

Under 1 Roof E-News.....

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

1. Reminder visit the Under 1 Roof website

Under 1 Roof is pleased to announce it now has a website. The website includes an outline of Under 1 Roof and links to documents and resources. It also has information on events and activities. Visit the website at: www.under1roof.org.au

2. Proceedings from Learning, Leadership and Looking to the Future Forum

The proceedings from this forum are now available and identify key issues that would benefit from collaborative leadership. Two priority issues were identified:

- Data collection that demonstrates need and proves what works in ending homelessness
- Pursuing the capacity to do more support work to sustain tenancies.

The forum report was presented and discussed at the HCAP strategies meeting recently with agreement to work together on data collection and capacity for tenancy sustainment.

The proceedings are attached.

3. Working together: The bric Boundary Street Project Pilot

Under 1 Roof partnerships have been utilised by bric housing company to begin a weekly drop in session at Boundary Street and conduct a tenant needs audit of the building. A working group was convened with various support agencies participating.

A commitment was made to contribute two staff to contribute two hours of time on a weekly basis. The support staff engaged Boundary street residents in their community space downstairs to complete a tenant needs audit. The purpose of this is twofold – one to ensure every tenant has an active DOH application, current ID and can identify support agency/s that can assist them according to their needs. Secondly, we are asking tenants what their

interests and needs are in relation to assisting them to organise future community activities in the building. This will also help to identify other visiting services. Tea, coffee and light snacks are being provided and this has drawn people down to the space and provided opportunity for conversation in an informal setting.

Plans for this project in the new year involve:

- Completion of the audit by mid-January and a write up of results and a model for potential use in other similar settings.
- Follow up with tenants that require more intensive assistance to get their housing and support needs met, and linking them in to appropriate services. Where necessary this may include a referral to U1R case coordination.
- Engaging additional agencies to drop in to the space and offer outreach based services that could assist tenants with their needs.
- Assisting in the establishment of Boundary Street community groups and activities that are tenant led and based on shared interests.

How to get involved: We are very keen to get more agencies on board with this project in 2013. If you would like to be involved please contact Angela Taylor on taylor@missionaustralia.com.au or 0477 330 738.

4. Synthesis Series 2013

Thursday 21 February 9.15am for 9.30am-10.30am

Emotional Labour

Emotional labour in service oriented roles involves the management of emotions and regulation of behaviours in relation to clients and co-workers. When we respond to clients and co-workers using words, expressions and behaviours, guided by the expectations of our agency or discipline, emotional labour can be at play. This session will explore a definition of emotional labour and how staff can be supported as they grapple with the demands of their role, the requirements of their agency and the needs of clients which can be complex and demanding.

Join Ken Gilbert, an independent private leadership and organisation consultant since 1990 and Julie Heckenberg from the Rotary Club of Fortitude Valley as they lead a discussion incorporating their leadership, management and consulting experience across businesses and sectors such as Qantas, the mining industry and education.

Thursday 23 March 9.15am for 9.30am-10.30am

The Vulnerability Index

Practitioners are constantly exposed to the vulnerability of homeless clients. Micah Projects has embraced the Vulnerability Index, a survey based on Dr. Jim O'Connell's research with Boston's Healthcare for the Homeless.

The Vulnerability Index helps to rank individuals by mortality risk and length of homelessness. Micah Projects will provide a briefing on what the Vulnerability Index actually is, how it can be used and what it can achieve.

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 Queensland Intravenous Health Network will be presenting.

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.

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?

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

5. Refer to Under 1 Roof Case Coordination

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](#)

Referrals are very 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 attached referral form and information paper to assess whether a referral to case coordination would assist their client.

Please contact Angela Taylor on taylor@missionaustralia.com.au or 0477 330 738 if you would like to refer a client.

6. Outcomes Star Training

The Outcomes Star: Homelessness

Wednesday 13 February 2013

9.00am for 9.15am-4.30pm

"The Outcomes Star for the homelessness sector is a tool for supporting and evidencing change when working with adults who are homeless, formerly homeless or at risk of becoming homeless.

The Star is an outcomes tool, which means that it enables organisations to measure and summarise change across a range of service users and projects. It is also a keywork tool, which means that it supports the service user in making changes by providing him or her with a map of the journey of change and a way of plotting his or her progress, and planning the actions he or she needs to take.

The Star focuses on ten core areas that have been found to be critical to supporting people in the move away from homelessness:

- Motivation and taking responsibility
- Self-care and living skills
- Managing money and personal administration
- Social networks and relationships
- Drug and alcohol misuse
- Physical health
- Emotional and mental health
- Meaningful use of time
- Managing tenancy and accommodation
- Offending."

Source: Mackeith, Burns and Graham, 2006, Triangle Consulting.

Visit www.outcomesstar.org.uk for more information.

Trainer: Triangle Consulting (who originally developed the Outcomes Star)

Cost: \$165 inc. gst. Please register at: <https://www.surveymonkey.com/s/KZRMJBL>

7. Mentors and champions for Under 1 Roof

Under 1 Roof has further developed its structure to identify mentors and champions within the participating agencies to play special leadership and support roles.

The primary role of mentors is to animate the work of case coordination and especially to support new participants. Champions are the contact point for each agency when people call wanting to connect with Under 1 Roof. They also make sure that opportunities to connect with Under 1 Roof are promoted internally to each agency and they circulate information such as e-news to ensure that all staff have information about U1R.

The main purpose of roles such as these include:

- To improve the sustainability of the consortium beyond non-recurrent funding
- To nurture and encourage leaders across the agencies and in a range of roles
- To ensure that new participants are welcome and that the culture of U1R is positive and energetic.

These roles will come into force in 2013.

8. Seeking expressions of interest in Integrated Case Management Training

Under 1 Roof is hosting three days of integrated case management training from 30 April-2 May. We may have a few places available and we are seeking expressions of interest from workers and agencies who may like to participate. 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. Seeking expressions of interest in Tenancy Sustainment Training in the Ipswich region.

Agencies in the Ipswich area are seeking expressions of interest in running this training in Ipswich during the year. If you are interested, please register at:

<https://www.surveymonkey.com/s/8R6CDJR>

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, presentations, discussions, workshops, case studies and role plays.

10. Reminder Under 1 Roof Resource Kit and new brochure available

Under 1 Roof has produced some resource materials in a kit. Find the Under 1 Roof Resource kitat: [U1R Resource kit](#)

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](#)

11. Contact with Under 1 Roof

If you want to talk about case coordination or refer clients into case coordination contact Angela Taylor on TaylorA@missionaustralia.com.au or 0477 330 738.

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

12. Merry Christmas and Thanks

Thank you to everyone who participated in Under 1 Roof events and connected in some way. We sincerely wish our partners and colleagues a very peaceful end of year break and look forward to a productive and collaborative 2013.