

Parramatta Homelessness Interagency Minutes, 18 February 2021
Online Zoom Meeting

10am – 12pm

Chairperson: Shahn Tupaea for Deb Ireson, Evolve Housing

Minutes: Tanya Owen

Agenda item	Discussion
1. Welcome & Acknowledgment of Country	Shahn 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 by Michael Matthews
4. Business Arising	Asylum Seekers and Service Provision data collection will be addressed under Strategic Issues
5. Guest Speakers Seon Kim & Rebekah Brack, Western Sydney University, Student Welfare Service	<ul style="list-style-type: none"> • Amanda Flowers an apology. • Presentation made available to members following the meeting. • Covered issues for students and support that is provided, included new supports offered under COVID-19. Have been able to assist with fees, food, accommodation, and mental health. • Accommodation and mental health identified as two large issues for international students remaining in the country – counselling service and psychological treatment clinic struggle to meet demand, have been largely able to deal with accommodation crises through WSU housing and with assistance of COVID related Study NSW accommodation assistance packages, but this is due to end. Anticipated that the accommodation issue will re-emerge with no further funding assistance from the government available. • State government provided accommodation support through Study NSW financial assistance packages for International Student, but is due to end soon, and packages have already been allocated. There is no indication of further funding being made available. • Many students did not know of support available from the University, so are encourage to approach the welfare service to find out more. • There are students who don't access the support available for cultural reasons, even when they know what is on offer. • Students remain very vulnerable regarding income as were reliant on insecure work in sectors heavily affected by COVID, those positions and hours are slow to return, and it was commented that where positions are being made available again, employment is often being given to Australian citizens first.

	<ul style="list-style-type: none"> • LHD Matt Ireland commented that they have seen numbers of International Students approach them for acute care – but resources are very limited, especially for non-residents. • During 2020, NSW government also released additional funding for emergency relief assistance support for non-residents, but this was dedicated to temporary and bridging visa holders, not for students. This is also ending.
<p>6. Guest Speaker Amar Singh – Turbins 4 Australia</p>	<ul style="list-style-type: none"> • Small non-profit service relying in donations and volunteers, operates across Sydney & South Coast • Seeking to assist International Students, homeless, refugees & XXX • No small grants for charities to work with vulnerable under COVID from NSW government (has been received at local government level) • Providing food, care packages. • Need culturally appropriate assistance including counselling. • Have found students reluctant to ask for help • Looking for a permanent place.
<p>7. Government/Service Updates</p>	<p>a) NSW Health – LHD, Mental Health Outreach Service, Parramatta Acute Care Team, Homeless Outreach Service Matthew Ireland</p> <ul style="list-style-type: none"> • Have been spending last months building up service and systems, with clinicians coming on board in October 2020. • Have capacity to work across the LHD and have a mobile outreach team. • Seeing an increasing number of referrals, including from Parramatta Mission • Seen as last chance service, particularly for people with no fixed address. • In order to help people stabilise mental health, often assist people with advocacy around housing, getting ID documentation – to get Centrelink assistance, getting access to a phone, connecting people to GPs and case management support. • Referral criteria is quite broad compared to other health teams, need to have a mental health diagnosis or mental health concerns, understanding diagnosis can be difficult for circumstances of some. See people experiencing primary or secondary homelessness. Do not take people on community treatment orders. • Tend to support people for 3-6 months • Mental Health Service line: 1800 011 511 <p>b) Cumberland Council, Nadine el-Hassan</p> <ul style="list-style-type: none"> • There are several charities in area that need donations, including for food – seeking to put a list together so can be shared with community. If you are seeking donations, can send details to Cumberland Council. Nadine.elhassan@cumberland.nsw.gov.au

	<ul style="list-style-type: none"> • Tanya Owen reminded Interagency that when becoming Members, information on acceptance of donations (money, goods, time) is collected and shared on the Members page of the Interagency website – so that if people are seeking information on who to donate to, this page can be a starting point for this decision. <p>c) DHS Centrelink, Lauren Ryan</p> <ul style="list-style-type: none"> • The COVID supplement is due to finish end of March • Expecting that a lot of people will have to access the Job Seeker payment, when the Job Keeper payments end. • The Centrelink debt pause is also due to end. • With these changes, Centrelink is expecting increased demand for services. • Their Community Engagement team can assist services to learn more about the Centrelink Payment system, encouraging services to reach out via the Community Engagement inbox – aiming for this to support Centrelink to better cope with expected increase in demand: cnsw.ceoassistance@servicesaustralia.nsw.gov.au. Email address to be forwarded to the Interagency following the meeting. • Also asking for services to share information via this email on any free/hardship services Centrelink clients can access. <p>d) City of Parramatta Council, Tanya Owen - No update</p>
<p>8. Strategic Issues: Asylum seekers/temporary visa holders</p>	<p>Interagency Survey Development: Temporary visa holders/non-residents, Tanya Owen</p> <p>Following issues raised by JRS at the last meeting (cuts to financial support, release of people into community detention, community organisations being services of last resort, and needing data on scale of unmet need), the Interagency agreed to work on a basic survey for services to gather basic data on support provided and not able to be provided.</p> <ul style="list-style-type: none"> • A short survey has been drafted by Council and Deb Ireson, and was shared for feedback at the meeting. • The survey is for accommodation and wider support providers, such as emergency relief services. The initial draft presented provided for two groups: asylum seekers and temporary visa holders, and focuses on the ability of services to provide support needed, and reasons for not being able to provide support. • Maeve Brown of JRS indicated that status may not be known, including by the individual, so a third option of non-residents/status unknown should be added. • The updated draft will be circulated amongst Members following the meeting for feedback, prior to disseminating for March.

	<ul style="list-style-type: none"> Members will be asked to let Council know who will be participating, so that we can follow up with them.
<p>9. Other Business</p>	<p>a) Street Soccer, Jessop Lee-Stickney</p> <ul style="list-style-type: none"> Essentially a holistic health / social inclusion program Meets Thursdays, 3:30-5:30pm at Ollie Web Reserve, includes soccer, little bit of food Will make referrals, to help people access the health services they need. Also looking to start in Mt Druitt <p>b) Western Sydney Homelessness Connect, Shahn Tupaea</p> <ul style="list-style-type: none"> This is going ahead in some form on 2nd August. Inviting services to join the working group for planning this – please contact Deb Ireson to follow up on this. Tanya Owen will circulate Deb Ireson’s email address to Members following the meeting. <p>c) Training, Evolve Housing, Shahn Tupea</p> <ul style="list-style-type: none"> Passing on from Deb Ireson - Free training targeting team leaders and managers with external presenter. Shahn and Tanya to follow up with Deb, to forward further details to the Interagency. <p>d) High Street Youth Health Service, Christian San Juan</p> <ul style="list-style-type: none"> Located in Parramatta and Mt Druitt Also offer shower, laundry and kitchen facilities to young people: M-F, 9-5pm (closed 1-2) - Except Wednesdays 2-5pm <p>e) Future Guest Speakers</p> <p>- Please send suggestions to Tanya Owen or Tarina Rubis to follow-up on</p> <p>f) Future Meetings</p> <p>- Will be aiming to do the April meeting in person, pending a suitable venue being found – will be Parramatta CBD based.</p>
<p>10. Next Meeting</p>	<p>Meeting closed at 11:50am</p> <p style="text-align: center;">Next meeting: Thursday, April 15, 10:00am – 12:00pm</p>

Attendance

Name	Agency/Service	In attendance	Apologies
Rebekah Brack	WSU – Student Welfare	Y	
Maeve Brown	JRS	Y	
Rachel Browning	The Salvation Army		Y
Rodrigo Gutierrez	City of Parramatta	Y	
Katie Hanna	Study NSW, NSW Treasury	Y	
Nadine el Hassan	Cumberland Council	Y	
Matt Ireland	WLHD Acute Care – Mental Health Outreach	Y	
Deb Ireson	Evolve Housing		Y
Seon Kim	WSU – Student Welfare	Y	
Jessop Lee-Stickney	The Big Issue	Y	
Jacqui Leonard	Wesley Mission	Y	
Michael Matthews	Parramatta Mission - Youth	Y	
James McArthur	???	Y	
Alan Morris	UTS	Y	
Amit Nitra	UTS	Y	
Tanya Owen	City of Parramatta	Y	
Carmen Platt	The Generous and Grateful	Y	
Tarina Rubis	City of Parramatta	Y	
Lauren Ryan	DHS Centrelink	Y	
Cris Rey	Australian Homestay Network	Y	
Christian San Juan	WSLHD - High Street Youth Health	Y	
Amar Singh	Turbins 4 Australia	Y	
Jo Spengeler	SESLHD		Y
Julie Tai	Community Corrections	Y	
Janine Tomkins	Mission Australia	Y	
Shahn Tupaea	Evolve Housing	Y	
Villiami Tuipuloto	Wesley Mission	Y	
Jarad Weston	City of Parramatta	Y	
Indri Windyadari	Parramatta Mission	Y	
Florida Yap	Bridges Housing	Y	
Stephanie	Western Sydney Tenants Service	Y	