

# *Creating Connections*



Working with Homeless Young People in Victoria

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# Victorian Context

- **Youth homelessness services as part of SAAP within Office of Housing**
- **Emphasis on achieving stability through:**
  - Access to crisis, refuge, transitional housing
  - Skill development to manage & maintain tenancies
  - Skill development to live/work/study with other people
  - Address complicating health, motivation and social issues
- **Progressively assist young people to transition to more independent arrangements**

# Victorian Context

## Assistance differentiated between:

### *1. Accommodation*

- 41% tenants in SAAP accommodation are aged 15-25 years
- Crisis and Refuges
- Transition
- Three-quarter models (step down)
- HEF and Brokerage - support in private rental market housing

# Victorian Context

## ***2. Support***

- 10,800 young people aged 15-24 years accessed SAAP support (04-05 – 30% of total Vic SAAP service users)
- Case management provided through range of models
- Referrals to health, mental health, drug & alcohol sectors
- Dedicated, joined up responses – youth justice, leaving care, drug & alcohol, young parents, refugee minors
- Brokerage packages to support employment, education & training, reconnection to family & significant others, intensive case management
- Linking to private rental market

# Victorian Context

- 70% young people will use assistance to get on with their lives once or twice
- 30% young people with intensive needs will receive accommodation and support tailored to their individual circumstances

# National Context

- Report of the National Youth Commission enquiry into youth homelessness
- Green Paper – *Which way home?*

# *Creating Connections- ideas informing policy development*

- Builds on evaluation and learnings from YHAP1, sector wisdom and research commissioned with Young People (project *i*)
- These reinforce:
  - Youth focused practice
  - Complementary service provision
  - Valuing and enhancing our sector
  - Partnership approaches

# *Creating Connections* – launched October 2006

## Four Key Directions:

1. A strong focus on early intervention and independence
2. Tailored accommodation and housing support for each individual young person
3. Greater access to complementary service for young people with complex needs
4. Enhanced youth homelessness service capacity

# *Creating Connections* implementation

## Phase 1

Roll out January 2007

- Create youth transitions hubs
- Link homeless young people to the private rental market
- Introduce intensive case management support for homeless young people with high and complex needs
- Implement a youth-focused housing placement initiative
- Develop the service system.

# *Creating Connections* implementation

## Phase 2 – Making it Happen

### Roll out July 2007

- Link new accommodation to the youth transitions hubs
- Strengthen the 24-hour response for youth refuge services
- Strengthen cross-government responses
- Introduce new practice approaches
- Develop the service system
- **Systems and Practice change**

# Phase 2 Priorities

## Service System Development:

### 1. **Youth Homelessness Service Coordination Projects**

- Mapping of current service system
- Development of regional Integrated service co-ordination models

### 2. New housing and support models linked to youth hubs

- Creating Connections Capital Developments
- *Support for Young People That Really Counts* Capital Developments

### 3. Funding equity – cost benefit analysis for youth refuges

### 4. A workforce strategy for the youth homelessness sector

# Context

- Builds on \$28m funding through phase 1 (over 4 years)
- Framework for formalising working arrangements and targeting services to young people
- Strengthening existing services
- Partnership approach

# Service Coordination Project outcomes

- **Recommendations for a regional coordinated service model that identifies:**
  - Opportunities to integrate the regional hub partnership with other services
  - Opportunities to enhance responses to young people who are homeless
  - Opportunities for joint working arrangements to meet current and future client need
  - Opportunities to improve pathways into Youth Homelessness Services, consistent with Opening Doors and the plans of the LASN
  - What youth specific responses should look like - in entry points and through case management
- **Central Office themes/guidance:**
  - How statewide services will be involved in the coordinated service models
  - A planned approach to complementary service provision
  - Improving access to long term housing options for young people including community and private housing
- **A regionally agreed change management plan:**
  - timelines

# Where will we be in five years time?

- **Geographic consistency:**
  - Access to services and entry points
  - Crisis models
  - Transition options and pathways
  - Improved referral protocols and coordinated services
  - Exit to sustainable housing outcomes

# Feedback from IHSY reports

- Access to homelessness services
- Refuge and crisis housing
- Transitional and longer term support
- Innovation and new approaches
- Communication and coordinated services
  - *All within remit of regional coordination projects*
- **Others?**