

Striving towards better practice...

- **Housing first**

Homeless people are moved as quickly as possible into a long-term housing solution with wrap-around support, thus avoiding enculturation into homelessness.

- **Assertive outreach**

Assertive outreach uses a persistent rather than passive style, with the intention of facilitating access to all available support services. Workers are mobile and access is also possible through various locations across the consortium. Assertive outreach continues as part of planned support to ensure that a person is supported to sustain their tenancy.

- **Tenancy sustainment**

Under 1 Roof works to continuously improve practice so that interventions and case management provides holistic, recovery focused, long-term support. The primary purpose is to sustain housing outcomes through support and strengthen belonging as part of the solution to homelessness.

- **A multi-agency response through case coordination**

Under 1 Roof's multi-agency approach extends to a range of partners to deliver integrated and coordinated services geared to achieving sustained housing outcomes. Fortnightly case coordination meetings provide the mechanism for Under 1 Roof to identify opportunities for intervention and support, and to minimise service duplication.

