

## **Under 1 Roof E-News.....**

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

Please email [u1rtraining@gmail.com](mailto:u1rtraining@gmail.com) if you want to be removed from this list

Please forward to your colleagues if possible.

## **1. Under 1 Roof welcomes new leadership roles**

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Under 1 Roof is pleased to welcome Alison Quinn and Kent Maddock into leadership roles within the consortium. Alison joins as the Independent Chair of the Board and Kent will be chairing the managers' meeting. It is great to have such skilled and committed people in leadership roles. Alison has worked in a variety of property development roles, has overseen significant master planned communities and has a longstanding interest in affordable housing and social sustainability. Kent Maddock works professionally as a consultant and has extensive experience in organisational development roles. Kent has done a lot of work with government, private and community sector agencies and has worked with many of the consortium partners on various projects. Alison and Kent bring strong external relationships and a drive to strengthen the consortium into the future. Their support and leadership is a great resource and we thank them both for coming on board.

## **2. Homelessness Conference**

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Various agencies participating in Under 1 Roof were delegates at the recent homelessness conference. Under 1 Roof did a presentation explaining the model of U1R, showing the film and sharing reflections about what has been learned along the way. The presentation is attached.

Under 1 Roof convened a reflective practice session involving delegates and people who couldn't make it to the conference to exchange conference highlights and direct people to conference sessions relevant to our work together in ending homelessness. People were interested in more information on the following areas:

- the needs of older women vulnerable to homelessness
- responses to young people
- emergent practice and new ideas
- tenancy sustainment
- the outcomes of the Road Home
- innovative health solutions
- overseas models and learning

The participants who attended the conference highlighted a number of sessions they went to that responded to these questions and a discussion followed. Links to conference presentations can be found at

<http://www.homelessnessaustralia.org.au/site/Presentations.php>.

### 3. Synthesis Series: reflective practice sessions

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All welcome to attend this reflective practice series aimed at facilitating discussion about practice issues and conundrums in our work to end homelessness. All events are held at New Farm Bowls Club at 969 Brunswick Street New Farm (street parking available, Bus number 196). Morning tea provided at 9.15am. RSVP to [u1rtraining@gmail.com](mailto:u1rtraining@gmail.com) for catering purposes. All Synthesis Series sessions are free of charge.

**Thursday 18 October 9.15am for 9.30am-10.30am**

**Understanding Housing First approaches to ending homelessness.**

Various jurisdictions have adopted a housingfirst approach to ending homelessness. Cameron Parsell will present an overview of research by AHURI. The discussion will explore the application of housing first in the context of Queensland.

**Thursday 15 November 9.15am for 9.30am-10.30am**

**Brisbane's Common Ground Project**

A presentation on this new innovation for Brisbane, and an exploration of the practice model it is based on. Join Marnie Alefosio from Common Ground Qld in a presentation and discussion on how the principles and practices of Brisbane's Common Ground Project can help to end homelessness.

**Thursday 13 December 9.15am for 9.30am-10.30am**

**Culturally competent practice: a framework and model for working with culturally and linguistically diverse communities**

This session will share the outcomes of a recent forum where practice models for providing support and housing to CALD communities have been explored and identified. A practice model will be presented and discussed for peer review. As we close the year, please join Under 1 Roof for morning tea to celebrate collaboration in the homelessness sector.

For more information call 0400 1964 92 or email [u1rtraining@gmail.com](mailto:u1rtraining@gmail.com)

### 4. Training

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Last call for registrations as these sessions are proving very popular. The callendar and registration form is attached.

**Understanding the origins and impact of trauma**

**Wednesday 10 October 9.00am-12.30am \$55 inc gst.**

Maida Lilley Community Centre Cnr Green Square Close and Constance Street Fortitude Valley

Trainer: Penny Gordon

**The principles of trauma informed care:  
a model and application to service delivery**

**Wednesday 10 October 1.15pm-5.00pm \$55 inc gst.**

Maida Lilley Community Centre Cnr Green Square Close and Constance Street Fortitude Valley

Please note that it is preferable to have completed the morning session on Understanding the origins and impact of trauma

Trainer: Penny Gordon

Penny Gordon has a nearly 30 year career as a psychologist and is a highly regarded trainer and facilitator, and as well as regularly presenting professional development programs has also taught extensively in post-graduate university courses. For the past 12 years Penny has worked in her own consulting business supporting organisations, teams and individuals to work as effectively as possible in their areas of endeavour.

Please register for training using the attached form.

For more information email [u1rtraining@gmail.com](mailto:u1rtraining@gmail.com) or phone 0400 1964 92

## **5. Learning and development event: Opening Doors Seminar and Leadership Forum**

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### **Exploring Victoria's Opening Doors: a developmental practice seminar**

Opening Doors emerged in 2005-2006 and was driven by a need to make the homelessness system easier to navigate . This resulted in the development of an area-based service coordination framework which includes place-based service networks, clear access points and tools to support implementation. This seminar and facilitated discussion includes a presentation by practitioners who were part of the original design and implementation of Opening Doors. They remain significantly involved in the homelessness service system in Victoria and will share an overview of the framework, key learning and critical success factors in achieving better service integration.

Heather Holst: Acting CEO Homeground Services

Karren Walker: Homelessness Network Coordinator Homeground Services

Thursday 8 November 2012

10am-12.30pm at The West End Club 2 Vulture Street West End.

Facilitator: Alison Quinn - Independent Chair Under 1 Roof Board

### **Learning, Leadership and Looking to the future**

This session invites leaders, managers, philanthropists, CEOs and others to explore a leadership framework and strategy for the homelessness sector. Leadership is everything in the processes of change. As we strive to achieve targets to reduce homelessness, what role can focussed and collaborative leadership play in taking us forward? In the company of Heather Holst and Karren Walker and facilitated by Kent Maddock, the independent chair of Under 1 Roof's Manager Forum, this participatory session will include an introductory panel and a focussed workshop and plenary. We hope to emerge with a framework for collaborative leadership for wider consideration by the homelessness sector.

Thursday 8 November 2012

1.30pm-4.30pm at The West End Club 2 Vulture Street West End.

Faciliator: Kent Maddock - Independent Chair Under 1 Roof Managers' Forum

These two session include a networking lunch. Cost \$55 including gst.

For more information email [u1rtraining@gmail.com](mailto:u1rtraining@gmail.com) or phone 0400 1964 92

## **6. Making referrals to U1R case coordination meetings**

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Assessment and referral forms to Under 1 Roof's Case Coordination Meetings are attached. Referrals from other agencies 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 then email the completed referral form to Angela Taylor prior to the meeting and call Angelare attending the next meeting to present. I think people are still unclear about this and it has happened that an external agency contacts an U1R agency to attend but does not contact me so this makes things more complicated than they have to be.**

An attached information paper includes a step by step process for making a referral including the risk factors that should be considered in deciding that a client would benefit from case coordination. Contact Angela Taylor on [TaylorA@missionaustralia.com.au](mailto:TaylorA@missionaustralia.com.au) for more information or call P: 07 3252 0872 M: 0477 330 738.

## **7. Cultural competency training**

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Recently held cultural competency training was rated by all participants as 'excellent'. Thanks to Sandra Bennet from Partners in Cultural Competence, the day was a great success and everyone who participated only had great things to say about the quality of the material. The day was attended by housing providers, support providers and volunteers which was a great mix of people and roles adding to the quality of the discussion.

## **8. Improving approaches to case coordination**

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Members of Under 1 Roof recently met to discuss improvements to a range of policies and procedures for case coordination. These include streamlining the referral and assessment form and a new code of conduct. These improvements have been integrated into a draft resource kit which is currently being edited for release. We will post these resources out to our contacts in the near future. The level of participation was high with 16 people from across the consortium in attendance including 3 managers. This level of participation

helps to ensure every idea is discussed and tested even though everyone involved has many demands on their time.

## **9. Under 1 Roof Evaluation**

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Under 1 Roof is currently half way through a funded project to demonstrate a service integration project. As part of that project, Under 1 Roof is being independently evaluated to explore the project outcomes in key areas such as case coordination and learning and development. The evaluation process is being undertaken by the University of Queensland.

## **10. Contact with Under 1 Roof**

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If you want to talk about case coordination or refer clients into case coordination contact Angela Taylor on [TaylorA@missionaustralia.com.au](mailto:TaylorA@missionaustralia.com.au) 3252 0872 or 0477 330 738.

If you want to discuss learning and development and other partnership opportunities contact Fiona Caniglia on [u1rtraining@gmail.com](mailto:u1rtraining@gmail.com) or 0400 1964 92