NSW GOVERNMENT Health
Sydney Local Health District

EQUITY FEST

PEOPLE, PLACE AND PARTNERSHIPS

Tuesday 2 April 2019
St Barnabas Centre, Broadway

Newtopian Outreach Project

- A partnership with the community to address the growth in street homelessness in Newtown

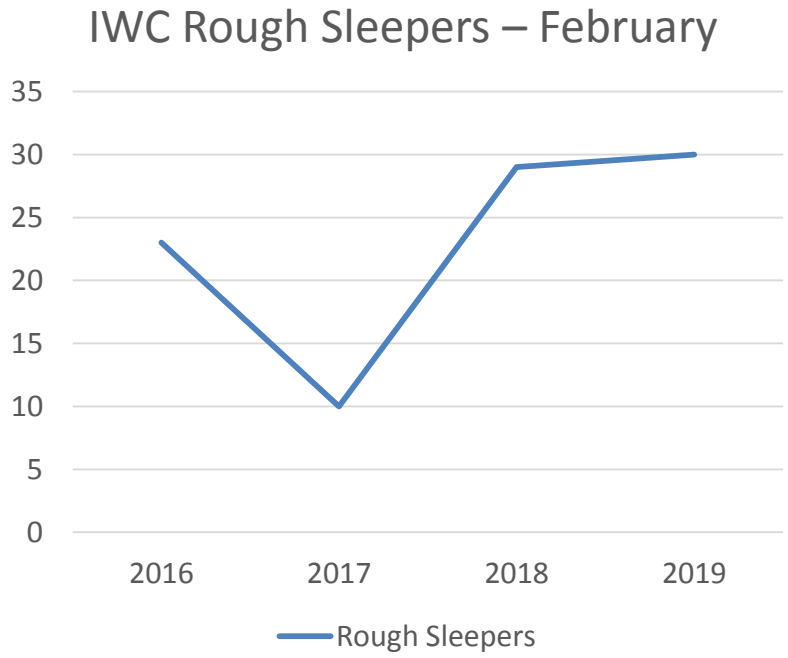
NEWTOWN
Neighbourhood Centre

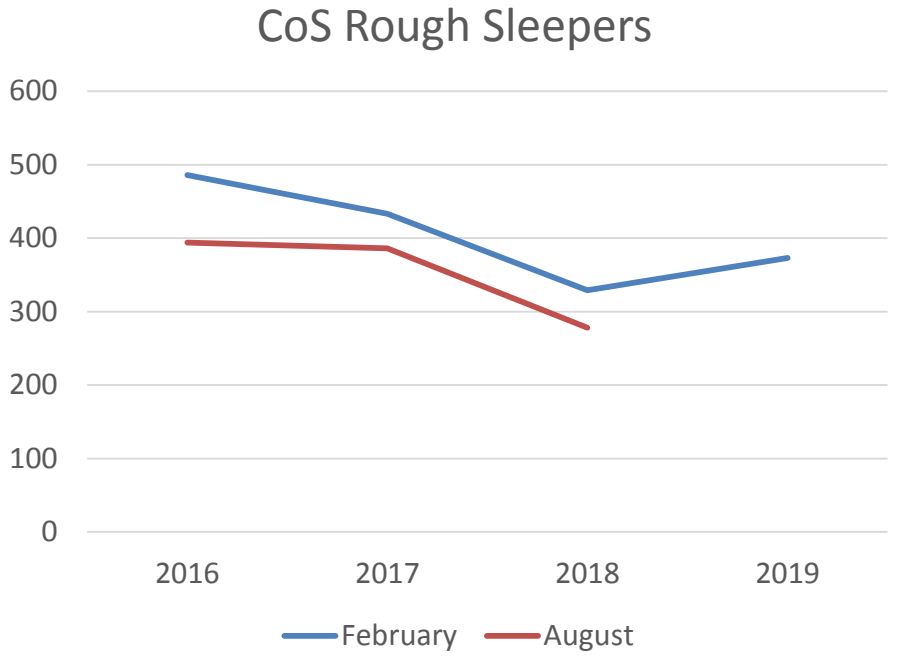
NEWTOPIAN
Outreachers

Background to the Project

- 1,300% increase in rough sleepers in Newtown
- Housing affordability not getting better
- Increase in demand on services
- Community concern
- We need to do more and we can’t do it alone

Inner West Council and City of Sydney Annual Homeless Street Counts





Our response

NNC established 2 outreach programs to engage with people sleeping rough:

- A professional outreach we facilitated with other agencies
- A community/volunteer based outreach team

How each partnership worked

- Professional outreach members include - FACS, SLHD, IW Council, Mission, Wesley, Exodus, YOTS, NEAMI
- Structured and recorded case co-ordination meetings
- Clear responsibilities for chairing, minute taking, follow up
- Clear mechanisms for flow of information between professional and community outreachers

Outcomes and Learnings

27 outreaches

108 people engaged

30% linked to case mgmt

7 housing applications

5 people housed

Impact on Volunteers

Evaluation of the Newtopian Outreach project by Connie Henson, CEO of Learning Quest, demonstrated that the program positively impacted volunteers, NNC staff/key stakeholders and the Newtown Neighbourhood Centre as a whole.

	Volunters Skills about homelessness			Volunteer's Behaviour when encountering a person experiencing homelessness			Volunteers Negative Feelings when when encountering a person experiencing homelessness				Volunteer's ideas on Community		
Volunteers' Repsponse	**Knolwedge[1]**	**Confidence[1]**	**Advocacy[1]**	**Conversation**	**Conversation rather than money**	**Avoidance[2]** (negative behavious)	**Sad**	**Frustration**	**Anxiety**	**Helplessness**	**Level of importance in their lives**	**Level of Connection[3]**	**Level of Engagement[3]**
91% - 100%													
81% - 90%											Post-program	Post-program	
71% - 80%				Post-program							Pre-program		Post-program
61% - 70%	Post-program		Post-program				Pre-program					Pre-program	Pre-program
51% - 60%				Pre-program	Post-program								
41% - 50%	Pre-program	Post-program						Pre-program					
31% - 40%						Pre-program				Pre-program			
21% - 30%		Pre-program	Pre-program		Pre-program			Post-program					
11% - 20%									Pre-program				
10% - 19%						Post-program	Post-program						
0% - 9%									Post-program	Post-program			

1 Movement of "A great deal" and "A lot" responses pre/post program
2 Volunteers acknowledged either moving to the other side of the footpath or avoiding eye contact
3 Movement in "moderate level" response pre/post program

Volunteer Learning and Growth

I learned who is at risk and can recognise vulnerable situations and different ways to approach different people and their needs.

…in the past, I would avoid eye contact, and now I am more open to hearing the unique story they might tell.

When you get a result – one chap been in a car for a year. And he went into one stop, and they housed him in two week's time! I felt joy and pride

The fact that this was my community and that was important – feeling a sense of connection with where I live - Connection to place. It has allowed me to see what is going on and what you can do about it

Sustainability

- All volunteers indicated an intention to volunteer with the NNC in the future
- 85% immediately registered to participate in Phase 2 and continue outreach
- A Newtopian outreacher community board has been established
- Professional outreach also continues with a formal meeting structure, information sharing and recording of all outreach sessions

Newtopian Outreacher Video

NNC Homelessness Services

Service v1 2017	Service v2 2018	Service v3 2019	Service v4 2019-2020
• Boarding House Outreach Service • Information Referral • Hub (One-stop-shop) • Weekly accommodation listing	• Boarding House Outreach Service • Information Referral • Hub (One-stop-shop) • Professional Outreach • Community Outreach • Women's hub • Weekly accommodation listing	• Boarding House Outreach Service • Information Referral • 2 Hubs • Professional Outreach • Community Outreach • Weekly accommodation listing • NNC Homelessness Services Co-ordination	• All of the above plus…. • Health worker outreach and community based health checks

Continual learning and improving loops

This is the component we are seeking to add now for best chance of housing people securely, sustaining community outreach and advocacy, connecting people who are homeless to local health services and other community based supports