

Opening Doors: A framework for better access to homelessness and social housing services in Victoria



Where we started

- 400 possible entry points
- Agency-focused practice
- Unclear expectations of Housing Information and Referral role
- Inconsistent service response (ranging from excellent to poor)
- Some degree of partnerships

Where we are going

- Client-centred system response
- Consistent initial assessment practice
- Clear entry points backed up by formal service coordination
- Shared responsibility for clients

Implementation: who and when

- OoH funded homelessness and social housing services as the first stage.
- Allied services as the second stage.
- Commence July 2008
- Supported by ODIRG

Pilots

- Piloted in five areas
- Review by AIPC (final report on website)
- Key findings have been incorporated into Opening Doors

Key features of Opening Doors

1. Local Area Service Networks
2. Visible entry points
3. Consistent, high quality practice
4. Risk and safety planning in initial assessment
5. Interim Response – a strategy for service continuity
6. Transparent & agreed prioritisation practice
7. Resource Matching

LASN: membership

Chair: DHS regional office

Core members (voting):

- All SAAP, THM and HEF providers
- OoH funded long term community housing
- Multi-area agencies that work in the catchment
- SHASP provider

Advisory members (voting/non-voting - LASN decides):

- Regional homelessness network coordinator
- Regional children's resource coordinator
- Housing services manager or HATT team manager
- Representative of Family Violence partnership
- Representative of Creating Connection partnership

Tools to support service coordination and practice

- Data Collection
- Initial assessment form
- Referral form
- Prioritisation lists
- Resource Register
- Statewide free-call number
- Opening Doors Kit

Relationship to other reforms

- Creating Connections
- Integrated Approach to Family Violence
- Primary Care Partnerships
- Sector Reform: The next phase