

Barwon & South West Homelessness Network  
**Key Performance Measures & Evidence**

Andrew Edgar (BSWHN Coordinator)

Jan 2015 - June 2015

# CONTENTS

- 1. CONSULTATION .....0
  - Statewide .....0
  - Regional.....0
  - Sub Regional.....0
- 2. LINKAGES AND COLLABORATION: .....2
  - Statewide .....2
  - Regional.....2
  - Sub Regional.....3
- 3. NEEDS IDENTIFICATION, PLANNING AND SERVICE DELIVERY .....4
  - Statewide .....4
  - Regional.....4
  - Sub Regional.....4
- 4. COMMUNITY EDUCATION.....5
  - Statewide .....5
  - Regional.....6

- Sub Regional ..... 6
- 4 TRAINING.....7
  - Statewide.....7
  - Regional .....7
  - Sub Regional .....7
- 5 BEST PRACTICE.....8
  - Statewide.....8
  - Regional .....8
  - Sub Regional .....8
- WORKPLAN FIRST QUARTER 2015 .....9**
- WORKPLAN SECOND QUARTER 2015 .....12**

## I. CONSULTATION

To provide an ongoing mechanism to facilitate consultations with homelessness support / housing / family violence service providers, services users and DHS.

Expected Outcomes	TASKS	TIMELINES	PARTNERS
<p>Provide BSW with a voice at appropriate avenues of advocacy.</p> <p>Improved and consistent information exchange across the region.</p> <p>Resource issues prominent or exclusive to the Barwon South West region are recognised in appropriate regional and state-wide forums.</p> <p>The voice of the Barwon South West services is voiced in State-wide submissions to Government bodies.</p> <p>Matters affecting the Homelessness sector in Barwon South West are disseminated in a timely and effective fashion.</p>	<p><b>STATEWIDE</b></p> <p><b>1.1</b> Attend meetings and forums to represent the BSW region to peak Bodies, DHS and other Governmental bodies are aware of the specific resources required in the region.</p> <p><b>1.2</b> Participation in networkers group, reference groups, peaks – planning, collaborating and representing the region.</p> <p><b>1.3</b> Develop knowledge regarding the issues affecting the homelessness system in Victoria and how it relates to the BSW.</p> <hr/> <p><b>REGIONAL</b></p> <p><b>1.4</b> Inform network of any developments via appropriate channels. This is through the BSWHN Reference group members, the bswhn.org.au website, email distribution lists, or individual agency or practitioner contact.</p> <p><b>1.5</b> Ensure the voice expressed is reflective of the whole region.</p> <hr/> <p><b>SUB REGIONAL</b></p>	<p>Twice yearly meetings with Director of Client Services and Programs – Housing and Community Building Division</p> <p>Quarterly meetings with:</p> <ul style="list-style-type: none"> <li>• State-wide Homelessness Networkers</li> <li>• CHP</li> </ul> <p>Attend forums and training as identified. Be active member in above mentioned meetings.</p> <p>BSWHN Reference group meetings. Weekly Newsletter As required.</p>	<p>Homelessness Networkers Director of Client Services and Programs</p> <p>Networkers, CHP Other group members</p> <p>Reference group</p>

	<p><b>1.6</b> Participation in Housing Advisory Groups and regional initiatives – representing workers, agencies and the specific needs of children in the homelessness sector.</p> <p><b>1.7</b> Provide opportunities for practitioners to explore service development across the region – facilitates forums and outcomes.</p>	<p>Utilise the voice of the Reference Group as a body that reflects the differing sectors across the region.</p> <p>Similarly consult with HAG / LASN members as appropriate.</p> <p>LASN and HAG meeting dates</p> <p>Develop and facilitate quarterly sub-regional forums and annual cross-regional forum.</p>	<p>Reference group HAG / LASN Members Local Engagement Officers (DHS)</p> <p>HAG / LASN Members</p> <p>Reference group</p>
--	---	--	--

## 2. LINKAGES AND COLLABORATION:

*Encourage linkages and collaboration amongst the Barwon South West Homelessness Support Services (HSS), and between the HSS and other related services.*

Expected Outcomes	TASKS	TIMELINES	PARTNERS
<p>Provide allied services and other community members information regarding the Homelessness sector to ensure clearer referral pathways and assistance to those that are homeless.</p>	<p><b>STATEWIDE</b></p> <p><b>2.1</b> Attend other network meetings, and provide feedback to and from these networks via website, forums, and regional network meetings.</p> <p><b>2.2</b> Gather information about specific issues affecting the sector in order to better advocate for the services.</p>	<p>(See listing of regional, state and national Reference Groups, Working Groups and Networks on page 3 of this document)</p>	<p>Staff and Management as required</p> <p>LEO DHS, BSWHN reference group, practitioners</p>
	<p><b>REGIONAL</b></p> <p><b>2.3</b> Gather information about specific issues affecting the sector in order to better advocate for the services.</p> <p><b>2.4</b> Inform and advise agencies, management and practitioners with relation to policy changes as implemented by the State and federal Governments.</p> <p><b>2.5</b> Source information regarding regional activities / services and inform region by use of website and agency visits.</p>		

	<p><b>2.6</b> Develop stronger relationships and knowledge of the Integrated Family Violence sector.</p> <p><b>2.7</b> Develop stronger relationships and knowledge of the Indigenous and CALD sector.</p> <p><b>2.8</b> Continue to seek other networks that have an impact on the Homeless service system.</p> <hr/> <p><b>SUB REGIONAL</b></p> <p><b>2.9</b> Obtain better communication channels while developing the BSWHN role across the region</p> <p><b>2.10</b> Promote sub regional forums to allied services as well as SHS funded services.</p>	<p>Quarterly visits to specialist FV services in the region.</p> <p>Quarterly visits to Aboriginal Coops</p>	<p>Emma House / Minerva Community Services management / practitioners</p> <p>Wathaurong / Gunditjmara management / practitioners</p>
--	--	--	--

### 3. NEEDS IDENTIFICATION, PLANNING AND SERVICE DELIVERY

Expected Outcomes	TASKS	TIMELINES	PARTNERS
<p>Service development – consulting with workers and agencies on state-wide and regional initiatives and emerging trends across the region – integrating, collecting and sharing information.</p> <p>Cross sectoral development – improving processes to manage service delivery to clients (eg referral) – gathering and sharing information and advocating about the needs of children in relation to these developments.</p>	<p><b>STATEWIDE</b></p> <p><b>3.1</b> Gain insight and direction regarding specific aspects of the Homelessness population (e.g. Family violence, youth, and children).</p> <hr/> <p><b>REGIONAL</b></p> <p><b>3.2</b> Ensure Networker position is accountable and supported through effective Reference Group participation.</p> <p><b>3.3</b> Revise the BSWHN reference group Terms of Reference.</p> <p><b>3.4</b> Conduct regular and efficient agency visits. Document agency team meeting calendar and attend these at appropriate regularity.</p> <hr/> <p><b>SUB REGIONAL</b></p> <p><b>3.5</b> Develop communication paths to more efficiently organise informal agency visits.</p>	<p>Quarterly BSWHN reference group meetings.</p> <p>Quarterly BSWHN reference group meetings.</p> <p>Quarterly BSWHN reference group meetings.</p>	<p>Reference group members / other appropriate management.</p> <p>BSWHN reference group.</p> <p>BSWHN reference group.</p> <p>Reference group members / other appropriate management.</p>

	3.6 Fulfil duties as required as required by regional working groups and planning committees.		
--	---	--	--

#### 4. COMMUNITY EDUCATION

*Represent client and worker issues in a variety of forums.*

Expected Outcomes	TASKS	TIMELINES	PARTNERS
<p>Tighter relationships and understanding of the strengths and limitations of respective sectors are formed.</p> <p>Enquiries regarding housing services are made by other sectors via BSWHN coordinator, the website or directly to agencies as required.</p>	<p><b>STATEWIDE</b></p> <p><b>4.1</b> Engage with other relative sectors and promote Homelessness service providers as well as the role of BSWHN Coordinator.</p> <p><b>4.2</b> Prepare PowerPoint presentation and related documentation as community education session.</p> <p><b>4.3</b> Prioritise meetings / events / requests for input from CHP where possible.</p>	<p>Scheduled Community Education sessions</p> <p>State-wide networker meetings.</p> <p>PESP Regional Forums Quarterly CHP meetings.</p>	<p>Other professionals / sectors as identified.</p> <p>BSWHN agencies.</p> <p>CHP</p>



<p>Joint community education sessions by means of shared training or forums can be provided by other sectors to homelessness service agencies and vice versa.</p> <p>Region become more proactive in advocacy sense by utilising submission opportunities, providing feedback at CHP run meetings, and being proactive in state-wide policy and advocacy issues.</p> <p>Provide a consumer voice to assist with Community education regarding the plight of Homelessness in order to provide improved outcomes for consumers and the community.</p>	<p><b>4.4</b> Work with other Homelessness networkers to achieve best possible outcomes.</p> <hr/> <p><b>REGIONAL</b></p> <p><b>4.5</b> Ensure Networker position is accountable and supported through effective Reference Group participation.</p> <p><b>4.6</b> Conduct regular and efficient agency visits. Document agency team meeting calendar and attend these at appropriate regularity.</p> <hr/> <p><b>SUB REGIONAL</b></p> <p><b>4.7</b> Continue to develop local networks such as the Colac, Portland and Hamilton services networks, as well as established groups in Geelong and Warrnambool.</p> <p><b>4.8</b> Continue to develop and support the local Consumer Group voice.</p>	<p>State-wide networker meetings.</p> <p>Quarterly BSWHN reference group meetings.</p> <p>Monthly meetings held at Colac Area Health. Geelong and Warrnambool meetings to be decided at future sub-regional forums.</p> <p>Bi-monthly meetings. Other tasks as decided by the group.</p>	<p>State-wide Homelessness Networkers</p> <p>BSWHN reference group.</p> <p>Regional Service Network members.</p> <p>Established consumer programs.</p>
---	--	--	--

## 4 TRAINING

*Commitment to ensuring quality services are delivered to stakeholders through continuous improvement activities.*

Expected Outcomes	TASKS	TIMELINES	PARTNERS
<p>Regional training calendar be produced and promoted throughout the network.</p> <p>Practitioners provide ongoing feedback regarding training attended and future requirements.</p>	<p><b>STATEWIDE</b></p> <p><b>4.4</b> Conduct training analysis.</p> <p><b>4.5</b> Source existing training packages and providers.</p> <p><b>4.6</b> Develop training if existing opportunities not available.</p> <hr/> <p><b>REGIONAL</b></p> <p><b>4.7</b> Maintain a Regional Training Calendar For Homelessness Practitioners.</p> <hr/> <p><b>SUB REGIONAL</b></p> <p><b>4.8</b> Deliver training sessions in the appropriate sub-regional as requested.</p>	<p>Complete regularly training needs surveys. Standing agenda item at sub-regional forums, agency visits etc.</p> <p>Ensure 2 sessions from SHS training calendar is delivered within the BSW region each semester.</p> <p>Source training sessions and providers if request not provided by SHS training calendar.</p>	<p>Wodonga TAFE DHS Head office FRMP</p> <p>Statewide Regional Networkers</p>

## 5 BEST PRACTICE

Support and resource regional Homelessness Support Services (HSS) in the delivery, development and improvement of services to clients.

Expected Outcomes	TASKS	TIMELINES	PARTNERS
<p>Increasing awareness and use of the bswhn.org.au website.</p> <p>Feedback including suggestions for improvement as well as items to post on the site.</p> <p>Improved outcomes for specific target groups.</p> <p>Focus attention on early intervention and prevention</p>	<p><b>STATEWIDE</b></p> <p><b>5.4</b> Collaborate with other regional coordinators, and consult with Network member agencies to identify projects &amp; initiatives for improving early intervention and prevention strategies.</p> <p><b>5.5</b> Target specific areas for early intervention &amp; prevention, including: Schools focus, no discharge into homelessness from hospitals, Court systems, Justice.</p> <hr/> <p><b>REGIONAL</b></p> <p><b>5.6</b> Promote use of the website to ensure practitioners have up-to-date and relevant information.</p> <p><b>5.7</b> Consider survey of use to ascertain what practitioners are utilising on the site.</p> <p><b>5.8</b> Promote successful programs and services as examples of best practice.</p> <hr/> <p><b>SUB REGIONAL</b></p>	<p>Statewide network meetings. Regional and Sub regional forums. Agency visits. Newsletter requests.</p> <p>Statewide network meetings. Regional and Sub regional forums. Agency visits. Newsletter requests.</p> <p>Construct website survey following next sub-regional forums.</p>	<p>Statewide networkers</p> <p>Whole network including management and practitioners, training providers etc. Network member agencies</p>

5.9 Deliver specified forums relating to specific agendas.

## WORKPLAN FIRST QUARTER 2015

TASK		January				February				March				Partners	Specific Tasks and Requirements
No.	Corresponding Task	1	2	3	4	1	2	3	4	1	2	3	4		
1.1	Colac Foodshare													Food Share committee	Utilise the Colac Foodshare to promote food security programs in the region with particular focus on the Colac Community meals program.
3.1	White Paper Reform submission														Invite CEOs of local Homelessness Services, and utilise existing forums such as the SWHAG and BLASN to identify common resourcing issues to advocate for using this platform.
3.7	Sub Regional Forums Portland/Hamilton													Family Law Pathway Network	Work with FLPN coordinator to establish Hamilton and Portland service network forums based on the success of the Colac Services Forum.
1.9 2.10 4.9	HAG / LASN														Attend and be productive with each of these meetings.
1.3	Consumer Voice													SAfE	Re-establish connection with SAFE members and investigate ongoing progress of group. Utilise the members to assist with a consumer survey based on questions that have been used in other Victorian regions. This would allow for data analysis across regions. Establish consumer consultation forums across the region.
1.6 3.0	Colac Services Network													CSN members	Continue to develop and chair the Colac Services Network meetings. Meetings to be held quarterly. Homelessness Services as

																	a standing agenda item. Service directory to be developed from meeting discussions. Invite guest speakers to each meeting as identified by members. Eg. NDIA, Services Connect.
<b>2.4</b> <b>2.6</b>	Family Law Pathways Network Reference Group																Attend and be productive at this meeting to ensure collaborative practice between the networks when appropriate. Primarily to develop regional Service Networks and to explore cross regional forum in 2015.
<b>4.10 –</b> <b>4.13</b>	BSWHN website and newsletter																Finalise redevelopment of the website. Ensure email distribution list is current to ensure that information about training and other homelessness information is received by each practitioner.
<b>6.3-</b> <b>6.4</b>	CHP & State-wide Networker meeting																Develop better communication channels between the regional services and CHP, particularly regarding feeding information to and from the quarterly CHP and network meetings.
<b>1.6</b> <b>4.9</b>	Statewide Networkers Strategic Planning															Statewide Network Coord	Attend and participate in Statewide Networkers meeting to ensure finalization of governance document and representation of local resourcing issues.
<b>2.9</b> <b>3.5</b>	Agency co-location																Locate myself in each of the entry points on a weekly rotating system. Utilise this time to partake in any opportunities that arise to network with staff, attend meetings, provide education and assistance.
<b>2.9</b> <b>3.5</b>	Family & Community Programs meeting																Utilise the Colac Area Health Family & Community Programs meeting.
<b>3.6</b> <b>5.4</b>	Financial Homelessness Planning Forum																Assist with planning, delivery and feedback into the upcoming forum to be conducted by DHHS.
<b>3.5</b> <b>3.6</b>	Homelessness regional data working group																Further develop the regional data reporting by firstly addressing the SAMIS reporting issue.
<b>3.5</b> <b>3.6</b>	Family Violence Data Working Group																Utilise the newly formed FV data working group to further the Homelessness data working group.
<b>2.9</b> <b>3.5</b> <b>3.6</b>	Barwon Networkers Group																Chair and maintain the newly formed Barwon Networkers group to better ensure collaboration and cross promotion of events. As part

														of the group work towards a short film fundraising festival to be held during Month OF Action 2015.
<b>2.9</b> <b>3.5</b>	G21 5 year family violence planning													Attend and participate in the planning forums with a specific reference to collaborative practice and homelessness services.
<b>4.8</b>	Induction Training													Develop and deliver Homelessness induction training to Wintringham.
<b>4.4</b>	Anywhere But A Bed													Use the ABAB social media platform to raise awareness of Homelessness. Develop the sleep out event for Homeless Persons week to be a fundraiser for local services.
<b>4.1</b> <b>3.6</b>	CoGG Heat Wave policy													Further develop the heat wave policy with the Council to ensure access to facilities for people experiencing homelessness on extreme weather days.

## WORKPLAN SECOND QUARTER 2015

TASK		April				May				June				Partners	Specific Tasks and Requirements
No.	Corresponding Task	1	2	3	4	1	2	3	4	1	2	3	4		
1.1	Colac Community Meals													CCM Committee	Utilise the Colac Foodshare to promote food security programs in the region with particular focus on the Colac Community meals program.
3.7	Sub Regional Forums Geelong / Warrnambool														Develop a program for sub-regional forums to be held in Geelong and Warrnambool during April. At time of writing the theme proposed is leaving care.
4.8 5.9	Combined Regional Forum														In collaboration with FLPN coordinator, develop a cross regional forum. At time of writing the theme of the forum will be Working with Men who use Violence. This will incorporate workshops that potentially could be run by; No To Violence and the Homelessness network.
1.9 2.10 4.9	HAG / LASN														Attend and be productive with each of these meetings.
1.3	Consumer Voice													SAfE	Continue to develop workplan and activities with members of the group. Establish consumer consultation forums across the region.
1.6 3.0	Colac Services Network													CSN members	Continue to develop and chair the Colac Services Network meetings. Meetings to be held quarterly. Homelessness Services as a standing agenda item. Service directory to be developed from meeting discussions. Invite guest speakers to each meeting as identified by members. Eg. NDIA, Services Connect.
4.10 – 4.13	BSWHN website and newsletter														Continue to update the website as information is obtained and ensure email distribution list is current to ensure that information

																			about training and other homelessness information is received by each practitioner.
<b>6.3-6.4</b>	CHP & State-wide Networker meeting																		Ensure effective communication channels between the regional services and CHP, particularly regarding feeding information to and from the quarterly CHP and network meetings.
<b>1.6-4.9</b>	Statewide Networkers Strategic Planning																	Statewide Network Coord	Attend and participate in Statewide Networkers meeting to ensure effective representation of local resourcing issues.
<b>2.9-3.5</b>	Agency Co-location																		Evaluate co-location project to ensure this time has effectively been used to partake in any opportunities that arise to network with staff, attend meetings, provide education and assistance.
<b>2.9-3.5</b>	Family & Community Programs meeting																		Utilise the Colac Area Health Family & Community Programs meeting.
<b>2.4-2.6</b>	FLPN reference Group																		Attend and be productive at this meeting to ensure collaborative practice between the networks when appropriate. Primarily to develop regional Service Networks and to explore cross regional forum in 2015.
<b>4.8</b>	Induction Training																		Develop and deliver Homelessness Induction training to Salvo Connect Western area.
<b>4.4</b>	Anywhere But A Bed																		Use the ABAB social media platform to raise awareness of Homelessness. Develop the sleep out event for Homeless Persons week to be a fundraiser for local services.



## **Glossary.**

CHP –Council to Homeless Persons

BSW – Barwon South West

DHS – Department of Human Services

BSWHN – Barwon South West Homelessness Network

FV – Family Violence

SHS - Government-funded specialist homelessness Services

S.C – Steering Committee