



Eastern Homelessness Service System Alliance Implementation Plan 2022-2025

On track or completed	Behind schedule	Unlikely to be completed
-----------------------	-----------------	--------------------------

Voice	<p>Objective 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, including that of people with lived experience, and supported by a clear communication strategy.</p>						
	VHN aligned goals	Activity	How	Responsibility	Target Date	Progress	
	Work together to end homelessness	1.1. Collaborate with Peak bodies and other local and statewide networks	EHSSA support of current peak initiatives eg. Everybody’s Home Campaign		EHSSA membership	Continuous	
			Share information distributed by <ul style="list-style-type: none"> CHP CHIA Safe and Equal 				
		1.2. Resource client driven advocacy	Representation on SHS Transitional Plan <i>Client Participation Working Group</i>		EHSSA membership	Continuous	
Create a working group to explore the best ways of including client voice in advocacy - See 2.3			EHSSA membership Client Voice Working group	October 2022			
1.3. EHSSA coordinated community awareness raising and activities	Homeward Bound Walk		EHN Homeward Bound organisation committee	July each Year			

			Development of Common presentation/report for advocacy use	EHN Coordinator	March 2023-when ABS 2022 data available	
		1.4. 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"> ○ HEF ○ Caravan Park closures ○ Affordable housing ○ FV Motel coordination project Effects of RTA changes on the THM system ○ Statewide by-name list 	<ul style="list-style-type: none"> ○ EHSSA members ○ HEF/PRAP provider meetings ○ PSA and EHN coordinator – FV motel coordination project 	<p>Continuous</p> <p>Fortnightly</p> <p>June 2023</p>	
		1.5. Maintain an effective partnership of the EHSSA	<p>Maintain clear governing documents that guide operation (Terms of Reference / Strategic plan / membership) and that articulate benefits of membership.</p> <p>Update Terms of Reference for both Governance Group and EHSSA</p>	EHSSA membership and Governance Group	<p>Continuous</p> <p>December 2022</p>	
To act as a conduit between DFFH 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		
	1.7. Maintain and further develop relationships with the government and DFFH	Maintain and encourage DFFH attendance at EHSSA meetings and ongoing working groups	EHSSA membership/Chair	Continuous		

		1.8. Active involvement in homelessness, housing and family violence reform	Effectively engage in the reform process (refer to Objective 3).	EHSSA membership	Continuous	
			Participate in Regional Family Violence Partnership	EHSSA member & EHN Coordinator	Monthly meetings	
		1.9. Actively respond to policy changes in the broader environment. Such as <ul style="list-style-type: none"> • Family Violence Royal Commission • MH Royal Commission • NDIS • THM review • SHS Transition Plan or others as required 	Participate and engage in the implementation of recommendations of agreed reforms or policy. Activity to be identified as required throughout the term of this strategic plan	EHSSA membership		

Responsive	Objective 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.					
	VHN aligned goals	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) – EMHSCA Regional Family Violence Partnership (RFVP)	EHSSA representatives PSA / EHSSA representative	Bi Monthly Monthly		

		2.2. Develop and maintain strategies for effective sharing of information and innovation	Website & Newsletter	EHN Coordinator	Monthly		
			Regional Fact Sheets	HSS Team Leaders/working group	February 2023		
			EHSSA meetings and reporting back	EHN Coordinator EHSSA Membership	Monthly		
			Regional Practitioner forums	EHN Coordinator	3 per year		
			Children's Network Program Meetings	Children's Resource Program Coordinator	6 per year		
		HSS Team Leaders Meeting	EHN Coordinator HSS Team Leaders	Every 6 weeks			
		2.3. Improve client input / seek out client voice and identify gaps / trends	Encourage members to undertake client satisfaction focus groups and projects to inform regional sector capacity to use co-design	EHSSA Membership	Continuous		
			Create a working group to explore the best ways of including client voice in advocacy - See 1.2	EHSSA membership Client Voice working group	See 1.2		
				Re-establish Data Working group to analyse data and improve data integrity	EHSSA Data Working Group	Dec 2022	

Analysis of gaps / trends and the impact of reforms	2.4. Ensure appropriate data analysis occurs from different sources	Representation on CHP data Working Group (formerly SHIP Champions)	Representation of practitioners within the region	Quarterly meetings	
		Build an evidence base that provides the basis for regional statements	EHSSA / Data Working Group	August 2023	
Undertake projects to improve outcomes for our client group	2.5. To identify projects	Create or participate in working groups as needed	EHSSA Team	Continuous	
	2.6. Support VHN agreed actions eg. State and Federal Inquiries	Develop issues and solutions papers in consultation with Lived experience as required	VHN representatives and EHSSA membership	Continuous	
	2.7. Participate in Local, National and Statewide Campaigns	For example: Everybody's Home Campaign Homelessness Week Homeward Bound Walk National Homelessness Day	EHSSA members VHN representatives	Annually	
	2.8. Promote involvement in research and evaluation findings across the network For example: <ul style="list-style-type: none">• CHP Parity submissions• University studies and research• Cross sector surveys	Promotions via EHSSA membership and EHN website	EHN Coordinator EHSSA membership	As needed via monthly newsletter	

Objective 3: Effectively engage in 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.

VHN aligned goals	Activities	How	Responsibility	Target Date	Progress
To foster relationships and collaboration between stakeholders to ensure timely, coordinated and effective responses	<p>3.1. Ongoing practice development and cultural change</p>	<p>Consider the proposed work of the SHS transition plan in any regional projects</p> <ul style="list-style-type: none"> • Prepare for outcome based practice • Embed person Centred models of practice • Strengthen client service pathways • FV MARAM alignment 	EHSSA membership	Continuous	
	<p>3.2. Improve service system capacity to respond to the specific needs of the following peoples (but not limited to):</p> <ul style="list-style-type: none"> • LGBTIQ+ communities • People experiencing Family Violence • Children (see 3.3) • First Nations Australians • People with disabilities • People over 55 (e.g. elder abuse) • Young people leaving care • Culturally and linguistically diverse community • People living with a mental health issue 	<p>Issues to be raised at EHSSA and strategies to be developed</p> <p>Identify particular priority cohorts and address service system improvements as needed.</p>	EHSSA membership		

		<p>3.3. Improve service system capacity to respond to the specific needs of children</p>	<p>Issues to be raised at EHSSA and strategies to be developed</p> <p>New “working with Children” regional fact sheet development</p> <p>Collaborative work with RFVP Establishment of Children and Young Persons WG working group</p> <p>Explore opportunities to foster children’s voice – lived experience</p>	<p>SCRP Representative</p> <p>HSS team leaders</p> <p>SCRP, RFVP, FV PSA, EHSSA members</p>	<p>Monthly or as needed</p> <p>Feb 2023</p> <p>Oct 2022</p>	
		<p>3.4. Improve client input into the development of the homelessness service system</p>	<p>Create a working group to explore the best ways of including the client voice in service system development</p>	<p>EHSSA membership</p>	<p>See 2.1</p>	
		<p>3.5. Explore opportunities to engage practitioners effectively in sector developments</p>	<p>EHN Practitioner meetings- Consultations and updates. Staff Surveys, Website and Newsletter</p> <p>Team Leader Meetings</p> <p>Children’s Resource Network</p>	<p>EHSSA EHN Coordinator</p>	<p>Continuous. See above for specific timelines per activity</p>	
		<p>3.6. Review and refine our coordinated service system arrangements</p>	<p>Regional fact sheet updates – see 2.2</p> <p>Client participation reviews/surveys</p>	<p>HSS Team Leaders</p>	<p>Feb 2023</p>	
			<p>Analyse the current response to FV and advocate for improved outcomes</p> <p>FV Motel coordination project</p> <p>FSV</p>	<p>EHSSA members</p> <p>PSA and EHN Coordinator</p>	<p>June 2024</p> <p>June 2023</p>	

			Consider new Aboriginal Entry Point establishment		Continuous	
		3.7. Share innovation and systems development across allied services FV, AOD and Mental Health	<p>Scope possible opportunities of cross sector information sharing and resource development</p> <p>Regional Coordinators cross sector Navigation forum</p> <p>Cross Sector Navigation Resource – ongoing review</p> <p>Regional Coordinators and RFVP– Community of Practice</p>	<p>EHSSA/EHN Coordinator</p> <p>EHN Coordinator / Childrens resource Coordinator / FV PSA / Childrens Resource Program rep</p> <p>Team Leaders x 4</p>	<p>Forum – bi annual 2024 TBC</p> <p>Nav resource update bi annually</p> <p>Sept 2022 to Feb 2023</p>	
			<p>EHSSA representation on: RFVP MH alliance (EMHSCA)</p> <p>SHS transition Plan- Executive Advisory Group and Workforce development Working group</p>	EHSSA representative	<p>Monthly</p> <p>TBC</p>	
	Monitor and engage in the implementation of current reforms / plans and initiatives	<p>3.8. Allied sector reform</p> <ul style="list-style-type: none"> FV sector reform – monitor and assess, review EMR implications The Orange Doors FVISS / CISS / MARAM alignment Safe Steps referral procedures FV motel coordination project Mental health Sector Reform THM reform 	<p>Engage with stakeholders to ensure coordinated responses, monitoring and ensuring the EHSSA is well informed.</p> <p>Assess intersectionality with homelessness services impact service delivery</p>	EHSSA membership	Continuous and as identified	

Workforce	Objective 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.					
	VHN aligned goals	Activities	How	Responsibility	Target Date	Progress
	Understand the workforce capacity, retention and training needs of the regional SHS workforce	4.1. Undertake analysis of sector capacity, retention and training needs	Annual training needs survey	EHSSA Workforce Development Working Group	Feb 2023	
		4.2 Build regional recruitment capacity	Build links with recruitment agencies and training organisations and develop regional student placement opportunities	EHSSA Workforce Development Working Group	Dec 2023	
			Investigate ways to promote student placement opportunities and project work	EHSSA Workforce Development Working Group	2024	
Staff Retention	4.3 Explore ways in which organisations can improve retention within their organisation	Sharing best practice within the EHSSA forum, Team Leaders and Practitioner meetings – focus on self care / wellbeing Actively encouraging activities Encouragement of diversity and inclusion community of practice	EHSSA members EHN Coordinator	Continuous and as identified		

	Investigate and participate in Statewide / Sector workforce development	4.4 Actively participate in the SHS Transition plan – Workforce Capacity Building: <ul style="list-style-type: none"> • Develop workforce pathways • Build a SHS workforce development strategy • Develop SHS workforce capability framework 	Representation on SHS Transition plan workforce development Working Group	Statewide CRP Representative	TBC	
--	---	--	---	------------------------------	-----	--

Acronyms

CHIA	Community Housing Industry Association
CHP	Council to Homeless Persons – Peak body for homelessness
CISS	Child Information Sharing Scheme
DFFH	Department of Families Fairness and Housing (previously Department of Health and Human Services - DHHS)
EDVOS	Eastern Domestic Violence Service
EHN	Eastern Homelessness Network
EHSSA	Eastern Homelessness Service System Alliance
EMHSCA	Eastern Mental Health Service Coordination Alliance
FSV	Family Safe Victoria
FV	Family Violence
FVISS	Family Violence Information Sharing Scheme
HEART	Homelessness Emergency Accommodation Response Team (During COVID)
HEF	Housing Establishment Fund

IAP	Initial Assessment and Planning
LGBTIQ+ or LGBTIQ+SB	Lesbian, Gay, Bisexual, Transgender and Gender Diverse, Intersex, Queer (or questioning), Asexual, Intersex, + SisterGirls, BrotherBoys. The 'plus' is used to signify any other gender identities and sexual orientations that are not specifically covered by the other initials.
MARAM	Multi-Agency Risk Assessment and Management
NDIS	National Disability Insurance Scheme
PRAP & PRAP (+)	Private Rental Assistance Program
PSA	Principle Strategic Advisor - Family Violence
RFVP	Regional Family Violence Partnership
RTA	Residential Tenancy Act
SCRIP	State-wide Children’s Resource Program
SHIP	Specialist Homelessness Information Platform
SHS	Specialist Homelessness Services
THM	Transitional Housing Management
VHN	Victorian Homelessness Network