

Parramatta Homelessness Interagency Minutes, 15 October 2020

Online Zoom Meeting

10am – 12pm

Chairperson: Deb Ireson, Evolve Housing

Minutes: Tanya Owen/Tarina Rubis

| Agenda item | Discussion |
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| 1. Welcome & Acknowledgment of Country | Deb Ireson welcomed everyone and acknowledged the traditional owners of the land, the Darug people, and paid respect to Aboriginal Elders past and present. |
| 2. Welcome & Introduction | Record of attendance provided after minutes |
| 3. Previous Minutes | August minutes confirmed – Simone Halaby, Viliami Tuipulotu |
| 4. Business Arising | N/A |
| 5. Guest Speaker MAX Employment Auburn - Kimberley Morris, DES Central Western Sydney Business Manager | <ul style="list-style-type: none"> • Presentation made available to members following the meeting. • Provision of disability employment services, and also includes education of employers, and support on modification of workplaces. • Not just about finding employment, see that work really starts once a person starts a job, though there is work in helping people to prepare for work – development of core skills, coaching, mediation with employer. • Also assist with costs - travel, work clothes/equipment. • Do assist people to access NDIS if they are eligible, but not advertised - they seek to assist clients as needed. • Services are rated on a 1-5 star system for service provision – they are assessed quarterly, with the information available on the DSS, Centrelink and JobActive websites. • Most referrals come through Centrelink, but people also come through word of mouth and community engagement. |
| 6. Guest Speaker SSI Employment Services - Natalie Bartolo, Employment Pathways Manager | <ul style="list-style-type: none"> • Fairly new service, pilot started April 2019, funded through NSW DCJ, and SSI delivers throughout Western Sydney – out towards Homebush and up to the border with St Marys. • For people 17+ living in social housing or on a waitlist, or any kind of community housing, or receiving rent choice subsidy. Visa status is not a deciding factor. Eligibility based on DCJ requirements. Effort to support people into private rental and reduce social housing. • Completely voluntary, no consequences from Centrelink, so must want to get a job. • Numbers are quite small for case manager, so can provide good one-to-one support. |

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| | <ul style="list-style-type: none"> • Take a very client centred approach, all based on what they need and want – with ultimate goal of employment and keeping a job. • Look at education, required licences, interview skills, resume building, and provide mentoring and coaching. • Work experience opportunities provided at organisation developed supermarket, to get work experience at different entry levels. This also helps with gaining confidence. This is unpaid work experience, but they will pay for travel if required. • Also provide brokerage support in the form of travel vouchers, equipment/clothing, ICT. • Is a 3 year program. People do not need to be in any length of time, the service can continue to work with people even if found employment – keep ongoing contact, mentoring & coaching, and look at upskilling opportunities. • If not eligible, can refer to other programs, such as SSI’s refugee employment support program. • Success rate is hard to comment on at this time, as fairly new service – employment placement is successful, but unable to comment on long term outcomes. • Will consider joint servicing with job active providers after SSI has established a relationship with the client – previously had not, due to different service approach. |
| <p>7. Government/Service Updates</p> | <p>a) DCJ- Housing: DHEG, Simone Halaby</p> <ul style="list-style-type: none"> • New DHEG membership finalised following call to sector. It now has new portfolio leads. A few new people have joined, including Angela Daynes for single men and rough sleepers, for a 2 year appointment. • The portfolio leads are the go-to contacts for raising issues at the DHEG • They received feedback that the group was working okay, but communications to the sector needed to be improved, and they will be working on that over the next few months. • Will be organising some more forums over the next few months. • Tanya Owen to forward new member list to Interagency. • Interagency acknowledged the contributions made by Heather Burke of Housing, who has now retired – the Interagency commented that Heather went above and beyond to support people experiencing homelessness. <p>b) DCJ – Housing, Simone Halaby</p> <ul style="list-style-type: none"> • Planning for 2021 Street Count in February • DCJ lead the count in 2020 with involvement of Local Governments and service. Will be looking at what took place this year and planning over next few months. • Together Home Program: 56 places for rough sleepers, started in July with Evolve and Wentworth Community Housing – all 56 places filled, with 47 housed. Evolve had 46 of the 56 clients with rough sleeping history. Starting |

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| | <p>to see outcomes, with one in employment. Evolve is working with SSI to get people into jobs when ready. A 2 year program –aiming to get people into sustainable situation within that period, including transition into private rental market if possible, to open up places for others.</p> <ul style="list-style-type: none"> • Accomodation Options Panel (AOP) – set up due to high numbers of clients in TA, looking at how to transition to into other programs and sevices. Panel meetings have been successful in housing clients -12 so far. Referrals are sent to DCJ for panel discussion, including people with complex issues. Encouraging referrals to come via email to the Western Sydney Nepean Blue Mountains District mailbox: WSNBMHomelessness@dcj.nsw.gov.au. <p>c) Collaborative – hasn’t met for a couple of months, has been difficult with workloads under COVID19</p> <p>d) DHS Centrelink, Lauren Ryan</p> <ul style="list-style-type: none"> • Lauren has started recently. • Reported that income compliance refunds have been occurring in relation to the “Robodebt” issue. Customers may not be aware this is occurring – good practice for people to keep their details up to date, in case they are eligible for a refund. • COVID supplement is reduced, and current planning sees it stop at the end of the year. <p>e) City of Parramatta Council, Tanya Owen</p> <ul style="list-style-type: none"> • Community Sector Conversation and Networking event will be taking place online, 1 December. Details will be forwarded to members. • |
| <p>8. Strategic Issues:</p> <p>a) NSW Homelessness Strategy Review</p> <p>b) Asylum seekers/temporary visa holders</p> | <p>Tarina Rubis, CoP reminded the Interagency that there is a call for submission to the NSW Government’s Homelessness Strategy review by the Audit Office, and asked if there was interest in a collective submission. An email with information would be sent on this, and Tarina would need a response within the next week.</p> <p>Anjali Roberts, JRS, reported that the Federal Budget did not make provisions for temporary visa holders. This being somewhat of a surprise given the Refugee Council of Australia’s leadership and campaigning that included on this issue. Had held meetings with Liberal party backbenchers.</p> <ul style="list-style-type: none"> • The budget also presents a severe cut to the Humitarian Support Program over coming years. • JRS is now regrouping and working out the best way forward to campaign on these issues. • One important thing is to quantify the impacts of current cuts. |

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| | <ul style="list-style-type: none"> • There was a massive release of people from community detention prior to the budget, under COVID, and were being supported in accommodation with a small payment. They now have no accommodation nor payment. • They are working on how to communicate that without any government support, it is falling on community organisations to support, and people are being forced into destitution, not being allowed to settle in Australia despite being found to be refugees – seen as an attempt to force people to return home, which if an option is difficult given the inability of most to fly at this time. They are looking at churches as perhaps being the best way to campaign and address this in a more targeted way. • JRS has also received funds for emergency relief from Multicultural NSW, for people who have no way to legally support themselves. • Now that the Federal budget has been released, their efforts are focusing on the NSW Budget. |
| <p>9. Other Business</p> | <p>a) Parramatta Mission, Angela Daynes</p> <ul style="list-style-type: none"> • An external review has been done of general operations and sustainability going forward. • The decision has been made to move all SHS funded services to another brand within Uniting, with Wesley Mission the preferred provider at this time. • Services will remain located where they are – uniforms will change, but hopefully no other disruption to service users. • PM will continue to exist, but will go back to congregational mission roots, including delivery of Meals Plus service. They are scoping what that will look like in the future. • Angela, Michael M or Indri W can answer any questions. <p>b) Future Guest Speakers</p> <ul style="list-style-type: none"> • Topic suggestion: exiting COVID and re-engaging people in the community, Deb put forward and can to speak to her about her ideas. • Topic suggestion: Update on visa information re bridging visas etc and access to additional government support, if any changes since COVID. SSI may be able to provide a speaker. Perhaps someone from the Immigration Dept. |
| <p>10. Next Meeting</p> | <p>Meeting closed at 11:30am</p> <p style="text-align: center;">Next meeting: 10 December, 2020, 10:00am – 12:00pm</p> |

Attendance

| Name | Agency/Service | In attendance | Apologies |
|---------------------|----------------------------|----------------------|------------------|
| Natalie Bartolo | SSI Employment Services | Y | |
| Michele Boonphone | DAMEC | Y | |
| Phoebe Coyne | Common Equity | Y | |
| Angela Daynes | Parramatta Mission | Y | |
| Simone Halaby | DCJ Homelessness | Y | |
| Nadine el Hassan | Cumberland Council | Y | |
| Deborah Howe | MP Geoff Lee's Office | Y | |
| Deb Ireson | Evolve Housing | Y | |
| Jessop Lee-Stickney | The Big Issue | Y | |
| Michael Matthews | Parramatta Mission - Youth | Y | |
| Kimberly Morris | Max Employment | Y | |
| Tanya Owen | City of Parramatta | Y | |
| Graham Pringle | High Street Youth Health | Y | |
| Anjali Roberts | Jesuit Refugee Service | Y | |
| Kate Rose | MAX Employment | Y | |
| Tarina Rubis | City of Parramatta | Y | |
| Lauren Ryan | DHS Centrelink | Y | |
| Villiami Tuipuloto | Wesley Mission | Y | |
| Indri Windyasari | Parramatta Mission | Y | |