



FIRST RESPONSE YOUTH SUPPORT SERVICE

Crisis Accommodation Centre in Melton

Hope Street Youth & Family Services
Bruce Tucker – Service Development Manager
10th of October 2016



Our Vision: The Hope Street First Response Youth Support Service in Melton initiative

To establish a purpose built specialist supported crisis response and accommodation service for young people in the City of Melton.

Hope Street Youth and Family Services (Hope Street) is partnering with the City of Melton and engaging other stakeholders to develop an innovative First Response Youth Service to address the support and accommodation needs of young people and young families in crisis as a result of homelessness or risk of becoming homeless. This includes the establishment of a purpose built crisis accommodation service for young people in the City Of Melton.

Supported Crisis Accommodation Unit

- 8 single bedrooms with ensuite
- One staff bedroom with ensuite
- Separate two bedroom family unit with kitchen, lounge, laundry and bathroom, courtyard
- Large kitchen and meals area
- Separate Lounge room
- Separate Games room
- Art/craft room
- Courtyard spaces
- Storage and service areas
- Separate office space with consulting room, meeting room, three offices, reception area, waiting area, community bathroom with baby change area, photocopier/storage room, separate staff toilet, staffroom



"I am so happy to have been here at Hope Street as I now know that I am not the only one going through this experience. I have also felt so supported and so much more confident because of what this program has given me."

Hope Street Youth and Family Services - Information

Hope Street Youth and Family Services Limited¹ (Hope Street) is a leading organisation in the Victorian homelessness services sector. Overseen by a community-based Board of Directors, its key organisational objectives are to:

- provide specialist support, crisis accommodation and housing services to vulnerable young people and their children who experience homelessness or are at risk of homelessness
- develop partnerships with stakeholders in the wider community that redress youth homelessness
- expand funding/income streams to grow Hope Street's capacity and responsiveness to the growing needs of vulnerable and disadvantaged young people and families in our communities
- develop innovative programs that achieve meaningful outcomes in service delivery, sector development and social change that will benefit young people and their children experiencing homelessness or who are at risk of homelessness.

Responding to young people in the City of Melton ... an identified, unmet need

The City of Melton is continuing to experience extensive population growth and is likely to do so for the next two decades.² This growth is accompanied by an increase in young people finding themselves homeless due to family breakdown, lack of affordable housing, and family violence.

² City of Melton Website www.melton.vic.gov.au and Melton Youth Strategy 2010-14

Data provided by the City of Melton³ identifies at least 63 young people in 3 month period as being homeless in Melton and Brimbank combined. Two thirds of these were young women. This extrapolates to 252 young people per annum. Yet there is no crisis service to assist homeless young people in the municipality and the nearest Homelessness Service System Opening Doors Access Point is 26.5 km away in Sunshine. Public transport in Melton is irregular and sparse thus making access to services incredibly difficult for young people. The lack of amenities (transport, housing and youth specific services) coupled with rapid growth has resulted in a vacuum of unmet need for young people in Melton.

Currently, young people experiencing homelessness or at risk of homelessness, including young parents with accompanying children, must move out of the area if they require supported crisis accommodation. This often means they are forced to leave school or training as well as social and sports clubs and family connections. Their support networks are undermined leading to a feeling of disconnection with their community and lack of resilience.⁴

This initiative provides a much needed enhanced crisis response service in the City of Melton, funded jointly by business, local government, philanthropic trusts and Government. Named the Hope Street First Response Youth Service, it is based on a proven successful model operating from Hope Street's Brunswick site and formally evaluated by the Australian Housing and Urban Research Institute (AHURI)⁵.

The Hope Street service delivery model

Young people experiencing homelessness not only need a roof over their head, but also practical support to help them overcome the issues that can cause and result from homelessness. For the emergency response and accommodation service to be effective, it must be readily accessible to young people, holistic and strength-based with a strong focus on maintaining connectedness with community, family, education, employment and training and other support networks. This view is not only supported by Hope Street's firsthand experience in supporting young people, but also by contemporary research⁶ and Government policy.⁷

Overview of First Response initiative

Management and Governance	The First Response Service in Melton will be managed and governed by Hope Street Youth and Family Services as an integral part of its operations.
Target Group	Young people (16-25) and young families with connections to the City of Melton who are homeless or at risk of homelessness
Key Goals	- to provide an emergency response 24/7 that addresses young people's immediate safety, health and accommodation needs - to set up young people quickly in stable appropriate housing (rapid rehousing) - to maintain, repair and develop young people's support networks to ensure they are engaged in education, training, employment and community activities - to divert young people from homelessness services and youth justice systems
Benefits	Benefits are multifaceted and include outcomes for: - young people/families - Melton Municipality including businesses and community - wider Victorian economy - allied service systems including mental health, justice, education
Evaluation	- against key selection criteria - independent evaluation and longitudinal study

³ City of Melton Youth Services

⁴ Hope Street Youth and Family Services, 2015, *Responding to Youth Homelessness in Outer Growth Corridors: A research project in response to youth homelessness in the City of Melton*

⁵ Dr Kate Jones and Dr Lauren Costello, 2013, *Australian Housing and Urban Research Institute (AHURI) Research Synthesis Service 2013 – Boost Program Evaluation*

⁶ *Evidence to define youth focused homelessness practice* authored by Hellene Gronda and Georgie Foster for the AHURI Research Synthesis Service September 2009

⁷ *Victorian Homelessness Action Plan 2011-15, Published by the Victorian Government Department of Human Services*



Timelines	Stage 1 :Planning and Design – Completed by December 2016 Stage 2: Tender Process – to be released January 2017 Stage 3: Build Commence March / April 2017 Stage 4: Building accommodation and service facility – completed early 2018 Stage 5: enhanced youth crisis accommodation service established early 2018
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Stakeholder engagement /support for the project

This project stands out for the depth and breadth of stakeholder engagement and support. Hope Street has undertaken extensive consultation with a wide range of stakeholders in the City of Melton and done much work to garner the co-operation and commitment from the Melton Council, local businesses, service clubs, local politicians and community organisations to invest time and resources in this project.

There have also been well attended stakeholder forums and workshops, an Advisory Group and Building Sub Committee have been established, and connections with corporate entities and philanthropic trusts made.

Government Contribution:

State Government has currently committed \$1.2 million towards the capital build of this project and some funding towards design and project management. This project is currently undergoing quantity surveying, which will determine the balance that must be raised. Hope Street is planning to seek some further funding from the Victorian Property Fund towards this balance. Early estimates would put the total capital build cost at around \$2.4 million and leave some balance that will need to be raised through corporate and other community support.

City of Melton have committed a significant block of land in Melton to be leased to Hope Street to build the facility and are providing planning and other support towards the project.

Organisational Details:

Organisation	Hope Street Youth and Family Services Limited
Address	PO Box 129 Brunswick West Vic 3055
Telephone	03 83 11 96 11
Fax	03 93 87 0241
Web address	www.hopest.org
To make donation of hope	Please follow the link on our web site: www.hopest.org
ABN	82 083 119 731
ACN	167 510 015
Is organisation registered for GST?	Yes
DGR Endorsed	Yes # 292346
ATO Charity Type	Public Benevolent Institution
Head of organisation	CEO - Donna Bennett
Email / mobile	Donna.Bennett@hopest.org / mob 0412 674 694
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“Hope Street have been so good to and for me as I now know that I can make my way in the world because they believed in me. Hope Street is like a big warm hug!”