



Creating Communities of Support

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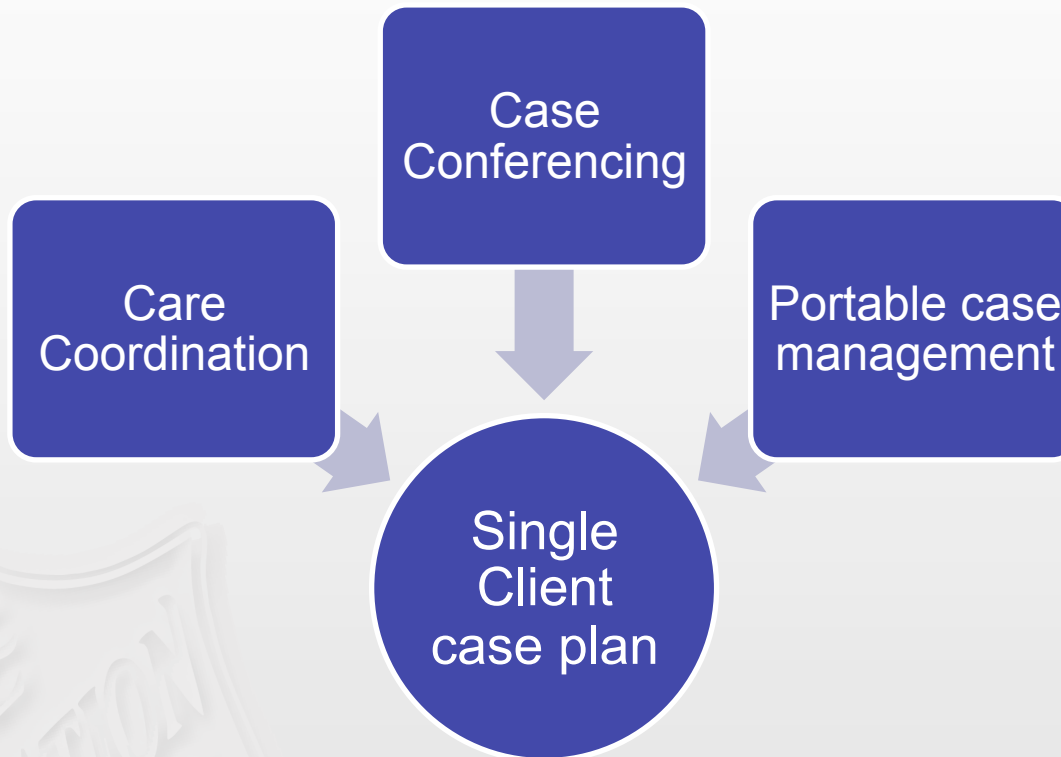
CRISIS SUPPORTED ACCOMMODATION SERVICES

- Last overhauled in the early 1990's
- Mismatch between client needs and commissioning frameworks
- Lack of flexibility in service provision
- Cannot meet demand and often do not help end homelessness but rather they can contribute to keeping people homeless
- Can play a vital role for people who have experienced extreme isolation, disengagement from community and trauma

Guiding Principles

- Homelessness is primarily a structural issue
- Every client is unique – we engage holistically and flexibly
- Many clients have experienced trauma – recovery is important
- Achieving meaningful outcomes is more important than maximising throughput
- Every client has strengths – we build on these
- We form a community of support characterised by genuine acceptance, compassion and care
- Achieving lasting change for clients requires us to work together

Portable coordinated and collaborative case management

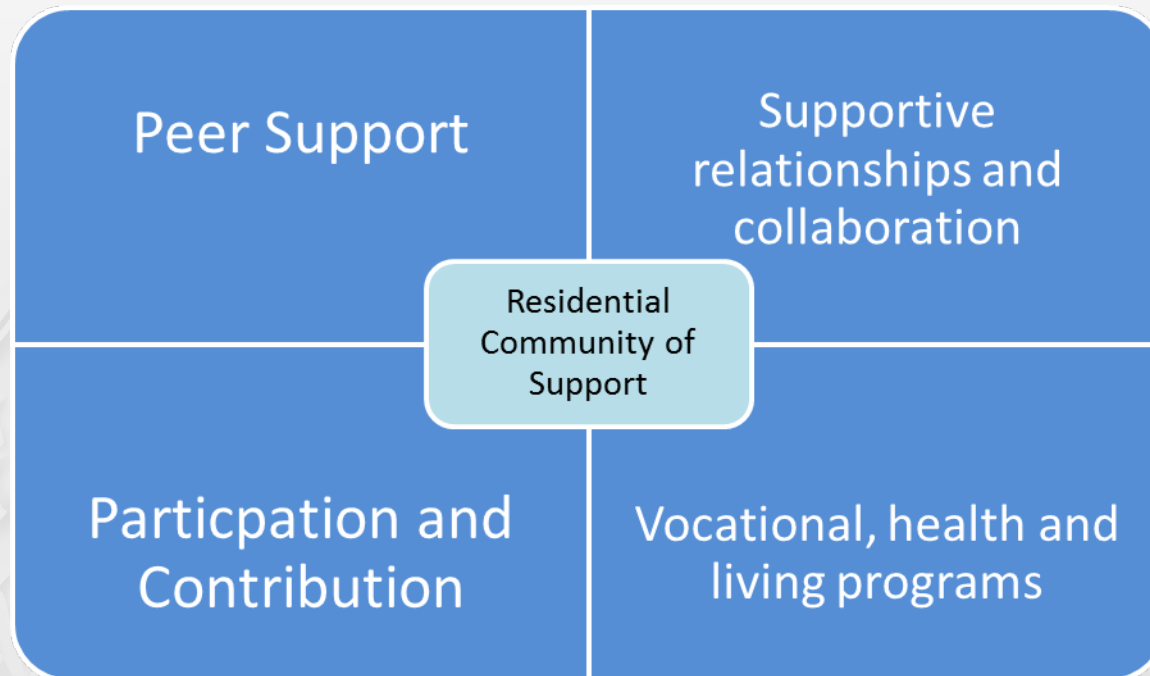


Common assessment approach - development of an assessment approach that builds on rather than duplicates previous information gathering.

Regular intake / allocation / review meeting process will operate across the program with barriers to information sharing reduced.

Residential Community of Support

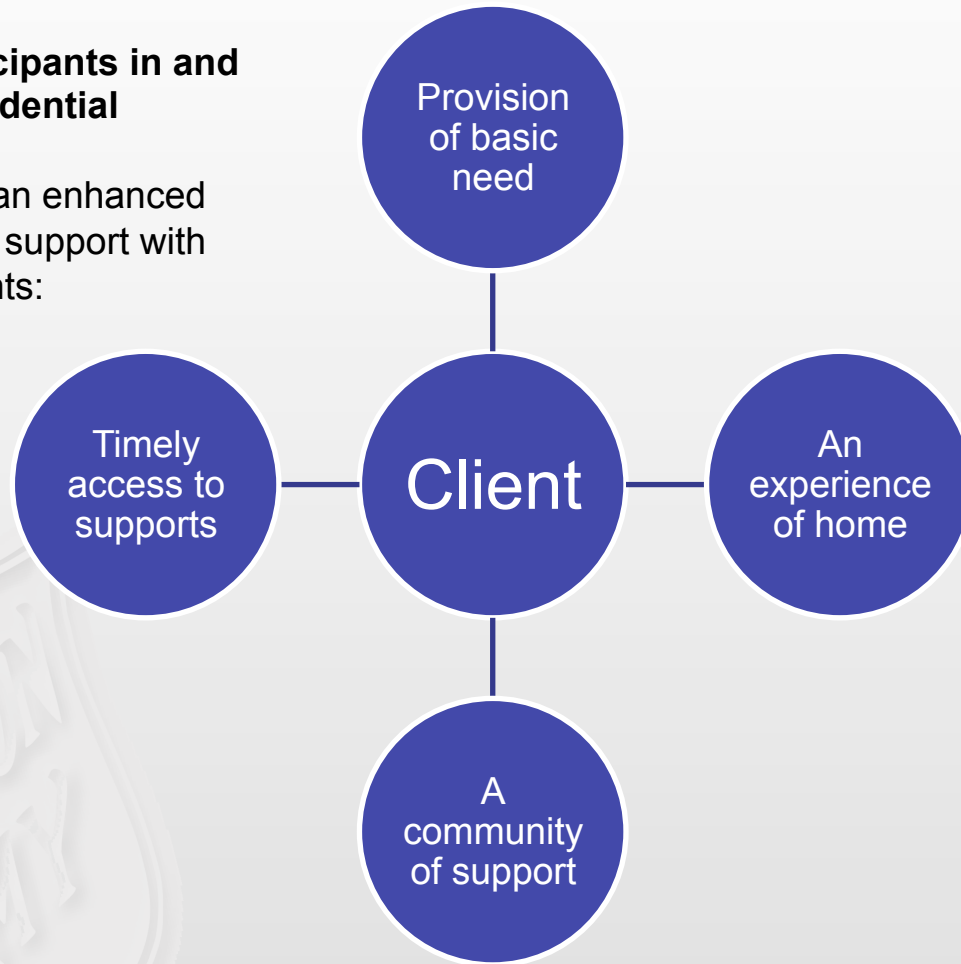
The Residential Community of Support enhances existing service delivery through 4 areas of community related development.



Residential Community of Support adult services

Clients are active participants in and contributors to the residential communities

The model will focus on an enhanced residential experience of support with the following four elements:



Peer Support



Components of model re-design

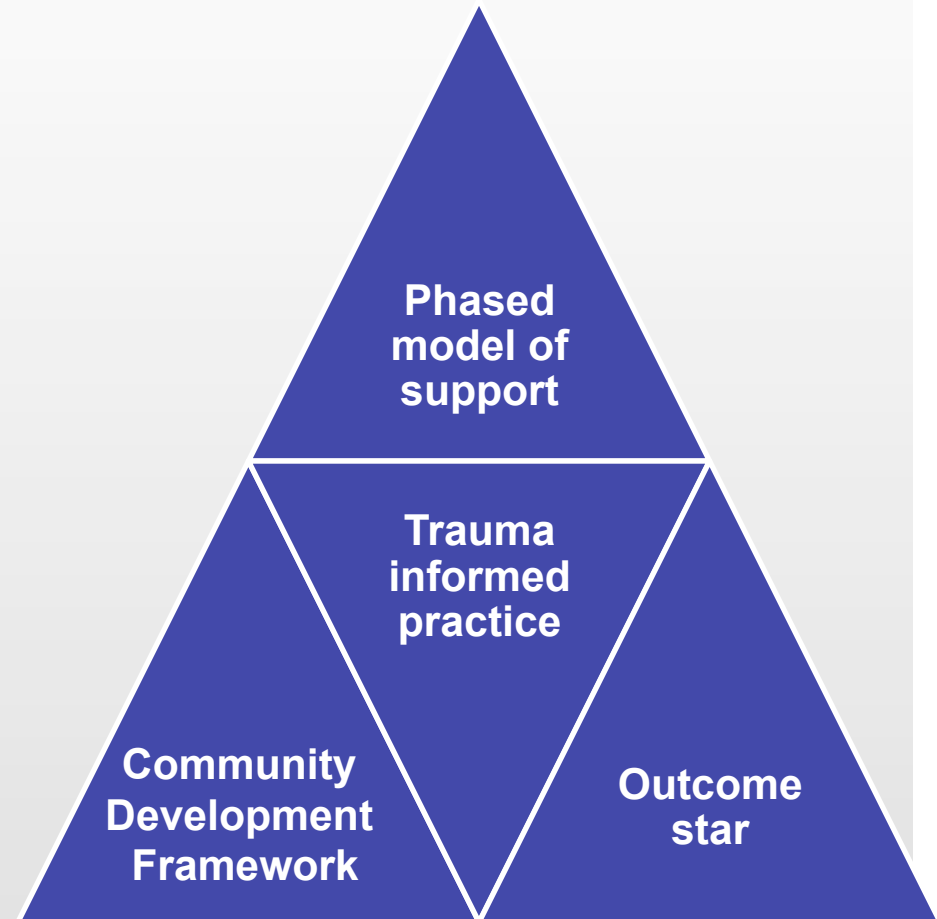
Service model

Comprises of 3 components of service delivery and 4 key practice areas within service delivery.



Specialist Support Services

Strengthened existing partnerships and enhanced collaboration with Health providers, AOD/Mental Health, Community services & Aboriginal and Torres Strait Islander Services



OUTCOMES

Housing	<ul style="list-style-type: none">• Shelter• Obtain and sustain long-term housing
Independence	<ul style="list-style-type: none">• Increased motivation, decision-making• Improved living skills and self-care• Safe and stable living in the community
Participation	<ul style="list-style-type: none">• Employment, education and training• Reduced criminal justice involvement• Improved relationships and social connection
Health	<ul style="list-style-type: none">• Improved emotional regulation, coping strategies• Improved mental and physical health• AOD use less harmful, more in control• Sense of value and meaning, hope and self-esteem