

Support and Housing No Solution but Less of a Burden

Dave Macrae SHL, Melbourne

Glen Tobias Neami, Melbourne

Background

Deinstitutionalisation has increasingly shifted people from government institutions into the community

With deinstitutionalisation there has been a move to separate the provision of housing from support

Agencies have responded by developing a range of housing options for people with disabilities

New types of support and housing services and new ways of delivering these services

Supported Housing Ltd

Non-profit agency since 1993

Houses people with a disability who require support

Disabilities – physical, intellectual, psychiatric, ABI & chronic illness including HIV/AIDS

Tenancy & Property Management

900 tenancies & 500 properties

45 support partners

Neami Ltd

Community-based non-government organization

Provides rehabilitation and support to people with psychiatric disabilities in northern suburbs of Melbourne and in NSW

Over 500 consumers in four locality-based programs in Melbourne

40 direct care staff in Melbourne

SHL & Neami

In working together accept:

- The need to separate housing from support
- That the property is the tenant's home – not an agency treatment facility
- That the tenant has rights and duties under Victorian tenancy laws
- That access to secure, good quality housing is the right of all people with a disability regardless of support needs.
- That successful tenancies are the goal

Coordination/Integration

Five Laws of Integration (Leutz)

Law 1. You can integrate all of the services for some of the people, some of the services for all of the people, but you can't integrate all of the services for all of the people.

- Who needs it?
- What level of integration?

Linkage

Best caters for those with mild to moderate disabilities

Service providers understand who is responsible for what services and how to refer effectively to each other

Services are offered to general population rather than special need group

No “special relationship” required between referring agencies

Coordination

Explicit structures and policies exist to identify points of friction, confusion or discontinuity

Main tasks are coordinating the services received from the 2 agencies, sharing information and managing consumer transition to more intensive or different care

When urgent or complex circumstances arise, there are systems and relationships in place

Full Integration

Probably only appropriate for a small subset of people with disabilities

When specialised interventions are required and close collaboration of professionals

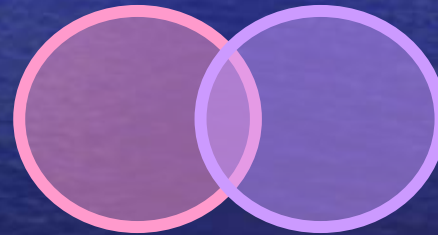
System gains control of resources and works from a single client record

Levels of Integration

Linkages



Coordination



Full Integration



↑
Consumer autonomy

Law 2. Integration costs before it pays

Staff time to learn about other systems,
how to work together and communicate

Developing protocols and policies

Developing new support systems

Information management systems

Costs associated with the change and
evaluation

Staff training

Law 3. Your integration is my fragmentation

Asking staff to integrate their services requires them to expand their knowledge, perspectives and interest – to worry about more than just their own service

Requires staff to do things they currently don't do and can be perceived as diluting their risk and fragmenting their role

Law 4. You can't integrate a square peg and a round hole

Differences of culture and training will need to be addressed in order to develop a shared plan for integrated action

Client eligibility needs to be agreed upon

Differences in funding levels may need to be addressed

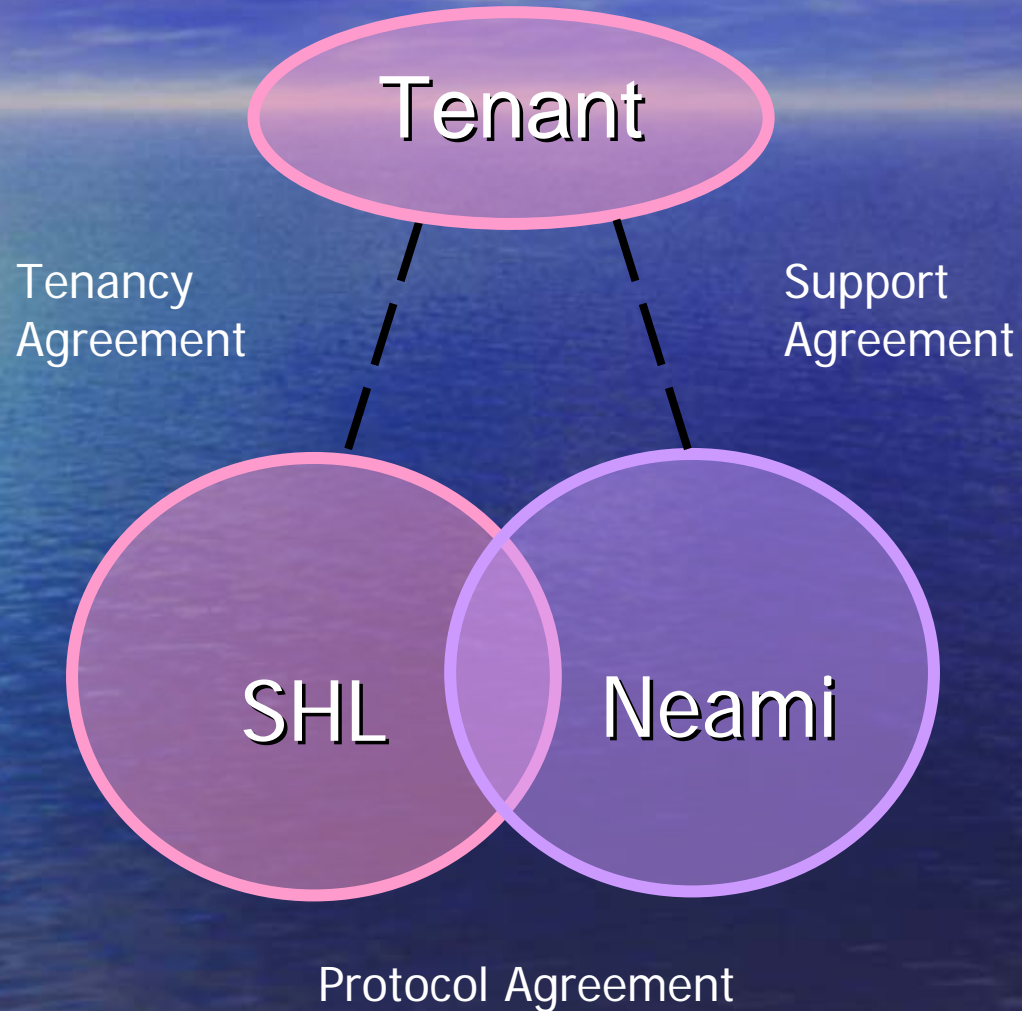
Law 5. The one who integrates calls the tune

What tunes have been called, who called them, who has been left out?

Through greater integration Consumers and Carers (not being the integrators) may have reduced autonomy and control

CQI may be more difficult in integrated systems

SHL – Neami Model



SHL – Neami protocol

Notifying Vacancies
Selection of Tenants
Property Management
Application of Rent
Sign up of Tenants
Support of Tenants
Continuity of Support
Breach of Tenancy
Communication
between agencies

Furnishings
Safety Issues
Provision of Services
Reports
Confidentiality
Critical Incidents
Review
Dispute Settlement

Housing Statistics

100 tenants in 61 properties

3 tenancies > 14 days arrears

Arrears = 0.9% of annual rent

5 moved to private rental

3 moved to public housing

3 moved to parental home

3 evictions

Scenario

Maintaining a successful shared tenancy

3 Neami clients in private rental get 2 month eviction notice from owner who is selling

Neami and SHL successfully submit for funds from community housing program to buy a suitable property

SHL finds short term replacement property and signs 6 month lease with private owner

At end of 6 months all 3 tenants move into larger, better home with secure long term tenancies and affordable rent

DEMONSTRATES:

Coordinated specialist input of both agencies

SHL knowledge of housing market to find short term rental, negotiated and purchased CHP property, dealt with all leases and tenancy agreements involved

Neami input on appropriate properties for clients' needs, supported clients through upheaval, facilitated their involvement in the process and assisted with the 2 house shifts

Disputes

Dispute raised in
house meeting

RSDO conciliates
signed agreement

SHL worker explains
rights & responsibilities
& consequences

Breach of Duty served

Application to
tribunal

Conclusion

Separating housing and support promotes tenant empowerment

Agency roles need to be clearly defined

Either agency can advocate for the tenant

Agencies must share a philosophy

Sensitivity to disability issues is essential

Coordination of activities is the key to practical outcomes



www.the.org.au

www.neami.org.au