



**Eastern Homelessness Service System Alliance (EHSSA)
Three Year Strategic Plan 2019-2022**

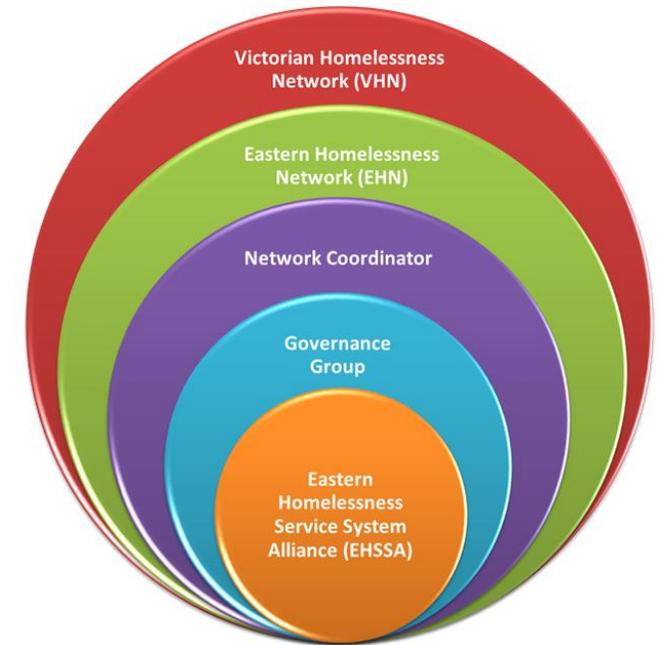
Executive Summary

1. About Eastern Homelessness Network (EHN)

The Eastern Homelessness Network (EHN) is one of the nine State-wide Homelessness Networks that were established in 1996. They operate across Victoria in every Department of Health Human Services (DHHS) region and are funded by DHHS to bring services together to share information, and identify common needs and gaps in homelessness service provision.

The nine regional networks are also members of the **Victorian Homelessness Network (VHN)** that provides a mechanism for strategically progressing issues of common concern across all Regional Homelessness Networks, with a focus on operational issues relating to management of a statewide homelessness service system.

The EHN is directed by a **Governance Group**, the members of which are drawn from a representative range of funded Specialist Homelessness Services (SHS) and are members of the **Eastern Homelessness Service System Alliance (EHSSA)**. The Network has a funded Statewide Homelessness **Network Coordinator (SHNC)** to implement plans and projects of the EHN.



2. About the Eastern Homelessness Service System Alliance (EHSSA)

The Eastern Homelessness Service System Alliance (EHSSA) is a partnership comprising of members committed to achieving better outcomes for people experiencing homelessness and/or family violence. The EHSSA brings together the combined knowledge and resources of its members in the spirit of cooperation and shared commitment.

Its purpose is to:

- provide strategic leadership for homelessness, housing and family violence in the inner and outer Eastern Melbourne areas.
- bring together relevant agencies to achieve an agreed vision and mission
- Build on consistency and quality for service delivery practice amongst member agencies
- Make evidence based recommendations to the Department of Health & Human Services regional office and Housing and Community Building Division about responses to service gaps.
- Monitor service provision (via data collection and/or client satisfaction reviews) through the establishment and feedback of EHSSA working groups for the purposes of identifying gaps and opportunities for enhancement in service provision.

The EHSSA acknowledges the:

- important working partnership between the member agencies in responding to homelessness and family violence;
- importance of the strength of this relationship in ensuring effective responses and best service outcomes for the eastern metropolitan community; and
- respective strengths of all member agencies.

3. What's in the Plan?

- **Vision**
- **Purpose**
- **Values / Success Indicators** - these inform how we operate and drive everything we do.
- **Objectives** - four objectives that underpin the plan. They are the key areas of action for the EHSSA over the next three years.

4. Implementation Plan

The implementation plan details how the EHSSA will achieve its strategic priorities per year. This is documented separately and is a companion to the strategic plan.

5. Review

As the implementation plan is a living document, it will be reviewed and updated bi-annually to check progress and modify as necessary to maintain the plan's relevance and integrity. *Strategic Plan Progression* will also be a recurring agenda item at the monthly EHSSA meetings.

For further information about the EHSSA or this strategic plan, please visit: www.ehn.org.au/EHSSA

Or contact Eastern Homelessness Network Coordinator:

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Objectives



Vision - All people have the right to live in a safe and affordable home and to have community connectedness.

Purpose - To provide strategic leadership for homelessness, housing and family violence in the inner and outer Eastern Melbourne areas.

Values (Success Indicators)

- **Client Focus** – providing a response that meets the needs of the client
- **Collaborative relationships** – working together in a respective manner to provide enhanced responses to clients
- **Quality** – continual improvement towards providing high standard responses to clients
- **Innovation** – commitment to working towards ‘a better way’ of doing things and encouraging new ideas from staff at every level

Objectives

Building on the EHSSA's previous achievements and Memorandum of Understanding, the Strategic Plan objectives underpin our actions.

These are:

1. *Build a strong Sector voice*

The EHSSA needs to be equipped to advocate on behalf of the region with a well informed voice. One that is backed by a strong evidence base and supported by a clear communication strategy.

2. *Investigate, analyse and respond* - The EHSSA will continually analyse the current picture of people impacted by homelessness and investigate better ways to respond to emerging trends in our region. They will develop projects in response to identified gaps and ensure there is accurate and quality data available to do so.

3. *Effectively engage in the reform process*

To actively lead strategic regional responses. The EHSSA recognises the importance of accessing up to date information regarding reform directions and implementations. With this comes the benefit of sharing resources and expertise amongst the EHSSA and strengthening relationships with other peak bodies and stakeholders.

4. *Build a capable, qualified and sustainable workforce*

Relates to the focus on building a deeper and wider competence across the regional workforce so as to effectively and consistently respond to those people affected by homelessness. Strategies would concentrate on capacity building, retention and training.