

SPECIALIST HOMELESSNESS SERVICES

Going Home Staying Home South Eastern Sydney District

This fact sheet provides an overview of the new specialist homelessness services (SHS) in the FACS South Eastern Sydney District of NSW.

Going Home Staying Home

The NSW Government is adopting a new approach to the delivery of specialist homelessness services through the Going Home Staying Home reforms with an increased focus on early intervention so people access the right support locally, when they need it and before they reach crisis point. Under this new system, people who become homeless will be rehoused as quickly as possible, or supported in crisis or transitional accommodation until they can be safely housed or reconnected with family. The new system places a stronger focus on continuing to support people after their crisis has been resolved so they don't become homeless again.

Under the reforms, the total budget for specialist homelessness services delivered by non-government organisations in NSW will grow from \$135 million in 2013–14 to \$148 million in 2014–15. There are 149 new specialist homelessness services being established across NSW and an additional eight new services in inner city Sydney under restoration funding.

New SHS in the South Eastern Sydney District

The South Eastern Sydney District has a budget of \$31.1 million per annum for three years for specialist homelessness services. This District budget includes funding of \$8.6 million per annum that has been allocated for the restoration of services in the City of Sydney Local Government Area for three years. This additional funding is in recognition of concerns about the scale and pace of the Going Home Staying Home reforms and the need for more time to ensure that the sector can fully implement them.

Inner city Sydney services are funded jointly by South Eastern Sydney and Sydney Districts as the City of Sydney Local Government Area falls within both Districts. Funding for inner city Sydney services is reflected in the South Eastern Sydney District budget.

A total of 23 new services, including those funded through the restoration funding, will be implemented in the South Eastern Sydney District. These services will support over 7,400 people every year who are experiencing homelessness or are at risk of homelessness. This includes services delivered in the inner city, jointly implemented with the Sydney District, which are also listed in the Sydney District fact sheet.

As part of the Going Home Staying Home reforms, the Service Support Fund was established to deliver new projects that will complement Going Home Staying Home and the wider approach to reducing homelessness. A total of four new services will be implemented in the South Eastern Sydney District under the Service Support Fund to the end of January 2016.

The new service system will continue to focus effort on people in the community known to be most at risk of homelessness, for example, women experiencing domestic and family violence,

rough sleepers, young people leaving care, people with mental health issues, people leaving custody and people living in unsafe conditions. Services will work in partnership with first to know agencies to support people before homelessness occurs.

Implementation phase

The South Eastern Sydney District is currently working with new providers and existing specialist homelessness services to ensure continuity of service provision for clients. Services should be established and operational by 1 November 2014. A District Homelessness Implementation Group will guide the implementation of the reforms locally to aid with the transitioning of services.

A Place Manager to focus on inner city planning and reform has also been appointed. This position will work with the new providers, the City of Sydney, and other Government agencies and non-government organisations to design a framework that offers leadership for all stakeholders in identifying reforms in the inner city. The position will also develop a planning and monitoring framework and governance mechanism to identifying clear objectives, actions, and timeframes for inner city reform.

Link2home

Link2home is a single state-wide information and referral service available 24 hours a day, 7 days a week, on **1800 152 152**. Link2home provides information about local services, assesses people's needs and refers people to appropriate services.

For more information

For more information about Going Home Staying Home in the South Eastern Sydney District, please contact the SHS Contract Manager, contracting.SouthEasternSydney@facs.nsw.gov.au.

New Specialist Homelessness Services – South Eastern Sydney District

Service name	LGA	Clients	Provider	Contact
St George Sutherland Youth Support Service	Hurstville Kogarah Rockdale Sutherland	Young people	<p>Lead provider: Project Youth</p> <p>Partners: 1. The Bridge Youth Refuge 2. Churches of Christ Community Care NSW</p>	9525 7919
<p>This Service will intervene early to prevent young people from falling into homelessness. It will provide supported crisis and transitional accommodation, help to rapidly rehouse young people who are ready for independent living, and support them to settle in and keep their accommodation. The Service will also provide post crisis support to help keep young people housed, and will provide targeted strategies for young people exiting Out of Home Care, and those with complex needs. This Service has a strong focus on responses for Aboriginal young people and is accessible to young people from culturally and linguistically diverse backgrounds.</p>				

Service name	LGA	Clients	Provider	Contact
Eastern Suburbs Adults and Families Homelessness Support Service	Botany Bay Randwick Waverley Woollahra	Men Women Families	St Vincent de Paul Society NSW	Botany, Randwick 9662 7380 Waverley, Woollahra 9387 5614
<p>This Service will support adults and families (including couples and single parents and their children) who are homeless or at risk of homelessness. Women and children experiencing domestic and family violence will also be supported in crisis accommodation. Where required, the Service will provide intensive and integrated support with specialist responses (such as mental health, drug and alcohol services), and facilitate this through a case management approach. The Service will support clients with low, medium or high needs, and prioritise women and children experiencing domestic and/or family violence. This Service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				
Eastern Suburbs Multipurpose Youth Homelessness Support Service	Randwick Woollahra Waverley Botany Bay	Young people	Lead provider: Caretakers Cottage Inc. Partner: Ted Noffs Foundation Inc.	9389 0999
<p>This Service will intervene early to prevent young people from falling into homelessness. It will provide supported crisis and transitional accommodation, help to rapidly rehouse young people who are ready for independent living, and support them to settle in and keep their accommodation. The Service will also provide post crisis support to help keep young people housed, and will provide targeted strategies for young people exiting Out of Home Care, and those with complex needs. This Service has a strong focus on responses for Aboriginal young people and is accessible to young people from culturally and linguistically diverse backgrounds.</p>				
Sydney and South Eastern Sydney Districts Single Persons Homelessness Support Service – Mental Health	Ashfield Burwood Marrickville Canterbury Canada Bay Leichhardt City of Sydney Strathfield Botany Bay Hurstville Kogarah Randwick Rockdale Sutherland Waverley Woollahra	Men Women	Lead provider: The Uniting Church in Australia Property Trust through Wesley Mission Partners: 1. St Vincent's Hospital Sydney Limited 2. South Eastern Sydney Local Health District – Drug and Alcohol Services 3. Headspace 4. Metro Migrant Resource Centre 5. Break Thru People Solutions 6. Weave Youth & Community Services 7. Ashley Gordon Consultancy 8. Housing Action Network	0409 039 744
<p>This Service will provide specialised assistance to single men and women experiencing mental health issues who are homeless or at risk of becoming homeless. It will develop pathways for clients to move from homelessness to long term accommodation, with appropriate mental health support in place to sustain their tenancies. The Service will work in partnership with mental health and other providers to support clients with complex needs to break the cycle of homelessness. It will focus on a crisis and transitional response, and intensive responses for complex clients. The Service will provide case management and supported transitional accommodation to help single people with mental health issues to move into long term accommodation and sustain their housing. This Service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				

Service name	LGA	Clients	Provider	Contact
South Eastern Sydney Homelessness Early Intervention Service	Botany Bay City of Sydney Hurstville Kogarah Randwick Rockdale Sutherland Waverley Woollahra	Young people Men Women Families	<p>Lead provider: The Uniting Church in Australia Property Trust through Wesley Mission</p> <p>Partners: 1. YWCA NSW 2. The Benevolent Society 3. South Eastern Sydney Local Health District 4. The Junction Neighbourhood Centre 5. The Deli Women's and Children's Centre 6. Weave Youth and Community Services 7. Metro Migrant Resource Centre 8. Housing Action Network 9. Ashley Gordon Consultancy</p>	9361 0981
<p>This Service will intervene early to address the issues that are placing tenancies at risk. The Service will partner with first to know services to help identify people at risk of homelessness as early as possible, and provide flexible and practical assistance, support, case management, and brokerage. The Service will also work with people residing in unsustainable and unsafe accommodation, and assist them in finding suitable long term accommodation. This Service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				
St George Sutherland Adults and Families Homelessness Support Service	Hurstville Kogarah Rockdale Sutherland	Men Women Families	St Vincent de Paul Society NSW	<p>Hurstville, Kogarah, Rockdale 9580 2459</p> <p>Sutherland 9521 1270</p>
<p>This Service will support adult men, women and families (including couples and single parents and their children) who are homeless or at risk of homelessness. Women and children experiencing domestic and family violence will also be supported in crisis accommodation. Where required, the Service will provide intensive and integrated support with specialist providers (such as mental health, drug and alcohol services), and facilitate this through a case management approach. Flexible brokerage funding to achieve identified client centred goals will also be available. The Service will support clients with low, medium or high needs, and prioritise women and children experiencing domestic and/or family violence. This Service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				

New Specialist Homelessness Services – Inner City Sydney

Service name	LGA	Clients	Provider	Contact
Inner City Sydney Homelessness Service (Mission Australia)	City of Sydney	Young people Men Women	Lead provider: Mission Australia Partners: 1. The Haymarket Foundation 2. The Trustees of The Salvation Army (NSW) Property Trust 3. The Trustees of The Society of St Vincent de Paul (NSW) 4. The Uniting Church Property Trust (NSW) for Wesley Mission	1800 272 877
<p>This Service will deliver a suite of responses consistent with the GSHS service delivery framework. It will work with young people, women and men, and will provide targeted support to Aboriginal people. This Service will deliver innovative solutions to reduce the drift of people into the inner city, and support clients in crisis while the capacity of the system to intervene early to prevent homelessness is strengthened. The Service will intervene early to prevent homelessness, rapidly re-house people who have become homeless, and provide supported accommodation. It will also provide intensive responses for clients with complex needs who are homeless or at risk of homelessness. The Service will deliver support to chronically homeless people and those at risk of becoming homeless, including those who are couch surfing, or leaving custody, juvenile justice, out-of-home care or health institutions. The Service will also lead the ongoing delivery of Camperdown Support Services.</p>				
Inner City Sydney Homelessness Service (St Vincent de Paul)	City of Sydney	Men Women Families	St Vincent de Paul Society NSW	9357 1533
<p>This Service will deliver a suite of responses consistent with the GSHS service delivery framework. It will work with young people, women and men, and will provide targeted support to Aboriginal people. This Service will deliver innovative solutions to reduce the drift of people into the inner city, and support clients in crisis while the capacity of the system to intervene early to prevent homelessness is strengthened. The Service will deliver support to chronically homeless people and those at risk of becoming homeless, including those who are couch surfing, or leaving custody or health institutions.</p>				
Inner City Sydney Homelessness Service (The Salvation Army)	City of Sydney	Young people Men Women Families	The Salvation Army (New South Wales) Property Trust	Men: 9212 1065 Women and Families: 9211 5794 Young People: 9331 2266
<p>This Service will deliver a suite of responses consistent with the GSHS service delivery framework. It will work with young people, women and men, and will provide targeted support to Aboriginal people. This Service will deliver innovative solutions to reduce the drift of people into the inner city, and support clients in crisis while the capacity of the system to intervene early to prevent homelessness is strengthened. The Service will deliver support to chronically homeless people and those at risk of becoming homeless, including those who are couch surfing, or leaving custody, juvenile justice, out-of-home care or health institutions.</p>				

Service name	LGA	Clients	Provider	Contact
Inner City Sydney Homelessness Service (Wesley Mission)	City of Sydney	Men Women	<p>Lead provider: The Uniting Church in Australia Property Trust through Wesley Mission</p> <p>Partners: 1. Ashley Gordon Consultancy 2. Housing Action Network 3. Weave 4. Break Thru</p>	93610981
<p>This Service will deliver a suite of responses consistent with the GSHS service delivery framework. It will work with young people, women and men, and will provide targeted support to Aboriginal people. This Service will deliver innovative solutions to reduce the drift of people into the inner city, and support clients in crisis while the capacity of the system to intervene early to prevent homelessness is strengthened. The Service will deliver support to chronically homeless people and those at risk of becoming homeless, including those who are couch surfing, or leaving custody or health institutions.</p>				
Inner City Assertive Outreach and Case Coordination for Homeless Vulnerable and Complex Clients Service	City of Sydney	Men Women	Neami Limited	1800 505 501
<p>This Service will work with clients with complex needs who are sleeping rough, where outreach workers directly engage with clients on the streets offering assistance and case management. It will provide a targeted response for Aboriginal men and women. The Service will work in partnership with health services, general practitioners and other organisations to address the needs of the chronically homeless. The Service will have a Housing First approach which focuses on helping clients access and sustain long-term supported housing solutions. This Service has a strong focus on responses for Aboriginal people.</p>				
Inner City Rapid Response Homelessness Service	City of Sydney	Young people Men Women Families	<p>Lead provider: YWCA NSW</p> <p>Partner: The Haymarket Foundation</p>	9285 6278
<p>This Service will work with young people, women, men and families to support them to find and sustain long-term housing options. It will target new arrivals to inner city Sydney to support them to return to their safe and supportive community of origin. The Service aims to lessen the likelihood of the client becoming entrenched in the homelessness service system. It has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				
Inner City Sydney Homelessness Prevention and Support Service for Young People	City of Sydney	Young people	<p>Lead provider: Launchpad Youth Community Incorporated</p> <p>Partners: 1. The Ted Noffs Foundation 2. Weave Youth and Community Service</p>	9557 2810
<p>This Service will support young people experiencing homelessness or at risk of homelessness, and will provide prevention, early intervention, supported crisis and transitional accommodation, rapid rehousing, and intensive responses for complex needs. The Service will have strong partnerships with other organisations; advocate for young people to support access to services, health, education and training; and facilitate sustainable housing options. This Service has a strong focus on responses for Aboriginal young people who are rough sleeping or couch surfing, leaving out-of-home care or the juvenile justice system, or who are at risk of becoming homeless, and is accessible to young people from culturally and linguistically diverse backgrounds.</p>				

Service name	LGA	Clients	Provider	Contact
Inner City Homelessness Prevention and Support Service for Women and Women with Children	City of Sydney	Women Families	<p>Lead provider: Women's and Girls' Emergency Centre Incorporated</p> <p>Partners: 1. Wesley Mission 2. St Vincent De Paul Society NSW 3. Stepping Out Housing Program 4. Jewish House 5. St George Community Housing</p>	9319 4088
<p>This Service will support single women and women with children experiencing homelessness or at risk of becoming homeless, including clients experiencing domestic and family violence. It will provide a multidisciplinary service model for clients with low to complex needs, including those with mental health issues. The Service will provide prevention, early intervention, supported crisis and transitional accommodation, rapid rehousing, and intensive responses for complex needs. This Service has a strong focus on responses for Aboriginal women and is accessible to women from culturally and linguistically diverse backgrounds.</p>				
Inner City Complex Needs Care and Support Service	City of Sydney	Men Women	The Station	9299 2252
<p>This Service is a soft entry point for single men and women who are chronically homeless and who fall through the gaps of other services. The Service will offer essential support to assist with daily living requirements. It will also engage clients to develop a case plan that links them into appropriate services to facilitate their access into long term accommodation options. This Service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				
Inner City Service for Homeless Women who are Survivors of Childhood Sexual Abuse (Restoration Funding Service Package)	City of Sydney	Women Families	<p>Lead provider: Women and Girls Emergency Centre Inc.</p> <p>Partner: Stepping Out</p>	9319 4088 9550 9398
<p>This Service will provide a specialised response to women and women with children who are experiencing homelessness and who are survivors of childhood sexual abuse and have complex needs. It will provide prevention and early intervention, rapid rehousing, crisis and transitional accommodation, and intensive responses for clients with complex needs. Services will include outreach support and multi-disciplinary case planning to deliver wrap-around services. This Service has a focus on responses for Aboriginal women and is accessible to women from culturally and linguistically diverse backgrounds.</p>				
Inner City Rapid Rehousing Response Service for Women Experiencing Domestic and Family Violence (Restoration Funding Service Package)	City of Sydney	Women Families	Domestic Violence Service Management	8221 8858
<p>This Service will provide specialist service responses to women who are experiencing domestic and family violence and who are at imminent risk of homelessness, experiencing homelessness, living with friends or family, or living in crisis accommodation. The Service will support women to access private rental housing and the Start Safely rental subsidy or social housing, where they are eligible and are a priority. This service will work with women to develop goal-oriented, client-centred case plans and assisted them to sustain their tenancies and transition to independent living. The service will provide ongoing outreach support once a client is safely housed or ensure the client is being supported by another appropriate service. It will provide prevention and early intervention, rapid rehousing, and intensive responses for complex needs. This Service has a focus on responses for Aboriginal women and is accessible to women from culturally and linguistically diverse backgrounds.</p>				

Service name	LGA	Clients	Provider	Contact
Inner City Service for Women with Complex Needs (Restoration Funding Service Package)	City of Sydney	Women	Lead provider: B Miles Foundation Partners: Detour House Community Restorative Centre	9317 0403 9660 4137 9288 8700
<p>This Service will support women with complex needs who are experiencing homelessness or at risk of becoming homeless and who require specialised responses due to a range of circumstances or issues such as mental health issues, alcohol and other drug misuse issues, and exiting correctional facilities or health institutions. This Service will use a multi-disciplinary model and will provide prevention and early intervention, rapid rehousing, supported crisis and transitional accommodation, and intensive responses for clients with complex needs. This Service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				
Crisis Support Service for People who are Chronically Homeless with Complex Needs (Restoration Funding Service Package)	City of Sydney	Men Women	The Haymarket Foundation	9380 9166
<p>This Service will target men and women who are experiencing chronic homelessness and who have complex needs. It will provide crisis assistance, including an eight-bed intoxicated persons unit for women, and provide multi-disciplinary and intensive responses appropriate to address their complex issues. The service will develop partnerships to strengthen integrated and specialised responses and facilitate Housing First responses to this complex client group. The Service will target strategies to reduce clients drifting into the inner city to receive homelessness services. It will provide crisis and transitional responses, and intensive responses for clients with complex needs. This Service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				
Inner City Sydney Homelessness Extended Service (Mission Australia) (Restoration Funding Service Package)	City of Sydney	Young people Women Men	Mission Australia	1800 272 877
<p>This Service extends the responses to be provided through the <i>Inner City Sydney Homelessness Service (Mission Australia)</i>. The service will provide support to clients through the Mission Australia Centre and a newly-established Aboriginal Case Management Team. It will also provide support to young people through The Crossing Service, support the case management of all Common Ground clients, and maintain Missionbeat's operational hours at 2013–14 levels. It will provide prevention and early intervention, rapid rehousing, crisis and transitional responses, and intensive responses for clients with complex needs. This Service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				
Inner City Sydney Homelessness Extended Service (St Vincent de Paul) (Restoration Funding Service Package)	City of Sydney	Women Men Families	St Vincent de Paul Society NSW	9357 1533
<p>This Service extends the responses to be provided through the <i>Inner City Sydney Homelessness Service (St Vincent de Paul)</i>. The Service will provide outreach support to Common Ground clients, to be negotiated with Mission Australia on a needs basis. It will provide prevention and early intervention, rapid rehousing, crisis and transitional responses, and intensive responses for clients with complex needs. This Service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				

Service name	LGA	Clients	Provider	Contact
Inner City Sydney Homelessness Extended Service (The Salvation Army) (Restoration Funding Service Package)	City of Sydney	Young people Women Men Families	The Salvation Army (New South Wales) Property Trust	Men: 9212 1065 Women and Families: 9211 5794 Young People: 9331 2266
<p>This Service extends the responses to be provided through the <i>Inner City Sydney Homelessness Service (The Salvation Army)</i> and will enable crisis beds to be provided at 2013–14 levels while a staged approach to the reduction in congregate crisis accommodation is undertaken. It will provide outreach support to Common Ground clients, to be negotiated with Mission Australia on a needs basis. The Service will target strategies to reduce clients drifting into the inner city to receive homelessness services. The Service will provide prevention and early intervention, rapid rehousing, crisis and transitional responses, and intensive responses for clients with complex needs. This Service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				
Inner City Sydney Homelessness Extended Service (Wesley Mission) (Restoration Funding Service Package)	City of Sydney	Women Men	The Uniting Church in Australia Property Trust through Wesley Mission	9361 0981
<p>This Service extends the responses to be provided through the <i>Inner City Sydney Homelessness Service (Wesley Mission)</i>. It will provide outreach support to Common Ground clients, to be negotiated with Mission Australia on a needs basis. The Service will target strategies to reduce clients drifting into the inner city to receive homelessness services. The Service will provide prevention and early intervention, rapid rehousing, crisis and transitional responses, and intensive responses for clients with complex needs. This Service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.</p>				

GSHS Service Support Fund – South Eastern Sydney District

As part of the Going Home Staying Home reforms, the Service Support Fund was established to deliver new programs that will complement Going Home Staying Home and the wider approach to reducing homelessness.

The following table summarises the providers in the South Eastern Sydney District that have been successful in their application for the Service Support Fund.

Organisation	Service	Contact
St George Accommodation for Youth	Will provide maintenance and expansion of client centred case management specifically for young people with mental health issues who are homeless or at risk of homelessness. This will include a sustainable tenancies program providing practical support.	9597 3011

Organisation	Service	Contact
St George Women's Housing	Specialist case management of children traumatised by domestic and family violence, including after-hours support, focusing on Aboriginal children and children of culturally and linguistically diverse backgrounds. The Service will provide trauma-informed case management for women and children, as well as supporting SHS services in this work through workshops and assistance.	9553 8411
St George Youth Services – Helping Hand	Will provide complementary specialist support and help address complex needs, targeting Aboriginal young people, young people from culturally and linguistically diverse backgrounds, refugees and newly arrived migrants. This will include brokerage for under-25s and Sector Development work, building capacity in service delivery for clients of culturally and linguistically diverse backgrounds.	9556 1769
St Laurence House	Will provide transitional accommodation and support for 15–18 year olds leaving crisis care in the eastern suburbs, as well as support programs for 18–24 year olds who are homeless but may be accommodated in other services.	9349 6438