

Under 1 Roof E-News.....

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1. New resources and links on the Under 1 Roof Website

We are adding resources and links all the time to the website. Visit www.under1roof.org.au to keep up to date.

2. Emotional Labour session strikes a chord

16 people attended the first Synthesis Series Session of the year on Emotional Labour. Under 1 Roof is exploring options for further training on this topic as a number of people have been in touch to say they would like more information or

that they had to miss the session because of another commitment. So what is emotional labour? When you engage in emotional labour, you control your feelings to fulfil the goals and expectations of your organisation. It involves expressing positive feelings and hiding or managing your negative feelings. (Source Mindtool.com)

A presentation from the session is attached if you want more information. Stay posted for training options with Penny Gordon.

3. U1R Case Coordination Housing Outcomes for 2012.

An analysis of the data from Under 1 Roof Case Coordination in 2012 shows there were 129 clients referred into Case Coordination in 2012. 114 were exited and 81 of these were housed (71%)

- The remaining 15 clients have carried over into 2013.

A key issue is when contact with the client is lost or when a client indicates they no longer want to pursue the housing search process. This is an area that we will discuss more to understand better the factors driving this and what practice might help. Under 1 Roof is already running a session on “The Housing Offer” for example during the Synthesis Series.

More information about Under 1 Roof Case Coordination outcomes is attached in a presentation.

4. The bric Boundary Street Project Pilot update

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.

A questionnaire was completed with tenants highlighting a range of needs and aspirations. The need for recreation and social opportunities was identified by many tenants for example, so we are now working on a combined calendar of activities that people can participate in. This will be shared more widely too, in case there is a wider benefit.

The project will be carefully written up as a model that extends the integrated, multi-agency case coordination work of Under 1 Roof. This project has a very strong community development focus which will also be carefully documented with an appraisal of the opportunities for replication at other sites.

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.

5. Invitation to evaluate Under 1 Roof

The Institute for Social Science Research at The University of Queensland has been commissioned by the Department of Communities, Child Safety and Disability Services to evaluate the Under 1 Roof Project. This includes an evaluation of the Learning and Development events facilitated by Under 1 Roof about which we emailed you last week.

The aim of the survey is to better understand both your experience of the learning and development events facilitated by Under 1 Roof and the extent to which Under 1 Roof engages with the broader homelessness service community. You do not have to have attended any of the Learning and Development events to complete the survey.

This survey takes approximately 5 minutes to complete. However participation is voluntary and responses will be maintained in confidence to ensure anonymity.

If you have not yet completed the survey, or do not have access to the previous link, please access the survey by using the link below:

To access the survey, please follow the link below:

<https://www.surveymonkey.com/s/95GNSVH>

If you have any difficulties when clicking onto the link, you may need to copy and paste it into your browser.

This survey has been given ethics approval by the University of Queensland (Project 2011000378). Should you have any questions about the survey, please contact Nicola Seage by email at n.seage1@uq.edu.au or by telephone on 07 3346 7272. Alternatively, you may contact the Ethics Secretariat, the University of Queensland on 07 3365 3924.

Many thanks for your participation.

6. Synthesis Series 2013

Thursday 21 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. This is in the context of early discussions in Brisbane to conduct a registry week using the vulnerability index. This introduction will be great food for thought!

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 Community.

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 (QIHN)

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

7. Referrals into case coordination meetings increasing

Thirteen new referrals have been received over the last two case coordination meetings including from agencies external to the under 1 Roof consortium. This is great and helps us to continuously think about how to make the meetings work as well as possible and to be focussed and effective.

Remember that assessment and referral forms to Under 1 Roof's Case Coordination Meetings can be found at:

[Supporting information for Case Coordination referrals](#)

[UIR 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.

8. Training

8.1 Outcomes Star Repeat Performance

Chris Glover from Triangle Consulting delivered Outcomes Star Training to 25 participants on the 13 February. Nearly 50 people registered to do the training and we are now trying to schedule another day for the people who missed out this time. It was a great response so thanks to everyone who attended. There was a good mix

of Under 1 Roof agencies and other agencies which itself is great learning and an exchange of ideas.

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

Please also find links to 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.

Outcomes Star Homelessness:

<http://www.outcomesstar.org.uk/homelessness/>

[User Guide](#)

[Organisation Guide](#)

[Star Chart and Action Plan](#)

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

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

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

8.2 Seeking expressions of interest in Integrated Case Management Training– only 3 places left

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>

8.3 U1R Tenancy Sustainment Training in Ipswich

Under 1 Roof will deliver a day of Tenancy Sustainment Training at Ipswich as follows:

Thursday 9 May

9.30am-4.00pm

\$30 gst inc.

Includes all meals, venue and materials.

There are only a few places left. If you are interested, please register at:
<https://www.surveymonkey.com/s/8R6CDRJ>

Your registration will be confirmed with venue details.

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.

8.4 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:

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

There will be no cost for this training.

8.5 Critical Time Intervention Training offered by Micah Projects

Micah Projects is extending an invitation to homelessness sector workers to attend a half day seminar on Critical Time Intervention.

Critical Time Intervention (CTI) is an evidence - based, time-limited case management approach designed to help people transition from homelessness or institutional settings to live more independently in the community.

Participants will learn about the core principles and practices of this approach. The workshop will assist practitioners in the housing and homelessness sector to gain an understanding of this best practice in homeless service provision.

The workshop is being conducted by t3, a leading training organisation from the USA. t3 is an innovative training institute and learning platform committed to improving the knowledge and skills of people working in human services.

RSVP by 7 March to <http://www.surveymonkey.com/s/TSVRKYB>

8.6 Under 1 Roof Training topics available

Under 1 Roof has 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 will be covered.

Case coordination (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.

9. Under 1 Roof Resource Kit review

Under 1 Roof recently met with various agencies to review and discuss the resource manual. A new edition is currently in production. In the interim, the existing resource kit remains available. It includes sections on:

- Understanding homelessness
- Case coordination
- Tenancy sustainment
- Community building
- Templates and resources.

The kit is structured as a learning tool to support communities of practice within agencies and between agencies. Each chapter includes information, links and activities to facilitate learning and development.

Access the resource kit at:

http://www.under1roof.org.au/images/reports/U1R_RESOURCE_KIT_FEB_13.pdf

10. 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](#)

11. Tenancy sustainment overview

Under 1 Roof has summarised some information about tenancy sustainment in a presentation that is attached. This reflects Under 1 Roof Case Coordination approaches involving diverse agencies and roles. Tenancy sustainment is a framework more than a definition and includes:

- The strengths and capacities of the person / tenant
- Supportive tenancy and housing management (pre and post tenancy commencement)
- The provision of intensive, ongoing support where it is needed, with a focus on sustaining a tenancy (any factor / issue, wellbeing)
- Specialist support (such as mental health, addiction)
- Community development: among tenants, extending to the broader community
- Tenant information, advice and advocacy
- Care coordination.

The presentation is attached here:

[Sustaining tenancies, a conversation starter - February 2013](#)^{new}

More information is available in the Under 1 Roof Resource Kit

12. Snapshot of Brisbane's inner north

Under 1 Roof has compiled some demographic information about Brisbane's inner north. It tells us that while the inner city has undergone many changes, there remains significant actual numbers of people living in lower cost accommodation and who experience a range of other factors which may contribute to disadvantage. The presentation is linked here: [A profile of Brisbane's Inner North - Feb 2013](#) ^{new}

13. 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.