



## Eastern Homelessness Service System Alliance Implementation Plan 2019-2022

On track or completed	Behind schedule	Unlikely to be completed
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<b>Objective 1 : Build a Strong Sector Voice</b>						
	Strategies	Activity	How	Responsibility	Target Date	Progress
Voice	Work together to end homelessness	<b>1.1.</b> Collaborate with Peak bodies and other local and statewide networks	EHSSA support of current peak initiatives ie. Everybody’s Home Campaign	EHSSA Team	Ongoing	
		<b>1.2.</b> Resource client driven advocacy	Representation on SHS Transitional Plan Client Participation Working Group	EHSSA Team	Ongoing	
			Explore the creation of a regional client focus group - See 2.3	EHSSA Team Client participation Working group	June 20	Unlikely to be completed 2022
		<b>1.3.</b> EHSSA coordinated community awareness raising and activities	Homeward Bound Walk	EHN Homeward Bound organisation committee	July each Year 2019 ✓ 2020 x 2021 x	Unlikely in 2021/22 due to COVID and Census
			Development of Common presentation/report for advocacy use	EHN Coordinator	March 20	2020 Inquiry submission summary
		<b>1.4.</b> Identify where additional services are required	Key focus areas to be identified by members of the EHSSA may be, but not limited to: <ul style="list-style-type: none"> <li>• HEF</li> </ul>	EHSSA Team HEF/PRAP provider meetings	Ongoing	HEART establishment

		<ul style="list-style-type: none"> <li>Lack of quality emergency accommodation - Working group to be established Feb 20 Emergency Accommodation Working Group to consider VHN project and Crisis in Crisis report</li> <li>Accommodation / rooming houses</li> <li>Caravan Park closures</li> <li>Affordable housing</li> <li>Crisis options and funding for women and children experiencing FV</li> </ul>	Working group		WG has been established through VHN. Maidie G representative.  Crisis in Crisis report developed via VHN
	1.5. Maintain an effective partnership of the EHSSA	Maintain clear governing documents that guide operation (Terms of Reference / Strategic plan / membership) and that articulate benefits of membership.  Update Terms of Reference	EHSSA Team and Governance Group	May 2022	Updated Dec 2020  Due for approval May 2022
To act as a conduit between DHHS and the regional service sector on homelessness, housing and family violence related issues and trends to inform policy	1.6. Identify and respond to shared statewide strategic themes and priorities for action across the Regional Homelessness Networks	Participate in Victorian Homelessness Network (VHN) and ensure representation at VHN meetings	EHSSA Chair EHN Coordinator EHSSA member	Three meetings per year as of 2022	Dec 2019 ✓ May 2020 ✓ Dec 2020 ✓ May 2021 ✓ Dec 2021 ✓ Feb 2022 ✓ April 2022 ✓
	1.7. Maintain and further develop relationships with the government and DHHS	Maintain and encourage DHHS attendance at EHSSA meetings and ongoing working groups	EHSSA Team/Chair	Ongoing	Local APPs continue to attend EHSSA and HEART. Meet with EHN coordinator meet monthly

		1.8. Active involvement in homelessness, housing and family violence reform	Effectively engage in the reform process (refer to Objective 3).	EHSSA Team	ongoing	
			Participate in Regional Family Violence Partnership	EHSSA member	Ongoing	Representation is ongoing
		1.9. Actively respond to policy changes in the broader environment	Participate and engage in the implementation of recommendations from Family Violence Royal Commission and MH Royal Commission / NDIS / THM review / SHS Transition Plan or others as required	EHSSA Team Homelessness Inquiry Working group	Ongoing	Submissions to both State and Federal Homelessness Inquiries 2020 and NHHA and Rooming house review 2022 ✓

Objective 2: Investigate, Analyse and Respond						
Responsive	Strategies	Activities	How	Responsibility	Target Date	Progress
	To promote and support innovation, knowledge sharing and expertise in the best interest of clients	2.1. Improve cross sector collaboration	Regular reporting to EHSSA and act as conduit to other sectors for example:  Alcohol and Other Drugs (AOD) / Mental Health (MH)	EHSSA representatives	Ongoing ✓	
		2.2. Develop and maintain strategies for effective sharing of information and innovation	Website & Newsletter	EHN Coordinator	Ongoing 2019 ✓ 2021	2020 behind schedule due to COVID

			Regional Fact Sheets	HSS Team Leaders/working group	Feb 20	Progressing Completion – June 2022
			Online assessment Tool	EHN Coordinator	Ongoing	Decommissioned 2021.
			EHSSA meetings and reporting back	EHN Coordinator EHSSA Membership	Ongoing	
			Regional Practitioner forums	EHN Coordinator	Ongoing 2019 ✓ 2020 x 2021x 2022✓	
			HSS Team Leaders Meeting	EHN Coordinator HSS Team Leaders	Ongoing	Moved to monthly meetings during COVID – every 6 weeks ongoing 2022
		<b>2.3.</b> Improve client input / seek out client voice and identify gaps / trends	Encourage members to undertake client satisfaction focus groups	EHSSA Members	Ongoing	

			Explore a regional client advice focus group - See 1.2	EHSSA Team	June 2020	
Analysis of gaps / trends and the impact of reforms	2.4. Ensure appropriate data analysis occurs from different sources		Create Data Working group to analyse data and improve data integrity	EHSSA / Data Working Group	Dec 2019 ✓ 2020 ✓ 2021 x 2022 x	Last met Feb20.
			EHSSA representation on SHIP champions Working Group	SHIP Champions (name change – SHS data working group)	Ongoing	Meetings continued throughout COVID
			Build an evidence base that provides the basis for regional statements	EHSSA / Data Working Group	Ongoing	
Undertake projects to improve outcomes for our client group	2.5. To identify projects		Create or participate in working groups as needed	EHSSA Team	Ongoing	
	2.6. Develop issues papers and undertake projects		Alliance with VHN actions: Emergency Accommodation project refer to – 1.4	VHN representatives HSS Team Leaders	ongoing	
			Parliamentary Inquiry into Homelessness – submission Federal Inquiry into Homelessness	EHSSA submission working group	State - Feb 2020 ✓ & Federal Oct 2020 ✓ Parity article 2020 ✓	

					Social Housing regulation review 2021✓ NHHA review 2022✓	
		<b>2.7.</b> Participate in National and Statewide Campaigns	Everybody's Home Campaign Homelessness Week Homeward Bound Walk National Homelessness Day	EHSSA members VHN representatives	Ongoing	Limited activity in past two years
		<b>2.8.</b> Promote involvement in research and evaluation findings across the network	Promotions via EHSSA membership and EHN website CHP Parity submission re HEART response	EHN Coordinator Parity article – lead by Rosie Frankish (Wellways)	Ongoing Completed Oct 2020	

<b>Objective 3: Effectively engage in reform process</b>						
	<b>Strategies</b>	<b>Activities</b>	<b>How</b>	<b>Responsibility</b>	<b>Target Date</b>	<b>Progress</b>
<b>Reform</b>	To foster relationships and collaboration between stakeholders to ensure timely, coordinated and effective responses	<b>3.1.</b> Ongoing practice development	SHS transition plan will inform this work <ul style="list-style-type: none"> <li>• Prepare for outcome based practice</li> <li>• Embed person Centred models of practice</li> <li>• Strengthen client service pathways</li> </ul>	EHSSA Team	June 2021	
		<b>3.2.</b> Improve service system capacity to respond to the specific needs of particular cohorts	LGBTIQ capacity building project FAN FV Children	EHSSA Team	Ongoing Regional LGBTIQ	

			ATSI CALD / immigrants / refugees		training FAN Feb 2020 ✓  HEART – 2020/21 ✓	
		<b>3.3.</b> Improve service system capacity to respond to the specific needs of <b>children</b>	Issues to be raised at EHSSA and strategies to be developed  New “working with Children” fact sheet development	Statewide CRP Representative  HSS team leaders	Ongoing  <del>March 2020</del> June 2021x June 2022	
		<b>3.4.</b> Improve client input into the development of the homelessness service system	Create a regional client focus group  Participate in the Client participation working group – SHS Transition Plan to develop a client participation strategy	EHSSA Team	Ongoing	
		<b>3.5.</b> Explore opportunities to engage practitioners effectively in sector developments	EHN Practitioner meeting – consults and updates Staff Surveys, Website and Newsletter	EHSSA EHN Coordinator	Ongoing	
		<b>3.6.</b> Review and refine our coordinated service system arrangements	Regional fact sheet updates – see 2.2 Client participation reviews/surveys	HSS Team Leaders	June 2020  Dec 2021	
			Analyse the current response to FV and advocate for improved outcomes	EHSSA members	June 2020	

		<b>3.7.</b> Share innovation and systems development across allied services FV, AOD and Mental Health	Scope possible opportunities of cross sector information sharing  Regional Coordinators cross sector Induction forum planned for <del>Oct 2020</del> May 2022  Navigation resource for cross sector referral	EHSSA/EHN Coordinator  EHN Coordinator / Childrens resource Coordinator / FV PSA	June 2020  May 2022  Jan 2022	
			EHSSA representation on RFVP / MH alliance / SHS transition Executive Advisory Group and Workforce development Working group	EHSSA representative	Ongoing	
Monitor and engage in the implementation of current reforms / plans and initiatives	<b>3.8.</b> FV sector reform – monitor and assess, review EMR implications	Monitoring developments of:  Orange Door in the East / FVISS / CISS / MARAM rollout Safe Steps MOU and referral arrangements	EHSSA Team	Ongoing		
	<b>3.9.</b> Active involvement in the development of SHS transition plan and implementation of key objectives	Representation on working groups and Executive Advisory Group	EHSSA representatives	Ongoing		
		Alignment of EHSSA Strategic Plan with key objectives	EHN coordinator VHN representatives	May 2021 survey to members		



<b>Objective 4: Build a capable, qualified and sustainable workforce</b>					
<b>Strategies</b>	<b>Activities</b>	<b>How</b>	<b>Responsibility</b>	<b>Target Date</b>	<b>Progress</b>
Understand the workforce capacity, retention and training needs of the regional SHS workforce	<b>4.1.</b> Undertake analysis of sector capacity, retention and training needs	Annual training needs survey  Broader survey bi-annually to include capacity and retention	EHSSA Workforce Development Working Group	Dec 2020	Delayed survey. WG met during COVID with focus being on staff wellbeing
	<b>4.2</b> Build regional recruitment capacity	Build links with recruitment agencies and training organisations and develop regional student placement opportunities	EHSSA Workforce Development Working Group	June 2020	
		Investigate ways to promote student placement opportunities and project work	EHSSA Workforce Development Working Group	June 2020	
Staff Retention	<b>4.3</b> Explore ways in which organisations can improve retention within their organisation	Sharing best practice within the EHSSA forum, HSS and Practitioner meetings – focus on self care / wellbeing	EHSSA members EHN Coordinator	Ongoing	
Investigate and participate in Statewide / Sector workforce development	<b>4.4</b> Actively participate in the SHS Transition plan – Workforce Capacity Building: <ul style="list-style-type: none"> <li>• Develop workforce pathways</li> <li>• Build a SHS workforce development strategy</li> <li>• Develop SHS workforce capability framework</li> </ul>	Representation on SHS Transition plan workforce development Working Group	Statewide CRP Representative	Ongoing	Delayed progress due to COVID

Workforce

