



# -Minutes-

*Youth Accommodation Network*  
**Thursday 24<sup>th</sup> July 2014**

**In attendance:**

**Allambi**-Lisa Smith, **Samaritans Youth Direct**- Michelle Buck, Inanna Bailey, Lyn Markham, Eithne Healy **Juvenile Justice**- Harata Wilson, **Link2Home**- Daryn Fallshaw **YFoundations**- Michael Coffey, **DHS- Centrelink** Charmaine Furneaux, Melinda Kennedy, Jenna Edwards **Newcastle High School**- Amy King, **Big Issue/ Mission Australia**- Alana Mondy, **RYDON** -Bron Dyason, **DHS Community Services** Donna Riley, **DHS Social Work** June Smith; **DSA FaCS**-Travis Borg; **Samaritans Community Services Manager Hunter** Katelyn Beagan; **Recovery Point** Helen Feilder Gill; **Student** Email Ward, Anita Borham

## **Link2Home-1800 152 152**

Daryn Fallshaw- Operations Manager

Please see attached PDF for presentation. Key point were:

- Phone line: looking at the phone stats is quite consistent across Mon – Fri with the busiest days being Monday, Thursday and Friday.
- Link2home will be installing a call back service option so people don't have to use all their phone credit waiting to speak with someone. They are awaiting technology which will enable a caller to leave their details and they do not lose their place in the queue and they will receive a call back from Link2home staff. It is hoped this could be in by later in the year
- CAT-The link2home service is using an abbreviated assessment with some of the questions coming from the CAT which was trialled earlier in the year. The CAT is currently being reviewed by Going Home Staying Home.
- There will be flexibility in some circumstances around accommodation opportunities. Whilst L2H needs to follow policy and procedures there is flexibility depending on the situation.
- Link2home will be Employing relationship manager's The relationship managers will be liaising with SHS, Non SHS and temporary accommodation providers in an effort to gain a better understanding of the services or accommodation provided.
- The VMS is proving difficult and email contact has been incorrect at times, can service please contact and update contact details and email. There have been some challenges with the VMS which we have been working through. It would be good if services can update on a regular basis with vacancies and details of what the service

provides.

- Can sector please email any feedback or concerns to [Link2home@face.nsw.gov.au](mailto:Link2home@face.nsw.gov.au).
- Link2Home will be reviewing process along the way.
- Our aim is to get to below three minutes however our KPI is currently set at 3 minutes.
- You can call on behalf of the person you are supporting and the operator will ask for consent from the client you are talking on behalf of.

[Link2home@face.nsw.gov.au](mailto:Link2home@face.nsw.gov.au)

**Interagency comments and concerns;**

- That confidential emails with people details are in fact being sent to the wrong email contacts; the general option was that link2home should be calling services to discuss referral and confirm correct contact prior to mailing through referrals
- Burn out rate of call workers and their skills
- Concerns that workers are losing their jobs and the secure is losing their skills and local knowledge while employment for link2home call centre numbers rise in Liverpool
- Sector want Link2home to visit TA's and referring accommodation and see what they are referring people to as many are not appropriate and/or unsafe

## **YFOUNDATIONS**

**Michael Coffey- CEO**

Please see attached PDF for presentation.

### **GSH tenders announcement / Sector Support Fund / Analysis What has Yfoundations been doing re GSH ? Our 'wins'**

#### **Interagency comments and concerns;**

YAN are extremely concerned about the loss of staff numbers and the client to caseworker ratio in the new tenders. i.e less staff to work with same/increased number of people.

YAN would like YFoundations to advocate that for protection of local knowledge & staff burn out and production of outcomes for clients; more caseworkers need to be added into the 'preferred' SHS tenders.

An increase in ratios is not beneficial for increasing outcomes for homeless client's Successful/preferred services are not really winning

## **DHS- Centrelink Social worker Youth Outreach Pilot**

**Jenna and Charmaine**

This new pilot project allows social workers to see Young People 12-25 out of the office and at locations within the community, the hope is that the social workers will be able to reach and assist more young people that require social worker support.

This project could be very useful for young people in SHS during the transition period Some of what they provide can provide is;

- 6-8 weeks period for casework
- 1 off assessment such as UTLAH
- Liaise with the community support team for payment relation issues.

Please contact the team to discuss how they may be able to assist the young people you work with.

**NOTE:** These number's is not to be give out to the public: 49856478, 0428694108

## **Info Share & Sector Updates**

### **CYDP/RYDON**

Astrid Gearin

All info Below is in attachments:

- **Night Owls (original welcoming lighting solutions) Newcastle Youth Council**

Newcastle Youth Council, The City of Newcastle, Walk Smart Initiative & City Centre Revitalisation have collaborated together & developed Night OWLS, a creative design competition for young people and a direct outcome from the Newcastle at Night Young People and Night Time economy research and discussion paper.(attached as Separate PDF)

This exciting competition invites young people to create lighting installations in selected areas Newcastle that aims to foster creativity and showcase young peoples innovative ideas.

The designs will be exhibited at the Newcastle Museum from 23 September to 3 November & prizes up to the value of \$1500 will be awarded to the winners of Night OWLS

If you are a young person or if you know any young people who would be interested in this competition please see the flyer below & follow the link to The City Of Newcastle to receive more information about Night OWLS

- **Zukuma Style- Workshops song writing music and rhythm**
- **HHCD- 12<sup>th</sup> August 9am-2pm**, contact Lucy Andrews  
LucyA@compasshousing.org
- **HHCD youth engagement project-** Participants can win an ipad, see details, contact Astrid for more info
- **Wooly Riots-** Do you want to get a little creative to make the West End bright and colourful? Head over to The Social on Thursday 31st July and take part in Wooly Riots. Be creative with knitting and crochet, and if you don't know how to do either come and learn <http://ow.ly/i/6iVDv> starts Thursday 31<sup>st</sup> July at "The Social 756 Hunter Street, Newcastle

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For further information, please contact me

Ph 49221508

E [cydp@samaritans.org.au](mailto:cydp@samaritans.org.au)