

## Appendix 1: Launch Housing services for people experiencing homelessness



Launch Housing provides housing and support services to people at risk of homelessness, those experiencing homelessness; and those in secure housing post-homelessness. These programs also directly and indirectly support those experiencing or recovering from mental ill-health.

### Key Launch Housing Programs

#### **Working collaboratively with mental health providers**

We work intensely with all aspects of the mental health service system including hospitals and community mental health providers. We have formal partnerships and MOUs with the four major clinical mental health providers: Alfred Health, St Vincent's Hospital, the Inner West Area Mental Health Services and Monash Health.

#### **The Housing Mental Health Pathways Program (HMHPP)**

The HMHPP supports acute mental health patients with a history of homelessness who have no suitable accommodation at the time of discharge from hospital. This program helps clients access appropriate accommodation and supports patients discharged from psychiatric wards at St Vincent's Hospital and the Alfred Hospital.

#### **Homeless Outreach Psychiatric Service (HOPS) partnership at Launch Housing Southbank**

The HOPS team visits Launch Housing's Southbank Crisis service to broker access to the Prevention and Recovery Care (PARC) program, which provides voluntary residential stays of up to 30 days. Facilitated access is necessary as people experiencing homelessness cannot usually access PARC without a stable and permanent address.

#### **Priority referrals from St. Vincent's Hospital to Launch Housing Southbank**

A partnership between Launch Housing and St Vincent's Hospital's Assessment and Early Referral Team (ALERT) enables patients to discharge directly into Launch Housing's Southbank Crisis Accommodation facility. This process covers people identified as having complex needs with repeated presentations to the hospital's emergency department. As part of the referral process, ALERT mental health workers continue to support discharged patients for 2 to 6 weeks after placement at Launch Housing Southbank Crisis Accommodation.

#### **Community-based mental healthcare**

We also work closely with a range of providers such as NEAMI who are providers of community-based mental health and homelessness services. Support is provided to improve client wellbeing and to live independently using a targeted wrap-around approach for rough sleepers.

## Programs to prevent eviction and sustain housing

### **We support the tenancies of people in public and community housing**

Our inner and outer north **Tenancy Plus** programs have a focus on the establishment of public housing tenancies, and interventions aimed at sustaining public and community housing tenancies.

### **Assistance to support the tenancies of families**

The **Support for Families At-risk of Homelessness (SFaR)** provide assistance to families to sustain and maintain their tenure in public and social housing, and in private rental accommodation. The service provides intensive long-term support for families to help them build the capacity to maintain their housing.

### **Financial and practical assistance to establish and maintain private rental tenancies**

**Private Rental Assistance Program (PRAP) NEMA** (North East Melbourne) provides financial and practical assistance to establish and maintain private rental tenancies for people who are at risk of or experiencing homelessness. The program works to prevent homelessness by supporting at-risk households to access and sustain affordable and appropriate housing in the private rental market; and divert people from higher-cost crisis services and more complex interventions.

## We actively engage with people rough sleeping

### **Daily Support Team (DST)**

The **DST** works with individuals who are sleeping rough in the City of Melbourne. It works with all people experiencing homelessness, including singles, couples and groups. Young people under 25 are referred to specialist youth services.

### **Melbourne Street to Home (MS2H)**

The **MS2H** was formed in response to the Federal Labor Government's 2008 White Paper on homelessness: *The Road Home*. **MS2H** services target highly vulnerable people sleeping rough and focus particularly on health outcomes. **MS2H** services provide intensive support before people access housing, and continue that support for up to 12 months after housing has been secured.

### **Rough Sleepers Initiative (RSI)**

The **RSI** was established in March 2015 with funding from the Victorian Government. It provides a rapid response to highly vulnerable people sleeping rough in order to deliver comprehensive support to end their homelessness. Given the prevalence of multiple and complex health issues among this cohort, the **RSI** has partnered with Bolton Clarke to ensure each person's immediate health and medical difficulties are addressed alongside their housing needs.

## Crisis accommodation for a range of households

### Singles and couples

Launch Housing Southbank is a **51-bed crisis accommodation** facility where singles and couples are able to reside for up to 8 weeks. It provides a safe and supportive environment with individual case management and group work programs.

### Families

Launch Housing's **South Melbourne Crisis Accommodation** was opened on 11 August 1994. South Melbourne has 7 units on-site and 2 self-contained units off-site. It provides medium term **crisis accommodation and support** to families. South Melbourne works with a large number of families from refugee backgrounds and a high number of families who have not experienced homelessness before.

### Women

**Launch Housing East St Kilda** was opened in recognition of the fact that women's experiences of homelessness are different to men's, and that the gender-based trauma experienced by some women necessitates the need for women's only accommodation and support.

### Refugees

Launch Housing's **Dandenong Crisis Accommodation** was opened on 6 October 1995. Given its geographical location, Dandenong works with a high number of people from refugee backgrounds. It also supports people who have experienced chronic homelessness, as well as those who are experiencing homelessness for the first time. Dandenong provides short-term accommodation and support to individuals, couples and families. It has 4 single and 9 family rooms and 2 units.

## We also provide supportive housing for high needs households

### Elizabeth Street Common Ground

**ESCG** opened in August 2010 to support people who are at risk of or experiencing homelessness, people with mental health issues and people exiting prisons. It provides permanent, affordable, high-quality housing and support to 65 people at any given time who have experienced chronic homelessness, many for more than 10 years.