



Jane (19yo) & Joe (22yo)

Background:

Jane & Joe are a young couple with an 18 month old daughter. They have been experiencing homelessness for about 6 months. They were subletting a private rental property with Joes brother however they could not afford to pay the rent went Joe lost his job. He has a CBO that he needs to complete which impacts on his ability maintain and gain employment. They moved in with Joe's father where they could only stay for 1.5months. Due to violence perpetrated by Joe's brother towards both Joe & Jane they had to move out. They were accommodated for a week in a motel and then referred to a rooming house.

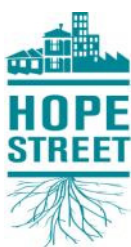
Other issues included: Storage debt, regular marijuana use, inability to get private rental (applied for 15 properties a week without success), budgeting issues.

BOOST intervention: Supported for 5 weeks

- Couple walked in to NEHS while BOOST co-located there. They got an immediate response from BOOST that day and an assessment and case plan were completed.
- BOOST completed & submitted a Housing application 'homeless with support' on behalf of the clients & investigated their eligibility.
- Completed & submitted Aboriginal Housing Application. This took some work as BOOST needed to Support Jane in getting all her 'proof of aboriginality' information together.
- Assisted with Storage debt by negotiating a payment plan with Storage Company and providing some food vouchers.
- Provided information about accessing private rental and financial assistance that they could be entitled too. This included transport to view private rental properties on a Saturday which is possible with the flexible hours of operation as a part of the BOOST model.
- Budgeting assistance.
- Safety planning/risk assessment for remaining at Joe's dad's house.
- Liaised with NEHS to advocate for any emergency vacancies and accessed NEHS HEF to fund emergency accommodation such as hotels & a rooming house.
- Identified the couple's strengths which included their protective parenting and their own supportive relationship.
- Provided employment details for Joe.

Outcome:

Referral was made to **Hope Street Youth & Family Services Young Family Unit**. The referral was a collaborative referral by BOOST and NEHS. With the advocacy of BOOST, NEHS identified that the couple were most suited & prioritised for the vacancy. The couple were accepted for the Young Family Unit vacancy at Hope Street Youth & Family Services which will be accompanied with ongoing support to assist the couple to access longer term options. They will be linked in with **NORTHERN HYDDI** to assist with some substance abuse support.



Jenny (21yo)

Background:

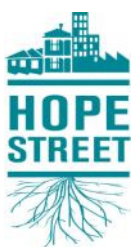
Jenny was referred to BOOST as she was sleeping rough about 7 months pregnant. Jenny was asked to leave her family home due to her mother finding out she was pregnant and did not approve due to the family's strong traditional values. Jenny moved from friend's house to friend's house & couch surfed. Jenny was referred to a rooming house by VincentCare however the conditions were very poor and Jenny opted to live in her car instead.

BOOST intervention: Supported for 2 ½ Months.

- BOOST contacted Jenny an hour after receiving the referral from VincentCare. An appointment was then arranged at the client's earliest convenience which was 2 days later at a coffee shop in Campbellfield.
- Jenny was not linked in with the health system and felt that her doctor whom she did not have a good relationship with was not providing her with the correct information. Using a multi-disciplinary approach BOOST had a secondary consult with **the RDNS Homeless Persons Program Nurse**, Cath who provides services during the week from the Hope Street refuge. Cath provided specialist information about birthing options & hospitals that Jenny could attend and an immediate response was provided. 3 days after the assessment Jenny was booked into the Epping Hospital to have her baby and prenatal health support.
- Strategies discussed to see if Jenny could return home for a short period of time until she was able to access longer term accommodation. This included her sister speaking to her mother & facilitating/mediating this process. This resulted in Jenny returning home on a temporary basis. However this was not a long term option as the house was over severely crowded.
- Together explored strategies around strengthening family relationship so that Jenny has support when the baby is born. An example is that Jenny chose to not leave the house for the first month of her baby's life as this is customary to her culture and this helped strengthen the relationship with her mother.
- Accessed the Private Rental Brokerage Fund and was approved \$2000 to assist with rent & furniture.
- Attended open for inspection's together and visited real estate agents. With the flexibility of the BOOST program Jenny was offered support to look at Open for Inspections on a Saturday
- Referrals for baby furniture and clothes.

Outcome:

Jenny accessed a private rental property that was safe and affordable through a private landlord. Jenny was able to move into this property only days before the arrival of a healthy baby boy. \$1000 of the PRB fund was used to pay for a month's rent in advance and the other \$1000 paid for some white goods. Upon closing Jenny had a positive and supportive relationship again with her mother and other family members. She was linked in with Maternal and Child Health services and was happy and well.



James (20 yo) & Jim (17yo)

Background:

James & Jim were friends that were living with family friends and were unsure of the tenure of where they were staying.

James left his family home due to a relationship break down with his father. He then moved in with his girlfriend and that relationship broke down leaving him homeless again. He couch surfed for some time and was then living with a friend's family. He also had depression & anxiety. He was looking for work but found this difficult due to a having a broken hand and only able to do labouring work.

Jim had to leave his family home due to ongoing conflict with his mother, which resulted in police involvement and Jim not being able to reside with his mother. He moved out and was staying temporarily with a friend's family. He was working full time however due to only being 17yo he was unable to access private rental.

Both of these males wanted to access a private rental property together with another friend.

BOOST Involvement: 3 weeks

- Received a referral on the Friday & immediately contacted the clients. Arranged an appointment for the Monday once it was established that can be housed for the weekend. Assessment and Case Plan completed at the Monday appt.
- Looked at private rental properties via the web and discussed how to present at an inspection etc.
- Contacted real estate agents and asked about hard to let properties and that 3 young males in which 1 was working full time would be eligible for.
- Provided information about financial entitlements such as Bond Loan, Private Rental Brokerage, Rent in Advance, etc.
- Referred James to **NORTHERN HYDDI** for some support with his depression and anxiety. This referral happened immediately after the assessment and a meeting with NORTHERN HYDDI, BOOST, & James happened 3 days later. NORTHERN HYDDI and BOOST co case managed James MH issues.
- Referred Jim to the Hope Street **Youth Reconciliation Program** for some support around the relationship with his mother and the grief he was experiencing due to the death of his father. This referral was made immediately after the referral and Jim was contacted by YRP a few days later.
- Linked James into a Youth Employment program through VincentCare.

Outcome:

After viewing some private rental properties and the cost & responsibilities for James being the main lease holder (due to Jim's age). They felt that they were not ready to enter into private rental. Both respectively spoke with their friends families whom they were residing with and negotiated a more permanent living arrangement.

James enrolled in a business course and accessed a local Youth friendly GP (referred to by NORTHERN HYDDI) for assistance with ongoing support and medication for his depression.

Jim will continue working casually full time and apply for full time permanent position at the company. He will look again for private rentals when he turns 18years old. Until that time he can continue staying with his friend's family.



Jack (21 yo)

Background:

Jack moved from his family home in Sydney to his sister's house in Melbourne. He moved due to the violence he experienced from his father in which he calls 'a cultural thing'. Jack became fearful of his father and could not stand to see the abuse towards his mother any longer. He moved in with his older sister who resides in a small 1 bedroom unit with limited space. Jack is a very large man and was sleeping on the couch which was quite uncomfortable. Jack has no mental health issues or D&A issues. He left school at an early age but has re-enrolled at CAE to finalise his VCE (which he needs extra tutoring for). He has limited support in Melbourne and no experience of the Homelessness Service System. He was receiving limited Centrelink income due to being on the wrong payment which meant looking for private rental/shared accommodation was very difficult.

BOOST involvement: 5 weeks

- Referral from Homeground Services. Responded immediately and organised an appointment for the following day at 11am. Ensured he had somewhere to stay that night.
- Discussed housing options & identified that he needs a refuge or THM as his income is limited while he is studying and has limited living skills, which could be developed with the support of a Youth refuge placement.
- Discussed shared house options and looking at sites such as gumtree and suburbs that could be cheaper (not Collingwood where his sister is living).
- Assistance with enrolling at CAE to do his VCE
- Assistance/research in finding funding for school books & fees.
- Advocacy with Centrelink to put him on the right payment & assisting to complete the 'Unable to Live at Home Allowance'.
- Discussions with his stressed sister about housing options and 'reality' getting a 1 bedroom property by himself in inner city Melbourne.
- Connected with received services from the RDNS Homeless Persons Program nurse regarding general health and an injury

Outcomes:

Jack was referred via the opening doors frame work from Homeground for the Youth Refuge vacancy at **Hope Street Youth & Family Services**. This was accommodation with ongoing support. Due to being referred to a refuge he was entitled to the **Youth Refuge Enhancement** brokerage funding which assisted him to pay his school fees and school books to the value of about \$750. Jack's Case Manager explored ongoing tutoring to assist Jack with his studies. Following a successful stay at the Hope Street Refuge Jack secured longer term specialist supported accommodation with the Mind Australia Sandridge Program. Jack is continuing with his school and his much loved rugby. He is enjoying his stay and the support at the refuge and has engaged very well.



John 22yo

Background:

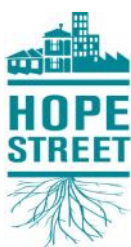
John presented at North East Housing Service with his parents as they were unable to live with him. John has been violent towards his parents and a regular ice and other drugs user. This contributes to his mood swings and this has in return rendered him homeless. He was referred to a rooming house however his mother did not want to see him in that sort of environment and therefore said he could return home. However this arrangement again broke down very quickly. His mother would regularly call NEHS to ask them what they are going to do.

BOOST involvement: 2 ½ months

- Referral by NEHS in which they had pre-booked an appointment with BOOST when BOOST is co-located at NEHS. Assessment completed at appointment, as was the case plan.
- Referral was made immediately to the **Youth Reconciliation Program (YRP)** at Hope Street. YRP contacted John's family within a few days to make a time to meet. BOOST and YRP worked closely together and co case managed. The YRP did some family mediation with the family while BOOST spoke about housing options for someone in John's situation. The family did not want to see John in a rooming house.
- Referrals were made to Drug & alcohol support & accommodation services
- Referral was made to YouthLaw once it was established there were legal matters pending for John.
- Client was offered **Northern HYDDI** services but declined. BOOST accessed Northern HYDDI's specialist knowledge in the way of a secondary consultation ongoing. This was around brain storming referral options and harm minimisation strategies.
- Placed on a waitlist for some D&A accommodation program.

Outcome:

Jack remained in the family home with some strong boundaries put in place by his parents. However he may be incarcerated due to some criminal activity.



Jake 24yo

Background:

Jake was accommodated at HSYFS refuge for a very short period of time but was asked to leave due to an altercation with another resident. Jake had no supports and was accommodated in the Coburg Motor Inn. Jake was a ward of the state for most of his life due to violence from his parents. He spent some time of his late teens & early 20's in Queensland stating that he couch surfed a lot and was in shared accommodation.

BOOST involvement: 2 months

- Immediate response as soon as the Young Person was asked to leave HSYFS refuge. BOOST placed in a hotel for a few nights, ensured he had enough food, and clothes.
- Advocated at the Access Points for HEF to accommodate Jake for a few nights at the motel while some other housing options are sought. BOOST rang around to see what hotel vacancies were available within a reasonable price range.
- Provided food/meals and referrals to soup vans
- Co case managed with **Youth Reconciliation Program (YRP)** and worked very closely (doing many joint visits together).
- Within a couple of weeks both BOOST and YRP felt that there could be either mental health issues or an acquired brain injury due to Jake's regular memory loss, slow response/processing time when having a conversation, unable to follow through with tasks, going missing, hygiene issues, etc. However, Jake was also very intelligent and loved reading books in which he absorbed that knowledge & was able to reproduce it. As soon as BOOST & YRP discussed their concerns they immediately arranged a secondary consultation with **Northern HYDDI & RDNS Nurse Cath** to get more information.
- Accessed a rooming house and sourced 2 weeks rent.
- Advocated that he remains on priority housing lists at the Access Points.
- Provided a mobile phone.
- Had to contact the police and report as a missing person when his belongings were left for a few days at the motel and no contact from Jake.
- Jake would usually go missing for a few days and felt that he had a good rapport with the BOOST & YRP programs and would always contact either of these workers when he started to feel better.
- Liaised regularly with John Cade centre at the Royal Melbourne Hospital as he was admitted after an episode.

Outcome:

Jake was admitted to John Cade hospital after he was found attempting to suicide by police. The Hospital staff were able to see that Jake had a diagnosis of schizophrenia and this behaviour of being very itinerant was common for him while he was living in Queensland. Jake had been admitted to hospital regularly while in Queensland and his most recent admission was only weeks before his return to Victoria. With the assistance of the police, the Hospital staff contacted Jake's grandmother in Melbourne. Jake is now residing with his grandmother. BOOST & YRP were unable to contact Jake as he lost his phone and only had a forwarding address of Footscray.



Jill 22 yo

Background:

Jill presented at Homeground stating that she was homeless. She had moved to Victoria a few weeks prior from Sydney. Jill then lived with a friend in Geelong in her crisis property. Jill was asked to leave as it was a crisis accommodation property and she could not continue to live there. Jill also had a falling out with her friend. Jill then made her way to Melbourne. Jill had no supports in Melbourne and had an intellectual disability and was 6 weeks pregnant. Homeground accommodated her in a motel for Thursday through to Monday and made a referral to BOOST.

BOOST involvement: 5 days

A referral was made on Thursday afternoon to BOOST. BOOST rang Jill immediately and arranged to meet with her at her earliest convenience which was Friday the following day. BOOST met Jill at the hotel in Collingwood.

- Did assessment at first meeting with Jill and discussed what supports she had in her life. It was established that Jill knew no one in Melbourne or Victoria. She was fearful of returning to Sydney as she felt that 'Child Protection would take her unborn child like they did her other child'. She also stated that her husband was coming to live with her in Melbourne but unsure when.
- Discussed housing options and that if her husband who is much older (not eligible for Youth Services) was to live with her she would need to look at different housing options. A phone call to her husband was made and he was quite clear to the worker that he has separated from Jill and not coming to Melbourne. He stated that she needs to get a place herself. From here discussed just her housing options. Spoke about the housing difficulties etc.
- Approached the idea of going back to Sydney where her supports were. Jill unsure about this and needed some time to think about it. Discussed the pro's and con's of both, including child protection and being closer to her child in Sydney where she has occasional access. Also spoke about assistance that can be offered to her to return home to Sydney if she chose that.
- Transported to the supermarket to get some food for the weekend. Provided information about cheap eats in the area.
- Appointment arranged with Homeground on Monday morning to organise emergency accommodation if required.
- Phone call to Jill on Monday and she had decided that it was best to return to Sydney.
- Linked in with Travellers aid. Both Homeground & Travellers aid funded her train ticket to get back to Sydney.
- BOOST had contact with her carer in Sydney and advised them of the train times etc.

Outcome:

Diverted from the Homelessness Service System and returned to supportive family in Sydney.



Jackie 19 yo

Background:

Jackie presented at VincentCare stating that she was living with her parents in a very overcrowded house and she needs to find something else. Jackie has a 6 month son and they are currently living in the lounge room of her parent's house. Her father is also very sick and the overcrowded house with a 6 month child is impacting on his deteriorating health. Therefore Jackie needs to find other accommodation.

BOOST involvement: 2 months

A referral was received from Vincentcare and a phone call was made immediately to Jackie. An appointment was arranged for the next day at McDonalds (her choice).

- Did BOOST comprehensive assessment & case plan. Jackie's strengths were identified and it was noted that her family were emotional supportive of her however they just did not have the room to accommodate her and her son.
- The case plan included looking for private rental, health concerns, and education.
- Jackie stated that she was smart at school and did well at the beginning but due to a family death she left school and did not finish her VCE. She stated that this is something that she would like to do once her son was a bit older.
- Discussed private rental options. Discussed 'her reality' in regards to what she can afford now and that this property will be a stepping stone for the future. Eg: it might be a small unit now that is affordable on her low income but when her child is older and she finishes her education and gains employment then she could move into a house with a backyard that she hopes to have one day.
- Attended open for inspections, set up an email account, emailed properties in Jackie's price range to her, attended real estate agent when signing the lease, etc.
- Applied for the private rental brokerage and was successful in getting \$2000 – (\$1000 for rent and \$1000 for household items). Jackie was also approved for the bond loan scheme through Office of Housing.
- Referral was made to RDNS – Nurse Cath. Cath assisted linking Jackie into a new General Practitioner for herself and son, transported her to many dental appointments, and assisted with optical appointment to name a few.
- Continued supporting the relationship between Jackie and her family.

Outcome:

Jackie and her son found a 2 bedroom house in Broadmeadows that was only a street away from her family. The private rental was \$210 per week. The house was furnished using the \$1000 of the PRB fund and the use of donations from Op Shops. Jackie has enrolled in a TAFE course.

Jackie continues to work with Nurse Cath.

This is a fantastic outcome as Jackie was diverted from homelessness system and connected to health, education, & was accommodated.