UnitingCare West

- Broad range of programs
- 12 Service Areas
- Mission - Most in Need
- Service Centre Strategy
Housing Services

- Safe and sustainable housing – critical pathway
- 300 Properties
- 225 Independent Living Program
Independent Living Program

- Severe and persistent mental illness
- Mental health clinics
- Very complex inter-related issues
- Tenancy, property and support
- Recovery informed
- Inclusion, relationships, responsibility, engagement
Working with complexity

Formalise the engagement

- Recovery Star
- Holistic
- Richer conversations
- Person-centred
Working with complexity

Earlier intervention

- Identify and respond to issues earlier
- Service intensity matches the issue
- Flexibility and responsiveness

Increasing the remuneration to the AHM during the Easter, Xmas and New Year periods
Working with complexity

Integrating

- Pathways – additional individualised support
- PHaMS – reduce isolation
- Gardening Program – volunteering and training
Working with complexity

Coordination

- Build and maintain (critical) relationships
- Mental Health Liaison and Tenant Engagement Officer
- Safe, included, well and sustainably housed
Working with complexity

Relationships

- Outcomes are achieved through relationships
- Skilled and capable people
- Right values