

UNDER 1 ROOF E-NEWS: AUGUST EDITION

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1. Under 1 Roof welcomes new co-chairs David Cant and Kent Maddock

Under 1 Roof Board has unanimously elected David Cant and Kent Maddock as co-chairs. This is an exciting development with David and Kent launching themselves into the role with great enthusiasm. The unanimous support from the participating agencies highlights the trust that has developed since the Consortium began in 2006. They also represent diverse perspectives with David as CEO of bhc (formerly Brisbane Housing Company) and Kent as the president of New Farm Neighbourhood Centre. This reflects the Consortium with a constant focus on a seamless connection between housing and support. Welcome!

2. The bric lounge and Bonney Lane projects: sustaining tenancies and building communities of belonging

The bric lounge project located at 593 Boundary Street has successfully coordinated support agencies visiting on a weekly basis to improve client outcomes and the sustainment of tenancies, as well as the extent that tenants get to know each other and interact more. The project has made a noticeable difference to how the property at Boundary Street feels and from the first gathering to the present, attendances at the lounge sessions have grown from 3-4 people to 18 or more. This has now resulted in a garden project involving tenants in building a productive garden that makes the outdoor areas more attractive with a focus on productive plants which will be shared with local cafes and Roma House. Roma House regularly does cooking demonstrations with the tenants and there is significant work underway to make more connections between the tenants and other recreational opportunities in the broader community.

The success of the lounge has seen Under 1 Roof expand the project to a site at Bonney Lane in Fortitude Valley, managed by bhc. The two sites have in common that they are medium -high density (60-80 tenancies) yet are also contrasting in that Boundary Street is a boarding house and Bonney Lane includes studios and one-bedroom units. One building was retrofitted as social housing while the other was purpose built. Even with these contrasts the processes of engagement with tenants and of bringing services and activities into the buildings have a lot similarities. Over the few weeks that Bonney Lane has been operating, attendances have also grown a lot and tenants have been enthusiastic in offering to volunteer, and have generously shared their own skills, talents and belongings to make social events as enjoyable as possible. In Bonney Lane, there is now a tenant identified on every floor who plays a special role in inviting others to events and making sure information about the project reaches everyone. Under 1 Roof will continue to document this process as well as outcomes so that we can all learn as much as possible about effective engagement involving tenants and also linking tenants with more in-house services and support. It is hoped that these projects will tell us a lot about the sustainment of tenancies and also factors that help to improve the sustainability of buildings where a significant number of vulnerable people are housed.

3. Deb Jones working hard at the bric lounge and Bonney Lane

The excellent progress made at the bric lounge and at Bonney Lane would not be possible without the enthusiasm and skills of Deb Jones. Deb had previously worked in community development roles within other housing providers and is now applying her enthusiasm and commitment to intensive engagement projects at the bric lounge and at Bonney Lane. Deb is proactive in hunting down resources, donations and contributions from agencies, businesses and individuals. The participation of tenants is growing stronger as a result and more agencies are helping out to provide support and other links. Under 1 Roof is fortunate that Deb has come on board. She worked from New Farm Neighbourhood Centre and is doing a great job of engaging both the agencies and the tenants. While the outcomes might relate to improved linkages with services and better sustainment of tenancies, she is using community development methods such as networking, capacity building, shared decision making and the engagement of everyone in taking on a role so that the outcomes and successes are truly shared. Thanks for helping this project to really take off Deb!!!

4. Under 1 Roof hosts first student

Leanne Ford has joined Under 1 Roof as a student as we embark on our first student placement to expand our capacity and to also provide students with the opportunity to work with agencies focussed on collaborative practice frameworks. Leanne's work will span supporting case coordination meetings, working on community development projects within bric housing and bhc, and helping to develop learning and development activities for Under 1 Roof. Thanks to Sunshine Coast University for offering this placement and to Leanne for coming on board!

5. Jobs' expo at the bric lounge

Thanks to the hard work and enthusiasm of Deb Jones (project worker) and Rachel Cornock from bric housing, there will be a Jobs Expo at the bric lounge this week. Visiting services include Sarina Russo, Break-Thru People Solutions, Red Cross Training College, Dress for Success, Epic, PHaMS and more.... QPILCH and Community nurse Julie Boal from Anglicare as well as Footprints and Roma house will also be in attendance. We look forward to reporting on the outcomes of this event particularly in light of tenants expressing an interest in employment opportunities.

6. Under 1 Roof launches project report - All welcome

Under 1 Roof has finalised a project report for the Service Development and Support Project it was funded to deliver by the Department of Families, Housing, Community Services and Indigenous Affairs. The report demonstrates client outcomes, analyses quality improvements for the future and outlines the learning and development program that Under 1 Roof delivered. The report also looks at the importance of leadership and the project was used to put in place a number of sustainability measures to ensure Under 1 Roof stays strong into the future. This event will outline

the findings, make some important presentations to show our appreciation and mark the occasion of Under 1 Roof signing an agreement to guide our future.

Thursday 29th August

10.45am-for 11.00am-12noon

New Farm Bowls Club

969 Brunswick Street New Farm (Next door to New Farm Neighbourhood Centre)

Bus 196 Bus stop 16 and close to New Farm Park Ferry stop.

Street parking is available.

RSVP: contact@under1roof.org.au by 28th August.

See the attached invitation!!!!

7. Referrals to Under 1 Roof Case Coordination Meeting welcome!

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 the referral form and information paper linked below, to assess whether a referral to case coordination would assist their client.

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](#)

Please email contact@under1roof.org.au to make a referral or call 0400 1964 92 if you need more information.

8. Sessions on Motivational Interviewing and Personality Disorders strike a chord.....

Thanks to Melanie Cormack from QuiHN the Synthesis Series Session on Motivational Interviewing was valued by everyone who came along. The content is highly relevant to various aspects of working with homeless people and people at risk of homelessness from the first point of engagement to the all-important housing offer. Social Worker Rebecca Knox and Clinical Nurse Sally

Foster from the Homeless Health Outreach Team (HHOT) also delivered a session on personality disorders. The session was planned because of the difficulty securing ongoing support for people whose housing situation is affected by a personality disorder. Notes from the sessions are attached.

9. The housing offer: important skills and frameworks

Lisa Canning from bric housing and Alan Broad from the Fortitude Valley Housing Service Centre addressed a group of 23 practitioners on the topic of 'The Housing Offer'. The presentations highlighted a number of systemic factors and client characteristics which can make a successful housing offer challenging to implement. A significant number of ideas were flagged for better practice in this field and Under 1 Roof is working to collate the discussion from the meeting and share more widely those ideas for further discussion. The session highlighted the complexity of working with both systemic and individual factors at the critical point of a housing offer. Everything from little choice over location through to mental ill-health and feeling overwhelmed by the decision making process can all be at play.

10. Outcomes Star Training a huge success

A total of 46 people have attended Outcomes Star Training delivered by Triangle Consulting and subsidised by Under 1 Roof as part of the Service System Support and Development grant. There is still further interest in the training and Under 1 Roof is exploring options for another session. Thanks to Triangle Consulting and all the participants for making the training so successful.

11. Under 1 Roof is seeking expressions of interest in Family Star Training

Lately, Under 1 Roof's case coordination meetings have noticed referrals from families whose situations are very complex. Helen Pickett, the Family Support Worker from the 139 Club is keen to bring the Family Star Training to Brisbane. Under 1 Roof is seeking expressions of interest from other agencies to contribute to the cost of this training. The overall cost is approximately \$220 per person to a maximum of 20 participants. We are seeking to confirm financial commitment prior to booking the training.

This cost includes training, venue, materials and catering. Please register your interest before 13 September 2013 at: <https://www.surveymonkey.com/s/Y2QMZNG>.

For more information about the Families Star visit: <http://www.outcomesstar.org.uk/family-star/>

12. Synthesis Series

Under 1 Roof Project Report Launch

Thursday August 29 at 10.45am for 11am-12noon.

New Farm Bowls Club 969 Brunswick Street New Farm

In lieu of our usual Synthesis Series event, Under 1 Roof looks forward to welcoming elected members of Government and special guests to an event to launch a report outlining the outcomes from a funded Service System Support and Development Project funded by the Federal Government Department of Families, Housing, Community Service and Indigenous Affairs. The funding was administered through the State Department of Communities.

RSVP to contact@under1roof.org.au by 28th August 2013.

The best use of brokerage

Thursday 26th September 9.15am for 9.30am-10.30am

New Farm Bowls Club 969 Brunswick Street New Farm

Brokerage is an important resource in ending homelessness. Using it well as part of a support and housing plan is essential to ensure that it contributes to sustainable outcomes. This session will explore the opportunities and challenges of brokerage and identify better practices leading to more sustainable housing outcomes. Panel discussion

Case coordination mini-conference

Thursday 24th October 9.00am for 9.15am - 12.30pm

New Farm Bowls Club 969 Brunswick Street New Farm

This event will bring together the different case coordination groups in Brisbane to present their model, to emerge with an overall picture of better practice in this area. This session will put all our assumptions about the value of case coordination to the test and explore essential quality improvements to ensure outcomes are ongoing.

The session will include presentations, a guest speaker and focussed workshop sessions to explore and document better practice. This session will be beneficial to front line practitioners and managers from agencies currently involved in case coordination practices and also to those agencies interested in learning more about this approach.

Register your attendance at <https://www.surveymonkey.com/s/YCTJ5LZ>.

Partners in Recovery: welcome to North Brisbane

Thursday 28th November 2013 9.15am for 9.30am-10.30am

New Farm Bowls Club 969 Brunswick Street New Farm

The Partners in Recovery Program overseen by Metro North Brisbane Medicare Local, will add an important resource to people living with a mental illness who are homeless or at risk of homelessness. Pauline Coffey, the Manager of Partners in Recovery in Brisbane North will talk about the Partners in Recovery Model, its progress and how we can all be working together. Many people will know Pauline from her various roles in the mental health area so it is great to have her experience in our midst in this important new program.

End of year morning tea

Thursday 28th November 2013 10.30am-11.00am

New Farm Bowls Club 969 Brunswick Street New Farm

Following the session on Partners in Recovery, everyone is welcome to attend an end of year morning tea to thank all our partners and to celebrate a strong year of collaboration. All welcome!

13. Other learning and development events

Peer support, peer mentoring with Tere Vaka

Wednesday 4 September 2013

9.30am-12.30pm

Cost: \$55 inc. gst

Includes morning tea and materials

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

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.

Lunchbox learning with the Residential Tenancies Authority

Friday 13 September 2013

1.00pm-2.30pm

Includes light lunch and materials

To RSVP email: contact@under1roof.org.au

Come along to a session exploring the role of the RTA and the resources that they can provide to assist clients. In particular this session will explore good practice in identifying tenancy issues and the role that the RTA can play.

Motivational interviewing

Thursday 3 October 2013

9.30am-12.30pm

Cost: \$33 gst inc.

Includes morning tea and materials

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

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 QuiHN.

14. Workshop: Creating a learning and development plan for practitioners working to end homelessness.

Friday 20th September 2013

9.00am for 9.15am-12.30pm

Morning tea provided

Maida Lilley Community Centre

Corner Green Square Close and Constance Street Fortitude Valley

Under 1 Roof is part of a working group that reports to the Strategies Group of HCAP, charged with the task of developing a learning and development plan for agencies and practitioners working to end homelessness. This is not just targeted to the specialist homelessness system but all workers who engage with and respond to homelessness. Attached is a brief paper by Under 1 Roof emerging from the funded Service System Support and Development Project. Under 1 Roof was required to engage with the sector about learning needs and this paper reflects the work done in that area. It is only intended as a warm up to a focussed, hard working session where a facilitator will help us to refine some objectives, strategies and actions for the future. This will form a draft plan that will come back to participants for consideration and once participants are happy with the draft, it will go to the Strategies Group for endorsement.

15. More information on resources and contacts for Under 1 Roof

Website: www.under1roof.org.au

Contact: contact@under1roof.org.au

Facebook: <https://www.facebook.com/under1roofconsortium>

Phone: 0400 1964 92

Resources and publications: <http://www.under1roof.org.au/publications-a-resources>