.outcomesstar.org.uk/nick-karr/>

It is possible to register to use the Outcomes Star online in a trial. Follow this link:
http://www.staronline.org.uk/demo_register.asp

Also attached are some resources from the training day which are also freely available on the Outcomes Star website. It is important to stress the tools cannot be used without the one-day *Introduction to Outcomes Star* training. Also, no alteration can be made to the text or design of the tools as per copyright.

For more information on copyright and the Outcomes Star see:
<http://www.outcomesstar.org.uk/copyright/>

9.2 Seeking expressions of interest in Integrated Case Management Training – one place left!

Under 1 Roof is hosting three days of integrated case management training from 30 April-2 May. The cost of the training is covered however there will be a cost for catering, materials

and venue hire (\$165 for three days). If you are interested register here:

<https://www.surveymonkey.com/s/DQ96F62>

9.3 The Case Coordination Meeting: facilitating towards participation and quality outcomes

Under 1 Roof acknowledges the critical difference that the facilitator role plays at the actual case coordination meetings. This session focuses on how that role can:

- Ask reflective and circular questions to deepen the understanding of the problem
- Work to involve everyone at the table in one of three levels:
 - Direct referrals for support, housing, brokerage, advice, information etc.
 - Expert/specialist opinion even if the worker is not directly involved
 - Reflections and ideas based on observations during the meeting and general work experience.

This session is for:

- People who already attend case coordination meetings, to develop their skills and capacities to facilitate case coordination well
- People who are new to case coordination and who would like to take on the role of facilitator
- People who are thinking about whether case coordination would be a helpful approach to assisting their client group.

Tuesday 11 June

2.00pm-5.00pm

Afternoon tea provided No cost

To register: <https://www.surveymonkey.com/s/G2HGK5D>

9.4 Tenancy sustainment training in Logan

A half day session of tenancy sustainment training is being offered in Logan for Logan based services as follows:

Friday 24th May

9.30am-12.30pm

Morning tea and materials provided

No cost as this event is subsidised by local agencies and QShelter.

To register: <https://www.surveymonkey.com/s/SV9B5LG>

9.5 U1R Training: a Queensland Shelter Fringe Event

Under 1 Roof will deliver a day of Case Coordination and Tenancy Sustainment Training in Brisbane as a fringe event as follows:

Friday 14 June 2013

9.30am-12.30pm: Tenancy sustainment: frameworks and skills

This session will outline what case coordination is, how case coordination meetings work and will develop skills in the critical role of facilitation.

\$55 inc. gst. for catering and materials.

Includes a networking lunch at 12.30pm

To register: <https://www.surveymonkey.com/s/SVHJZ95>

1.30pm-4.30pm: An introduction to case coordination

This session is for housing providers, housing advocates, support workers and community development practitioners. The training will explore the diverse roles and responsibilities and share frameworks for how a synergised and integrated approach to support and tenancy planning can achieved sustained housing outcomes. The session will combine presentations, discussions, workshops, case studies and role plays.

\$55 inc. gst. for catering and materials.

Includes a networking lunch at 12.30pm

To register: <https://www.surveymonkey.com/s/S76YY6W>

If you register for the whole day, the cost is \$88 inc. gst.

Tax invoice registration form attached.

9.6 What about tomorrow? Nurturing aspiring leaders for the future of ending homelessness

Under 1 Roof is working with Unique Outcomes team of David Lees and Paul Montgomery to support and nurture a group of 15 aspiring and emerging leaders in the homelessness sector. The aim of this learning and development opportunity is to invest in our future capacity for leadership and cooperation in ending homelessness.

This opportunity is open to 15 people with the following characteristics:

- Aspiring/emerging leaders in the homelessness sector
- People with leadership potential
- People who have not yet had a supervising/ management role or who are very early in their first role of this type.

The program will include:

- One two-hour workshop for preparation and scoping
- One night / one day retreat (in Brisbane)
- Two follow up workshops to consolidate learning and support networks.

Please express interest in attending at the following link by 29 April 2013.

<https://www.surveymonkey.com/s/NWCSS3Q>

9.7 Peer support, peer mentoring with Tere Vaka

This session will explore peer support, mentoring and supervision models which strengthen the extent that staff teams within and across agencies can exchange, ideas, resources and learning. As we know, front line practitioners face a myriad of pressures. This session will explore what peer support is, how it can be developed, its scope and potential.

This session will take place as follows:

Wednesday 5 June 2013

9.30am-12.30pm

Cost: \$55 inc. gst

To register: <https://www.surveymonkey.com/s/W3GHC3X>

Tax invoice and booking form attached.

9.8 Motivational interviewing

Clients reach many critical milestones in the process of ending homelessness. Depending on their circumstances, a range of factors can impact on how much people can embrace the critical decisions involved in these milestones. The impacts of mental illness or addiction, past trauma, fear of failure and significant disappointments can all impact on the extent that people can really embrace every stage of change.

Motivational interviewing is one set of techniques aimed at helping practitioners engage clients more and reach beyond 'no'. This session goes further than the Synthesis Series discussion to include skill development in this important area. The trainer is Melanie Cormack from QulHN.

This session will take place as follows:

Thursday 4th July 2013

9.30am-12.30pm

Cost: \$33 gst inc.

Includes morning tea and materials

To register: <https://www.surveymonkey.com/s/WMVSHW8>

Tax invoice and booking form attached.

9.9 Emotional labour, emotional intelligence with Penny Gordon

Due to the popularity of the Synthesis Series Session on emotional labour, this training session will explore the dynamics of emotional labour, and what responses can help at the individual, team and organisational level.

This session will take place as follows:

Friday 2 August 2013

9.30am-4.30pm

Cost: \$110 gst inc.

Includes all meals and materials

To register: <https://www.surveymonkey.com/s/WNGWMVZ>

Tax invoice and booking form attached.

9.10 Under 1 Roof Training topics available

Under 1 Roof has developed training sessions available in the following topics. Sessions can be offered in various locations.

Tenancy sustainment (one day)

This session is for housing providers, housing advocates, support workers and community development practitioners. The training will explore the diverse roles and responsibilities and share frameworks for how a synergised and integrated approach to support and tenancy management can achieved sustained housing outcomes. The session will combine presentations, discussions, workshops, case studies and role plays.

From Home to Place: community development approaches to ending homelessness (one day)

Moving people as quickly as possible into permanent housing with support is a focus of many strategies that address homelessness. This training workshop addresses methods and practices aimed at facilitating a stronger sense of belonging within a neighbourhood once a person has been housed. Practical community development methods and strategies will be explored and applied to the goal of ending homelessness. The workshop is based on the assumption that the process of ending homelessness is further consolidated if a person is not only housed, but experiences a sense of belonging wherever they live.

Community development in medium and high density environments (4 hours)

Community development approaches within higher density environments is developing as an important field of practice. In the social housing sector, community development can help to build sustainable neighbourhoods and improve the sustainability of tenancies. This session looks at leading practice examples of community development in higher density communities generally and social housing sites specifically. Methods, skills and project ideas are all covered.

Case coordination: an introduction (three hours)

This session will outline the key features of case coordination with the goal of ending homelessness, and engage participants in a role play to demonstrate methods and processes using case studies drawn from actual practice.

The session will include a critical reflection by participants about the strengths, weaknesses and challenges, and contribute to continuous improvements to the process. Case conferencing and formal case reviews will also be explored.

Email contact@under1roof.com.au for more information or to discuss training options.

Case coordination: the critical role of facilitation in getting to a robust support/housing plan (three hours)

Under 1 Roof acknowledges the critical difference that the facilitator role plays at the actual case coordination meetings. This session focuses on how that role can:

- Ask reflective and circular questions to deepen the understanding of the problem
- Work to involve everyone at the table in one of three levels:
 - Direct referrals for support, housing, brokerage, advice, information etc.
 - Expert/specialist opinion even if the worker is not directly involved
 - Reflections and ideas based on observations during the meeting and general work experience.

10. Under 1 Roof set to deliver training in Ipswich

Under1Roof is looking forward to a day of training in Ipswich on tenancy sustainment. Every time we engage with a group of people about this important topic, new ideas and better practices inevitably emerge. The next edition of e-news will report on how it all went.

11. Understanding skills and frameworks: an extract from the Under 1 Roof Resource Kit

Training can involve learning and development experiences focussed on both skills and frameworks. The following table teases out the difference between skills and frameworks. Both, of course, are important in our work. Even becoming mindful about each and what role they play can help us approach our practice differently.

Learning dimension	Description
1 Skills	<ul style="list-style-type: none"> • Direct ways of working with homeless people • Direct ways of working together with other agencies to achieve an end to homelessness • Behaviours, actions and interventions involving clients, other agencies or systems.
2 Frameworks	<ul style="list-style-type: none"> • Ways of thinking about working with homeless people • Underpinning assumptions and beliefs about what works, and about the outcomes we are trying to achieve • A structure for thinking and a guide for doing • Introduces greater thoughtfulness / mindfulness in practice • Gives practitioners ways of continuously questioning and reviewing their role, actions and interventions with the aim of continuous improvements.

12. The challenge of collaboration: an extract from the resource kit

Collaborative work involves many challenges which require commitment and expertise by all involved. It is important that these challenges are articulated as a basis for honest dialogue about moving forward. Some of the challenges identified in the development of Under 1 Roof also have embedded opportunities:

- Agencies may work from diverse paradigms and perspectives
- Organisations are varied in size
- Practitioners bring diverse levels of experience and different backgrounds
- There are diverse beliefs, assumptions and ideologies among practitioners
- There is competition for funds
- There can also be pressure to compete for organisational profile and reputation
- All workers involved (front-line and managers) have limited time to contribute to coordination activities
- There is a high volume of clients and the demand on each agency for services is significant
- There are natural tensions between different roles and functions
- The context of service provision is changing
- There are concurrent planning processes in Queensland to address homelessness
- There can be tensions between ideas and methods which appear to be binary (either/or) propositions such as:
 - Privacy versus coordination
 - Assertive practice and outreach versus self determination

- Housing first versus a pathways approach to ending homelessness.

Underpinning the process of moving forward in the context of these challenges has been developmental practice. This approach actively facilitates dialogue, brings stakeholders together to decide on common goals and actions and builds structural arrangements to sustain this approach (based on the work of Tony Kelly and Ingrid Burkett, 2007). Developmental practice helps people and agencies to work more closely and explore and decide common goals and to pursue the implementation of those goals together.

The following activity is designed for teams within and across agencies, to explore the specific skills and capacities involved in collaboration.

Guided Discussion:

1. What experiences of collaboration have you had?
2. What worked well?
3. What could have been better?
4. In your experience, what barriers exist to collaboration?
5. What resources and roles helped collaboration to happen?
6. What methods and processes help collaboration to happen?
7. What skills and capacities are needed among all stakeholders to help collaboration happen? What would people actually do? How would people behave? Be specific!!

13.Pawprints in Brisbane

This great initiative from Footprints and the RSPCA will take place on 2 May from 9.00am-12.00noon on the Performance Lawn at the Brisbane Powerhouse. This event provides homeless people, people who are disadvantaged and social housing tenants with access to free pet care. Please pass this information on to clients and tenants. Many practitioners would be aware of how important pets can be to people and this is an opportunity to access care for them, and to network with services and other local people.

14. Download Under 1 Roof brochure

Find the Under 1 Roof Brochure at:

- [Cover](#)
 - [Contact](#)
 - [How you can help](#)
 - [Referral to Case Coordination](#)
 - [Striving towards better practice](#)
 - [Vision and Aims](#)
 - [What we offer](#)
 - [Who we are](#)
-

15. Contact with Under 1 Roof

If you want to talk about case coordination or refer clients into case coordination contact Travis on 0477 332 799 or radunzt@missionaustralia.com.au.

If you want to discuss learning and development and other partnership opportunities contact Fiona Caniglia on contact@under1roof.org.au or 0400 1964 92.