

**SERVICE
MAPPING
PROJECT FOR
THE
PARRAMATTA
REGION
HOMELESSNESS
INTERAGENCY
(OCTOBER 2010)**

Acknowledgements

Many thanks to the services and their staff for taking their time to participate in this project

Organisations:

Adele House
Anglicare (Anglicare Street Outreach, Carramar and Reconnect)
Centrelink (Western Sydney)
Cumberland Women's Health Centre
Grandview Lodge
Granville Multicultural Community Centre
High St Youth Health Services, Sydney Western Area Health Service
Hillsong City Care
Holroyd Youth Services, Holroyd City Council
Homeless Outreach Team, Sydney Western Area Health Service
Housing NSW (Western Sydney)
Jesus Cares 4 U
Mission Australia (Gateway, Men's Accommodation and Referral Service and Brokerage Service,
and Michael's Intensive Supported Housing Accord)
Parramatta Baptist Church
Parramatta City Council
Parramatta Mission (Kelly's Cottage, Thelma Brown Cottage, Leigh Transitional Rehabilitation, Hope
Hostel, Meals Plus, Val Cottage, Koombartoo, Parrahouse and May Hills Bed Sit)
Pendle Hill Crisis Centre
Pingaree House
Salvation Army (Parramatta)
St Vincent De Paul (Cardinal Freeman Centre and Our Lady of Way)
Stepping Stone
Street Level Christian Community
Telopea Family Services
Wesley Mission – Assistance with Care and Housing for the Aged (Sydney West)
Western Housing for Youth
Youth Accommodation Association
Youth Off The Streets

This project was developed and produced by Donna Tolentino and Janelle Chan 4th year
Social Work students from University of New South Wales – October 2010.

Placement with Parramatta Region Homelessness Interagency.
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(NSW Trustee and Guardian)

* It is acknowledged that information in this booklet will change over time, if you would like a soft
copy please email mkyle@parracity.nsw.gov.au or TOWen@parracity.nsw.gov.au

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service Mapping Project

BACKGROUND

This project was developed and produced as part of the student placement with the Parramatta Region Homelessness Interagency. Students were based at Parramatta City Council which provides a secretariat role to the Interagency.

The processes of this project involved background and desktop research and interviews with service providers that work with the homeless community. Students organised visits with service providers to gather information about their service including what they provided (workshop programs, case management, meals, counselling etc.), their connections with other services, and their criteria/eligibility of who they provide services to. Follow up phone calls and emails were sent to clarify information. The information gathered from service providers were collated into tables and a service map.

This project does not include recommendations; however a summary of the findings has been included. Students acknowledge that information provided will change and people may want to alter information in the future. This can be done by contacting the Parra Region Homelessness Interagency.

service Mapping PROJECT

AIMS

AIMS:

- To improve service delivery/quality/consistency of services for people affected by homelessness
- To resource services regarding other agencies/services
 - To identify which agencies provide specific types of services (e.g. Accommodation, Workshops, Counselling etc.)
 - To make it easier for services to refer clients
- To help the Interagency see where there are strong partnerships between agencies
 - To show where there are opportunities for agencies to collaborate or establish strong links with each other
- To provide services with the opportunity to learn from each other
- To gather information about the gaps in services for homeless people that services may have encountered
 - To raise awareness of services that appears to be isolated or not to be as well connected as others
- To assist the Interagency to identify where additional resources/services are needed

TARGET GROUPS:

- Individual service providers
- The Interagency
- Peak bodies
- Funding bodies
- People who are homeless

Abbreviations

ACHA: Assistance with Care and Housing for the Aged

AOD: Alcohol or Drugs

DV: Domestic Violence

EAPA: Energy Accounts Payments Assistance

ECCA: Ecumenical Catholic Church of Australia

HCC: Holroyd City Council

HSYHS: High St Youth Health Services

MA: Mission Australia

MARS: Men's Accommodation and Referral Service

MH: Mental Health

MISHA: Michael's Intensive Supported Housing Accord

NILS: No Interest Loan Scheme

PM: Parramatta Mission

SAAP: Supported Accommodation Assistance Program

SVDP: St Vincent De Paul

SWAHS: Sydney Western Area Health Services

WHY: Western Housing for Youth

YOTS: Youth Off The Streets

DEFINITIONS

Accommodation: Service or agency that provides accommodation for homeless people

Case Management: The identification and coordination by staff member/s of an agency of services a person affected by homelessness may need

Connection/Partnership: Most agencies/services, whether government or not for profit, have connections with each other. In some instances these are limited whilst in others they describe rich relationships. It can be said that connections between agencies/services can be described using a continuum: at one end are limited links and connections and at the other end are rich relationships. In this resource, only two definitions are used describing the links between agencies/services, as follows:

Connection: this includes limited links/relationships e.g. agencies/services connected through funding provided/received, one agency delivering services at the site of another, some agencies distributing resources/referral information of other services etc.

Partnership: this includes strong links/relationships not only at a service level but between people in agencies/services e.g. agencies/services sharing services, resources, making regular supported cross referrals etc.

Counselling: The provision of counselling services to clients provided at an agency

Employment: A range of programs provided at an agency that assist people to find employment, or provide resources (e.g. computer) to look for employment

Health (medical and/or mental health): Includes direct provision of a range of health services (physical and mental) e.g. providing services such as visits from the Homeless Outreach Team, running clinics or accompanying clients to medical appointments

Meals: The provision of meals at the agency or the provision of meal vouchers/parcels, or provision of free meals in public space (e.g. Prince Alfred Park, food van)

Outreach: Involves strategies that increase people's access to services that they need where the primary ways of working are building relationships with clients in a range of external places to connect to service providers and also building relationships with other services to increase client's access to them

Workshop programs: Agencies either directly provides workshop programs on site or at other premises, or staff from other agencies run their workshops at the agency. Workshop programs run over a period of time and cover a range of issues including improving and maintaining people's living skills, independence, social skills, and emotional development etc.

SERVICE MAPPING PROJECT

SUMMARY OF RESULTS

* According to the information gathered by students from services that have been visited by them between August-September 2010:

- Youth services have the most diverse range of services (accommodation, health service, street outreach)
- High St Youth Health Service has the most connections with other services
- There are 73 beds available for young people who are homeless

- The majority of beds in the area for homeless people are for men (95¹)
- All of the men's services are accommodation based
- Adele (male accommodation service) is the only service that targets males who have alcohol/drug issues

- Half of the women's services are for women surviving domestic violence
- Only a small portion of women's services allow children to reside in their service
- Of the services that take in children, the eldest male child that is accepted is 12 years old
- There are 57 beds available for homeless women

- Most services are run by larger organisations (e.g. Anglicare, Mission Australia, Parramatta Mission, St Vincent De Paul)
- Most of the services are part of larger religious organisation
- Most services are well located near public transport
- Most services are in close proximity to each other
- There are two secure and confidential accommodation houses, one for young females (15-19 years), the other for young people (16-18 years) with complex needs such as mental health, alcohol or drug issues, or dual diagnosis
- Only a few services support clients with employment in terms of accessing a computer to search for employment, or being connected to employment services
- Most accommodation services are medium-long term (6-24 months)

¹ The bed count has not included Michael's Intensive Supported Housing Accord (MISHA)

* Accommodation services that provide units have been counted as 1 bed per unit (e.g. 1 unit = 1 bed)

- Most services require residents to participate in programs² be studying/employed or looking for employment
- There are a limited number of services that take in complex needs clients who may have alcohol/drug issues or mental health issues
- Most workshop/programs are only available to clients who are staying in the service, i.e. a resident
- There are a limited number of homeless services for people who are Aboriginal or Torres Strait Islander, from Culturally and Linguistically Diverse backgrounds, are elderly, Gay, Lesbian, or Transgender
- All services report that access to permanent housing is severely limited
- There are limited accommodation services for families
- Most services in the Parramatta region are members of the Parra Region Homelessness Interagency
- There are limited connections with corrective services and legal services
- Only a few services have a connection with TAFE

² Programs such as living skills, parenting groups, educational programs etc.

CHECKLIST OF THE SERVICES AGENCIES PROVIDE

	Accommodation	Case Management	Health	Workshop programs	Counselling	Employment	Outreach	Meals	Other
Adele House	✓	✓	✓	✓	✓	✓	✓	✓	
Anglicare Street Outreach (Anglicare)		✓					✓	✓(vouchers)	
Assistance with Care and Housing for the Aged (WM)		✓(short term)					✓		
Cardinal Freeman Centre (SVDP)	✓	✓	✓	✓		✓		✓	
Carramar (Anglicare)	✓	✓		✓	✓				
Centrelink					✓(short term)		✓		Information and assistance with forms and payments
Cumberland Women's Health Centre		✓		✓					
Dunlea (YOTS)		✓		✓	✓		✓	✓	
Gateway Program (MA)	✓	✓	✓		✓		✓	✓	
Grandview Lodge	✓							✓	
Granville Multicultural Centre	referrals								
High Street Youth Health Services (SWAHS)			✓	✓	✓		✓		
Hillsong City Care				✓	✓			✓(vouchers, Blacktown LGA only)	vouchers
Holroyd Youth Services (HCC)	✓	✓	✓	✓		✓	✓	✓	
Homeless Outreach Team(SWAHS)			✓						
Hope Hostel (PM)	✓	✓	✓				✓	✓	
Housing NSW	✓								Provide information about housing
Jesus Cares 4 U								✓	Blankets, clothing, linen

* **MEN'S SERVICES** **WOMEN'S SERVICES** **YOUTH SERVICES**
 * Ticks show services that are provided directly by agencies
 * Information gathered August – September 2010

CHECKLIST OF THE SERVICES AGENCIES PROVIDE

	Accommodation	Case Management	Health	Workshop programs	Counselling	Employment	Outreach	Meals	Other
Kelly's Cottage (PM)	✓	✓		✓	✓				
Koompartoo (PM)	✓	✓					✓	✓	
Leigh Transitional Rehabilitation (PM)	✓		✓	✓					
Mays Hill (PM)	✓	✓							
MARS Brokerage (MA)	✓(temp. through motels)	✓	✓		✓	✓	✓	✓(vouchers)	
Meals Plus (PM)		✓	✓	✓		✓	✓	✓	
Men's Accommodation and Referral Services (MA)	✓	✓	✓		✓		✓		
Michael's Intensive Supported Housing Accord (MA)	✓	✓					✓		
Our Lady of Way (SVDP)	✓	✓	✓		✓			✓	
Parrahouse (PM)	✓	✓		✓	✓				
Parramatta Baptist Church			✓	✓	✓			✓	Vouchers (EAPA)
Pendle Hill Crisis Centre	✓	✓		✓			✓	✓	
Pingaree House (ECCA)	✓							✓	
Reconnect (Anglicare)		✓		✓	✓				Mediation, home visits
Salvation Army								✓ (parcels)	Vouchers (EAPA)
Stepping Stone								✓	
Street Level / PSYP					✓		✓		
Telopea Family Services								✓(vouchers)	Toys, Clothes, NILS
Val Cottage (PM)	✓	✓							Private dental once a year
Western Housing for Youth	✓	✓		✓		✓			

* MEN'S SERVICES WOMEN'S SERVICES YOUTH SERVICES

* Ticks show services that are provided directly by agencies

* Information gathered August – September 2010

THE SERVICES PROVIDED BY AGENCIES IN EACH CATEGORY

	ACCOMMODATION	HEALTH	MENTAL HEALTH	CASE MANAGEMENT	WORKSHOP PROGRAMS	MEALS
YOUTH	<p>CRISIS: PARRAHOUSE (6 BEDS) (16-18, does take young people with complex needs)</p> <p>MEDIUM-LONG: GRANDVIEW LODGE (4 BEDS) (females 15-19 in full time school with no AOD or severe MH issues, compulsory program)</p> <p>HOLROYD YOUTH SERVICES (8 INDIVIDUAL UNITS) (16-25 who have their own income, its compulsory to be studying, working or looking for work)</p> <p>KOOMPARTOO (6 BEDS) (17-24, can take people with mental health and AOD issues but have to be in treatment)</p> <p>MAYS HILL (12 BEDS) (17-24, transitional low needs service)</p> <p>WHY (31 BEDS & 7BEDS FROM COMMUNITY HOUSING) (16-21, doesn't provide 24 hr intensive support)</p>	<p>HSYHS (SWAHS) (clinic)</p> <p>PARRAHOUSE (clinic)</p>	<p>HOMELESS OUTREACH TEAM (SWAHS)</p> <p>HSYHS (SWAHS)</p>	<p>PARRAHOUSE</p> <p>RECONNECT</p> <p>WHY</p>	<p>HOLROYD YOUTH SERVICES (HCC)</p> <p>HSYHS (SWAHS)</p> <p>PARRAHOUSE</p> <p>RECONNECT</p> <p>WHY</p>	<p>PARRAHOUSE (rent includes cost of meals)</p>

* INFORMATION GATHERED AUGUST-SEPTEMBER 2010

THE SERVICES PROVIDED BY AGENCIES IN EACH CATEGORY

	ACCOMMODATION	HEALTH	MENTAL HEALTH	CASE MANAGEMENT	WORKSHOP PROGRAMS	MEALS
MEN	<p>CRISIS: HOPE HOSTEL (21 BEDS AND 4 EMERGENCY BEDS) (men 18+)</p> <p>MARS BROKERAGE (TEMP ACCOMMODATION THROUGH MOTELS)</p> <p>MEDIUM-LONG: ADELE HOUSE (FOR PEOPLE WITH DRUG AND ALCOHOL ISSUES) (14 BEDS STAGE 1, 5 BEDS STAGE 3) (men 18-65, total abstinence from drug and alcohol, compulsory program)</p> <p>CARDINAL FREEMAN CENTRE (15 BEDS) (men 18+ with no AOD issues)</p> <p>GATEWAY (55 BEDS) (men 18+)</p> <p>LEIGH TRANSITIONAL REHAB (10 BEDS) (men 25+)</p> <p>MARS (11 BEDS) (men 18+)</p>	<p>ADELE HOUSE (accompany to medical appointments)</p> <p>CARDINAL FREEMAN CENTRE</p> <p>HOPE HOSTEL</p> <p>LEIGH TRANSITIONAL REHAB</p>	<p>ADELE HOUSE</p> <p>HOMELESS OUTREACH TEAM (SWAHS)</p> <p>HOPE HOSTEL</p> <p>LEIGH TRANSITIONAL REHAB</p>	<p>ADELE HOUSE</p> <p>CARDINAL FREEMAN CENTRE</p> <p>HOPE HOSTEL</p> <p>LEIGH TRANSITIONAL REHAB</p> <p>MARS BROKERAGE</p>	<p>ADELE HOUSE</p> <p>CARDINAL FREEMAN CENTRE</p> <p>HOPE HOSTEL</p> <p>LEIGH TRANSITIONAL REHAB</p>	<p>ADELE HOUSE (rent includes cost of meals)</p> <p>CARDINAL FREEMAN CENTRE (rent includes cost of meals)</p> <p>GATEWAY (rent includes cost of meals)</p> <p>HOPE (rent includes cost of meals)</p> <p>LEIGH TRANSITIONAL REHAB (rent includes cost of meals)</p> <p>MARS (rent includes cost of meals)</p> <p>MARS BROKERAGE (vouchers)</p>

* INFORMATION GATHERED AUGUST-SEPTEMBER 2010

THE SERVICES PROVIDED BY AGENCIES IN EACH CATEGORY

	ACCOMMODATION	HEALTH	MENTAL HEALTH	CASE MANAGEMENT	WORKSHOP PROGRAMS	MEALS
WOMEN	<p>CRISIS: OUR LADY OF THE WAY (5 BEDS + 2 EMERGENCY BEDS) (single women 50+ with no AOD or gambling addictions)</p> <p>PENDLE HILL CRISIS CENTRE WOMENS REFUGE (12 BEDS) (women with children up to 12 years of age)</p> <p>THELMA BROWN COTTAGES (7 INDIVIDUAL UNITS WITH 2-5 BEDS in each)</p> <p>MEDIUM-LONG: CARRAMAR (9 INDIVIDUAL UNITS WITH 2-3 BEDS in each) (women under 26 with children aged 0-5, compulsory attendance to group work)</p> <p>KELLYS COTTAGES (11 BEDS) (women 18+ with no dependent children, must be in a program if there's an AOD issue)</p> <p>PENDLE HILL CRISIS CENTRE WOMENS REFUGE (8 INDIVIDUAL UNITS) (women with children up to 12 years of age)</p> <p>VAL COTTAGE (5 BEDS) (women 17-24)</p>	<p>OUR LADY OF THE WAY (initial medical appointments are made)</p>	<p>HOMELESS OUTREACH TEAM (SWAHS)</p> <p>OUR LADY OF THE WAY</p>	<p>CARRAMAR</p> <p>CUMBERLAND WOMEN'S HEALTH CENTRE</p> <p>KELLYS COTTAGES</p> <p>OUR LADY OF THE WAY</p> <p>PENDLE HILL CRISIS CENTRE WOMENS REFUGE</p> <p>THELMA BROWN COTTAGE</p>	<p>CARRAMAR</p> <p>CUMBERLAND WOMEN'S HEALTH CENTRE</p> <p>KELLYS COTTAGES</p> <p>OUR LADY OF THE WAY</p> <p>PENDLE HILL CRISIS CENTRE WOMENS REFUGE</p> <p>THELMA BROWN COTTAGES</p>	<p>OUR LADY OF THE WAY (rent includes cost of meals)</p> <p>PENDLE HILL CRISIS CENTRE WOMENS REFUGE (rent includes cost of meals)</p>

* INFORMATION GATHERED AUGUST-SEPTEMBER 2010

THE SERVICES PROVIDED BY AGENCIES IN EACH CATEGORY

	ACCOMMODATION	HEALTH	MENTAL HEALTH	CASE MANAGEMENT	WORKSHOP PROGRAMS	MEALS
FAMILIES	<p>CRISIS: PINGAREE HOUSE (8 INDIVIDUAL UNITS) (18+ with no AOD issues, can take couples but no children, all residents must be referred through Housing NSW)</p> <p>MEDIUM-LONG: PINGAREE HOUSE (20 INDIVIDUAL UNITS) (18+ with no AOD issues, can take couples but no children, all residents must be referred through Housing NSW)</p>					PINGAREE HOUSE (rent includes cost of meals)
ELDERLY	OUR LADY OF THE WAY (5 BEDS + 2 EMERGENCY BEDS)	OUR LADY OF THE WAY (initial medical appointments are made)	HOMELESS OUTREACH TEAM (SWAHS)	ACHA OUR LADY OF THE WAY	OUR LADY OF THE WAY	OUR LADY OF THE WAY (rent includes cost of meals)
ABORIGINAL AND TORRES STRAIT ISLANDERS						
CALD						

* INFORMATION GATHERED AUGUST-SEPTEMBER 2010

CRITERIA/ELIGIBILITY OF SERVICES

NAME OF AGENCY	CRITERIA/ELIGIBILITY
ACHA	<ul style="list-style-type: none"> • Male & Female 60+ • Homeless or living in insecure accommodation or on government pension
Adele House (A)	<ul style="list-style-type: none"> • Males 18-65 • Total abstinence from drug and alcohol • Compulsory program
Anglicare Street Outreach	<ul style="list-style-type: none"> • Male & Female 12 – 25 years
Parramatta Baptist Church	<ul style="list-style-type: none"> • Anyone is able to access the service
Cardinal Freeman (A)	<ul style="list-style-type: none"> • Men 18+ who do not have any AOD issues
Carramar	<ul style="list-style-type: none"> • Mothers aged 26 and under with children 0-5 years • Compulsory attendance to group work
Cumberland Women’s Health Centre	<ul style="list-style-type: none"> • Women escaping domestic violence or those who are refugees
Dunlea	<ul style="list-style-type: none"> • Male & Female 14-18 years
Gateway (A)	<ul style="list-style-type: none"> • Men 18+
Grandview Lodge	<ul style="list-style-type: none"> • Females 15-19 years • Must be in full time school • Compulsory participation in independent skills program • Do not take people with AOD or severe Mental health issues
Granville Multicultural Community Centre	<ul style="list-style-type: none"> • Anyone can access the centre who is at risk of being homeless, the centre doesn’t focus on people who are already homeless
High St Youth Service, SWAHS	<ul style="list-style-type: none"> • Male & Female 12-25 years of age that live, work or study in the Auburn, Parramatta, Holroyd and Baulkham Hills LGA
Holroyd Youth Services, HCC (A)	<ul style="list-style-type: none"> • Male & Female 16-25 years who have their own income • It’s compulsory to be studying, working, or looking for work

* (A) Accommodation services

* INFORMATION GATHERED AUGUST-SEPTEMBER 2010

CRITERIA/ELIGIBILITY OF SERVICES

NAME OF AGENCY	CRITERIA/ELIGIBILITY
Hope Hostel (A)	<ul style="list-style-type: none"> • Men 18+
Housing NSW	<ul style="list-style-type: none"> • Anyone who needs housing or those eligible to receive housing assistance
Kelly's Cottage (PM) (A)	<ul style="list-style-type: none"> • Women 18+ with no dependent children • Must be in a program if there's AOD issues
Koompartoo (A)	<ul style="list-style-type: none"> • Male & Female 17 - 24
Leigh Transitional Rehabilitation Service (A)	<ul style="list-style-type: none"> • Men 25+
MARS (A)	<ul style="list-style-type: none"> • Men 18+
Mays Hill (A)	<ul style="list-style-type: none"> • Male & Female 17 - 24
Our Lady Of The Way (A)	<ul style="list-style-type: none"> • Single women 50+ • Don't take women with AOD or gambling addictions
Parrahouse (A)	<ul style="list-style-type: none"> • Male & Female 16 - 18 years of age (takes complex needs young people)
Pendle Hill Crisis Centre (Women's refuge) (A)	<ul style="list-style-type: none"> • Women with children • No boys 12+
Pingaree House (A)	<ul style="list-style-type: none"> • Male & Female 18+ • Can take couples but no children • No AOD issues • All residents come from referrals through Housing NSW
Reconnect	<ul style="list-style-type: none"> • Male & Female 12-18 years • Male & Female 12-21 years who are newly arrived to Australia
Val Cottage (A)	<ul style="list-style-type: none"> • Women 17 – 24
Western Housing for Youth (A)	<ul style="list-style-type: none"> • Male & Female 16 - 21 years of age

* (A) Accommodation services

* INFORMATION GATHERED AUGUST-SEPTEMBER 2010

SUPPORT PROGRAMS / WORKSHOPS

Agency	Support programs/workshops
Adele house	<ul style="list-style-type: none"> * Only for accommodation clients - Living skills - Personal objectives - Relapse prevention - Criminal thinking - Communication skills group
Carramar	<ul style="list-style-type: none"> * Open to everyone - Parenting group - Living skills - Personal development
Cardinal Freeman Centre	<ul style="list-style-type: none"> * Only for accommodation clients - Beyond the Link (living skills, health, financial management, employment etc.)
Cumberland Women's Health	<ul style="list-style-type: none"> * Open to everyone - Group work (D.V and Anger Management) - Legal workshops
Dunlea	<ul style="list-style-type: none"> * Open to everyone - Drug and alcohol day program - School and communication support program
Hillsong City Care	<ul style="list-style-type: none"> * Open to everyone - Sexual abuse program - Self esteem program - D.V program - Budgeting workshops - Grief and loss workshops
High St Youth Health Services, SWAHS	<ul style="list-style-type: none"> * Open to everyone - Group work (Rock and Water) - Workshops depend on the issues that the young people are experiencing at that particular time

* INFORMATION GATHERED AUGUST-OCTOBER 2010

SUPPORT PROGRAMS / WORKSHOPS

Agency	Support programs/workshops
Holroyd Youth Services, HCC	<ul style="list-style-type: none"> * Open to everyone - Building self esteem through music and production workshops
Kelly's Cottage	<ul style="list-style-type: none"> * Only for accommodation clients - Self esteem seminars
Leigh Transitional Rehabilitation	<ul style="list-style-type: none"> * Only for accommodation clients - An educational program focusing on particular issues such as gambling/ AOD
Our Lady of Way	<ul style="list-style-type: none"> * Only for accommodation clients - Living skills
Parrahouse	<ul style="list-style-type: none"> * Only for accommodation clients - In house program twice a week depending on the issues that the residents are experiencing at that particular time (can range from AOD to social skills etc.)
Parramatta Baptist Church	<ul style="list-style-type: none"> * Open to everyone - Parenting courses - Budgeting workshops
Western Housing for Youth	<ul style="list-style-type: none"> * Only for accommodation clients - Living skills
Reconnect	<ul style="list-style-type: none"> * Open to everyone Group work: <ul style="list-style-type: none"> - R.A.G.E (Renavigating Anger and Guilty Emotions) - M.A.A.D (Managing Angry Adolescents Differently) - Family Harmony - Managing the Bull (coping with Bullying and Building Social Resilience)
Telopea Family Support Services	<ul style="list-style-type: none"> * Open to everyone - Parenting groups - Self esteem groups - Stress management - Autism support program

* INFORMATION GATHERED AUGUST-OCTOBER 2010

A TABLE REPRESENTATION OF THE VISUAL SERVICE MAP SHOWING PARTNERSHIPS AND HOW AGENCIES ARE LINKED

AGENCY	PARTNERSHIPS	HOW THE AGENCIES ARE LINKED
ANGLICARE (A) <i>CARRAMAR</i>		
(A) <i>RECONNECT</i>	HSYHS	- RUN WORKSHOPS THERE
	HILLSONG CITY CARE	- IN THE PROCESS OF USING THE SHINE PROGRAM
(A) <i>STREET OUTREACH</i>	MARS BROKERAGE	- BROKERAGE
	HSYHS	- SHARE CLIENTS, MATERIAL AID, SHARED PROJECT
ECUMENICAL CATHOLIC CHURCH OF AUSTRALIA (ECCA) <i>PINGAREE HOUSE</i>	HOUSING NSW	- ALL REFERRALS COME FROM HOUSING NSW
PARRAMATTA MISSION (PM) <i>HOPE</i>	CARDINAL FREEMAN CENTRE	- TRANSITIONING ACCOMMODATION
	MENS ACCOMMODATION AND REFERRAL SERVICES	- TRANSITIONING ACCOMMODATION
	HOMELESS OUTREACH TEAM	- REFERRAL FOR MENTAL HEALTH SERVICES
	HOUSING NSW	- RUN WORKSHOPS ABOUT HOUSING
	PROBATION AND PAROLE	- PLANNED EXITS FROM PROBATION AND PAROL
(PM) <i>KELLYS COTTAGES</i>	WOMEN'S PRISION (DILLWYNIA)	- AGREEMENT TO ACCEPT WOMEN BEING RELEASED INTO THE COTTAGES
	HOUSING NSW	- BROKERAGE
(PM) <i>KOOMPARTOO</i>	HSYHS	- HEALTH SERVICES, ART THERAPY, QUIT SMOKING PROGRAM
	HYS	- RESIDENTS COME FOR A MEAL AND GROUP WORK ONCE A WEEK
(PM) <i>LEIGH TRANSITIONAL REHAB</i>		

* *MEN'S SERVICE* *WOMEN'S SERVICE* *YOUTH SERVICE*

* IT IS ACKNOWLEDGED THAT CONNECTIONS MAY CHANGE OVER TIME

* INFORMATION GATHERED AUGUST-OCTOBER 2010

A TABLE REPRESENTATION OF THE VISUAL SERVICE MAP SHOWING PARTNERSHIPS AND HOW AGENCIES ARE LINKED

AGENCY	PARTNERSHIPS	HOW THE AGENCIES ARE LINKED
(PM) <i>MAYS HILL</i>	HSYHS	- HEALTH SERVICES
	HYS	- RESIDENTS COME FOR A MEAL AND GROUP WORK ONCE A WEEK
(PM) <i>MEALS PLUS</i>	HOMELESS OUTREACH TEAM	- REFERRAL FOR MENTAL HEALTH SERVICES
	HOMELESS PERSONS LEGAL SERVICE	- LEGAL SERVICE
(PM) <i>PARRAHOUSE</i>	HSYHS	- CROSS REFERRALS FOR HEALTH, ACCOMMODATION AND SUPPORT PROGRAMS
(PM) <i>THELMA BROWN COTTAGES</i>	HOMELESS OUTREACH TEAM	- REFERRAL FOR MENTAL HEALTH SERVICES
(PM) <i>VAL COTTAGE</i>	HSYHS	- HEALTH SERVICES
MISSION AUSTRALIA (MA) <i>GATEWAY PROGRAM</i>	CARDINAL FREEMAN CENTRE	- TRANSITIONING ACCOMMODATION
(MA) <i>MENS ACCOMMODATION AND REFERRAL SERVICES (MARS)</i>	HOPE	- TRANSITIONING ACCOMMODATION
	CARDINAL FREEMAN CENTRE	- TRANSITIONING ACCOMMODATION
(MA) <i>MARS BROKERAGE</i>	STREET OUTREACH	- BROKERAGE
ST VINCENT DE PAUL (SVDP) <i>CARDINAL FREEMAN</i>	HOPE	- TRANSITIONING ACCOMMODATION
	MARS	- TRANSITIONING ACCOMMODATION
	GATEWAY PROGRAM	- TRANSITIONING ACCOMMODATION
	HOMELESS OUTREACH TEAM	- REFERRAL FOR MENTAL HEALTH SERVICES
	TAFE	- BEYOND THE LINK PROGRAM
	HOMELESS PERSONS' LEGAL SERVICE	- LEGAL SERVICE
(SVDP) <i>OUR LADY OF THE WAY</i>	HOMELESS OUTREACH TEAM	- REFERRAL FOR MENTAL HEALTH SERVICES
WESLEY MISSION (WM) <i>ASSISTANCE WITH CARE AND HOUSING FOR THE AGED (ACHA)</i>		

* MEN'S SERVICE WOMEN'S SERVICE YOUTH SERVICE

* IT IS ACKNOWLEDGED THAT CONNECTIONS MAY CHANGE OVER TIME

* INFORMATION GATHERED AUGUST-OCTOBER 2010

A TABLE REPRESENTATION OF THE VISUAL SERVICE MAP SHOWING PARTNERSHIPS AND HOW AGENCIES ARE LINKED

AGENCY	PARTNERSHIPS	HOW THE AGENCIES ARE LINKED
YOUTH OFF THE STREETS (YOTS) <i>DUNLEA</i>		
OTHER:		
<i>ADELE HOUSE</i>		
CUMBERLAND WOMENS HEALTH CENTRE		
GRANDVIEW LODGE	HSYHS	- CROSS REFERRAL
GRANVILLE MULTICULTURAL CENTRE		
HIGH ST YOUTH HEALTH SERVICES, SWAHS	PARRAHOUSE	- CROSS REFERRALS FOR ACCOMMODATION, SUPPORT PROGRAMS AND HEALTH
	WHY	- CROSS REFERRALS FOR ACCOMMODATION, SUPPORT PROGRAMS AND HEALTH
	RECONNECT	- SOME WORKSHOPS RUN BY RECONNECT
	STREET OUTREACH	- SHARE CLIENTS, MATERIAL AID, SHARED PROJECT
	HOLROYD YOUTH SERVICES	- PROVIDE RESOURCES FOR PROJECTS
	GRANDVIEW LODGE	- CROSS REFERRALS
	KOOMPARTOO	- HEALTH SERVICES, ART THERAPY, QUIT SMOKING PROGRAM
	MAYS HILL	- HEALTH SERVICES
	VAL COTTAGE	- HEALTH SERVICES

* *MEN'S SERVICE* *WOMEN'S SERVICE* *YOUTH SERVICE*

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A TABLE REPRESENTATION OF THE VISUAL SERVICE MAP SHOWING PARTNERSHIPS AND HOW AGENCIES ARE LINKED

AGENCY	PARTNERSHIPS	HOW THE AGENCIES ARE LINKED
HILLSONG CITY CARE	CARDINAL FREEMAN CENTRE	- IN THE PROCESS OF DEVELOPING A COOKING PROGRAM EVERY THURSDAY
	MISSION AUSTRALIA HOSTEL IN GRANVILLE	- REPLACING KITCHEN (BEING FINALISED)
	PARKLEA DRUG UNIT	- DELIVER SUPPORT PROGRAM BEFORE THEY'RE RELEASED
	RECONNECT	- IN THE PROCESS OF GETTING RECONNECT CLIENTS INTO THE SHINE PROGRAM
HOLROYD YOUTH SERVICES, HCC	KOOMPARTOO	- RESIDENTS COME FOR A MEAL AND GROUP WORK ONCE A WEEK
	HSYHS	- CROSS REFERRALS FOR SUPPORT PROGRAMS AND WORKSHOPS
	MAYS HILL	- RESIDENTS COME FOR A MEAL AND GROUP WORK ONCE A WEEK
HOMELESS OUTREACH TEAM, SWAHS	HOPE	- PROVIDE MENTAL HEALTH SERVICES
	CARDINAL FREEMAN CENTRE	- PROVIDE MENTAL HEALTH SERVICES
	GATEWAY	- PROVIDE MENTAL HEALTH SERVICES
	THELMA BROWN COTTAGES	- PROVIDE MENTAL HEALTH SERVICES
	OUR LADY OF THE WAY	- PROVIDE MENTAL HEALTH SERVICES
	MEALS PLUS	- PROVIDE MENTAL HEALTH SERVICES
	LEIGH TRANSITIONAL REHAB	- PROVIDE MENTAL HEALTH SERVICES
JESUS CARES 4 U		
PARRAMATTA BAPTIST CHURCH	STEPPING STONE	- PROVIDE SUNDAY LUNCH MEALS
	STREET LEVEL CHRISTIAN COMMUNITY	- WORKING TOGETHER FOR THE PARRAMATTA STREET YOUTH PROJECT

* MEN'S SERVICE WOMEN'S SERVICE YOUTH SERVICE

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A TABLE REPRESENTATION OF THE VISUAL SERVICE MAP SHOWING PARTNERSHIPS AND HOW AGENCIES ARE LINKED

AGENCY	PARTNERSHIPS	HOW THE AGENCIES ARE LINKED
PENDLE HILL CRISIS CENTRE	BURNSIDE	- FAMILY SUPPORT PROGRAMS
SALVATION ARMY		
STEPPING STONE	CORRECTIVE SERVICES	- PLACEMENTS (COMMUNITY SERVICE)
	PARRAMATTA BAPTIST CHURCH	- SUNDAY LUNCH MEALS
STREET LEVEL CHRISTIAN COMMUNITY	PARRAMATTA BAPTIST CHURCH	- WORKING TOGETHER FOR THE PARRAMATTA STREET YOUTH PROJECT
TELOPEA FAMILY SERVICES		
WESTERN HOUSING FOR YOUTH	HSYHS	- CROSS REFERRALS FOR ACCOMMODATION, SUPPORT PROGRAMS AND HEALTH

* MEN'S SERVICE WOMEN'S SERVICE YOUTH SERVICE

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DEFINITIONS FOR SERVICE MAP LEGENDS

* This map illustrates connections without attempting to describe the level of that connection (some connections may be with little contact, others are much stronger)



Services member of the Interagency: the agency is a member of the Parramatta Region Homelessness Interagency



Connection with Housing NSW: the agency has a connection with Housing NSW



Connection with Community Housing: the agency has a connection with Community Housing



Centrelink: the agency has a connection with Centrelink



SAAP: the agency receives SAAP funding



Community Services: the agency has a connection with Community Service



Homeless Outreach Team: Members of the Homeless Outreach Team make visits to the agencies and provide mental health services to the homeless people



Corrective services: the agency has a connection with corrective services (such as prisons, probation and parole, juvenile justice)



TAFE: agency is linked to TAFE through the provision of courses and/or student placements at the agency



Connection to legal services: agency has a connection to the Homeless Person's Legal Service

