



THE SALVATION ARMY
crisis services

05/06

THE SALVATION ARMY CRISIS SERVICES

**ACTIVITY
REPORT**

THE SALVATION ARMY MELBOURNE CENTRAL DIVISION

MAJOR RODNEY BARNARD DIVISIONAL COMMANDER

The management and staff of Crisis Services is to be commended for the excellent service and positive outcomes achieved during the year. Crisis Services commitment to excellence has recently been demonstrated with the signing of an agreement with RMIT which will see ongoing collaboration between the Institute and Crisis Services leading to the development and training of students in the sector which in turn will help to maintain high standards.

Crisis Services continues to play an integral role in helping TSA achieve its mission intentions of Transforming Lives, Caring for People, Making Disciples and Reforming Society. It does this as it daily reaches out and seeks to support hurt, homeless and marginalised people.

Amidst the demands of a very busy programme the management and staff of Crisis Services have given invaluable support and expertise to the Melbourne Central Divisional Strategic Plan, playing a role in Training and Development, Business, Social Programme Development and Research and Advocacy. Their contribution particularly in research and advocacy has set a new benchmark for programmes across the division.

Crisis Services plays a significant role in The Salvations Army's network of programmes not only in Melbourne but across the State of Victoria by providing many with "backup" after hours support. The services provided from St Kilda are cutting edge client services to homeless and disadvantage people.

I with the leadership team of Melbourne Central Division congratulate all engaged in ministry at St Kilda and pray that they will continue to be sustained and blessed as they seek to serve others.

CRISIS SERVICES

ANTHONY M^c EVOY GENERAL MANAGER

Crisis Services, work and support individuals and groups who are experiencing or vulnerable to homelessness and those who are victims of family violence. Crisis Services open its doors everyday of the year and strives to promote the wellbeing of those using the services through its various support programs. We are committed to strengthening capacity for individuals to maintain control of their lives when engaging in any of our programs.

Crisis services reaffirmed its commitment to producing high quality research and advocacy projects that both inform policy makers and direct good practice. One of the keys to the success of this has been the development of a dedicated Research and Program Development position and a partnership with RMIT. The partnership with RMIT, greatly improves the legitimacy of our future research agenda.

Over the next 12 months the major project for Crisis Services will be the construction of a new Youth and Family Crisis Accommodation facility in the City of Port Phillip. Understanding the causes of why individuals become homeless, and addressing these issues with viable solutions, is the key area of focus for the proposed Crisis Accommodation Centre. The new centre will provide services and support to allow long-term stability to be achieved for hundreds of Australians each year.

It is with great enthusiasm we approach the new year and all that it brings. Crisis Services will continue to provide practical and responsive services in a transparent and accountable manner. Crisis Services will also continue to advocate for an equitable and just society.

CRISIS & FAMILY VIOLENCE SERVICES

SUE GRIGG MANAGER

As a crisis service with extended opening hours (9am – 11pm every day of the year) the Crisis Contact Centre (CCC) responds to a diverse client group. Services range from requests for material aid such as food, clothing or furniture to complex requests for immediate accommodation and support for women and children escaping domestic violence.

The emphasis on face to face engagement and a non-appointment based system emphasises immediate assistance but also endeavours to engage clients to address underlying issues and long term need. We do this through broad assessment, practical assistance and close working relationships with local services. These close working relationships are enhanced by co-location partnerships that ensure clients can access a range of expertise at the point of engagement. Current partnership agencies include the Centrelink Community Support Unit, HomeGround Housing Service, Macgregor Solicitors and the Royal District Nursing Service Homeless Persons Program.

The commitment to partnership extends to research and in 05/06 the CCC worked in collaboration with HomeGround Housing Services to collect data for the Pathways Project being undertaken by the Centre for Applied Social Research at RMIT University. This project will draw on a database of over 5000 homeless and 'at risk' households and investigate people's pathways into and out of the homeless population. The project will have important implications for social work practice, service design and the development of appropriate policy.

The 05/06 year saw the introduction of the integrated Salvation Army data system, - SAMIS. This territory wide database enables consistent reporting across Salvation Army services and, at a strategic level, offers significant benefit. At a local level, however, SAMIS has led to under-reporting of services provided at the CCC. For example, the service no longer records clients coming to the service to collect their mail or quick inquiries over the telephone or duty counter. Data snapshots are planned in the coming year to capture these important services provided by the CCC.

The 05/06 year also saw an independent review of the Crisis Services operational model with a focus on Women's Services. Conducted by Thomson Goodall and Associates, the review recommended the integration of the Family Violence Outreach Program (FVOP) with the CCC to create a continuum of support from the point of crisis to long term stability.

The FVOP offers case managed outreach support for women (this includes women with children) who are at risk of or experiencing family violence who are from, or moving to, the inner middle southern metropolitan region.

The service provides practical assistance with; legal issues, housing and relocation, advocacy and referrals for emergency accommodation. A Private Rental Access worker is employed by HomeGround Services to assist women secure private rental accommodation.

In March 2006 the Salvation Army successfully tendered for the continued delivery of this service through Stage 2 of the redeveloped Family Violence Service system. This successful model includes practice based partnerships with Inner South Community Health Service, Connections, Family Life, Caroline Lodge and SECASA to ensure an integrated response for women and children who are at risk of or experiencing family violence.

As well as consolidating the new structure 06/07 offers a number of opportunities for both services. The CCC will re-target material aid distribution and the FVOP is in the process of developing co-location partnerships across the middle south to enhance access across the region. However, amidst the changes (both those behind us and those ahead) the organisation's commitment to quality, client focussed services remains consistent.

CRISIS CONTACT CENTRE FINANCIAL REPORT 2005-2006

INCOME

The Salvation Army	460,236	39%
Donations & Fundraising	222,000	19%
Government Grants	496,804	42%
	1,179,040	

EXPENDITURE

Administration	80,393	8%
Personnel	651,511	55%
Programme	384,736	32%
Property	62,400	5%
	1,179,040	

CRISIS CONTACT CENTRE – CLIENT CONTACTS BY GENDER

Female	5443	47%
Male	6233	53%
	11,676	

CRISIS CONTACT CENTRE – CLIENT CONTACTS BY AGE GROUP

Under 14	60	0%
14 – 25	2048	18%
26 – 59	8222	70%
Over 60	1346	12%
	11,676	

* Average Age: 39.06 years

CRISIS CONTACT CENTRE – MOST FREQUENT PRESENTING ISSUES AMONGST CLIENT CONTACTS

1. Financial Difficulty
2. Previous Accommodation Ended
3. Eviction from Accommodation
4. Emergency Accommodation Ended
5. Health
6. Mental Health
7. Budgeting Problems
8. Drug/Alcohol/Substance Abuse
9. Overcrowding within Existing Accommodation
10. Gambling

CRISIS CONTACT CENTRE – MATERIAL AID ASSISTANCE PROVIDED TO CLIENTS

Type of Assistance	Contacts Assisted	\$ Provided
Accommodation Vouchers	492	44,717
Chemist/Medication Vouchers	303	3,373
Clothing Vouchers	910	28,002
Financial Assistance Vouchers	1719	203,641
Food Vouchers	3173	71,245
Food Parcels/Toiletries	490	2,583
Furniture Vouchers	274	25,482
Travel Assistance Vouchers	3949	13,356
Telstra Assistance Vouchers	53	6,085
	11,363	398,484

FAMILY VIOLENCE OUTREACH PROGRAM FINANCIAL REPORT 2005-2006

INCOME

The Salvation Army	122,098	17%
Government Grants	607,478	83%
	729,576	

EXPENDITURE

Administration	161,066	22%
Personnel	378,996	52%
Programme	87,755	12%
Property	101,759	14%
	729,576	

FAMILY VIOLENCE OUTREACH PROGRAM – CLIENT CONTACTS BY AGE GROUP

Under 14	6	2%
14 – 25	45	13%
26 – 59	282	82%
Over 60	12	3%
	345	

* Average Age: 36.71 years

FAMILY VIOLENCE OUTREACH PROGRAM – MOST FREQUENT PRESENTING ISSUES AMONGST CLIENT CONTACTS

1. Domestic/Family Violence
2. Physical/Emotional Abuse
3. Sexual Abuse
4. Financial Difficulty
5. Interpersonal Conflicts
6. Eviction from Accommodation
7. Recent Arrivals no means of Support
8. Relationship/Family Breakdown
9. Health
10. Previous Accommodation Ended

FAMILY VIOLENCE OUTREACH PROGRAM – MOST FREQUENT ASSISTANCES PROVIDED TO CLIENTS

1. Domestic/Family Violence Support
2. Advice/Information
3. Advocacy/Liaison for Client
4. Emotional Support
5. Legal/Court Support
6. Material Aid
7. Family/Relationship Support
8. Emergency Accommodation
9. Obtain Independent Housing
10. Transport

HEALTH SERVICES

SUE WHITE MANAGER

The Health Information Exchange continues to provide clean injecting equipment, disposal containers, safe sex consumables, information and referrals. Over the past twelve months, this core function has been complemented by a number of other activities.

This included the roll out of harm reduction campaigns, including:

- overdose prevention
- returns / safe disposal of used injecting equipment
- safer injecting drug use
- prevention of blood borne viruses and other infections

Overdose awareness day was held on the last Friday of winter. A partnership was developed with Anex for this event in 2005. Activities were also held to mark both Hepatitis C Awareness Week and World AIDS Day.

The Health Information Exchange has participated in the following areas of research:

HIV, HCV and related risk behaviour among injecting drug users at needle and syringe programs (National Centre in HIV Epidemiology and Clinical Research), National Illicit Drug Reporting System Project (Turning Point).

The work of the HIE is made possible through the endeavours of the staff team and the commitment of the team leader.

Access Health continues to provide accessible, responsive primary health care that enhances the health and well being of:

- Marginalized / street- based injecting drug users
- Street sex workers
- People experiencing homelessness

The successful endeavours of Access Health are the result of the hard work and dedication of the multidisciplinary staff team and the team leader. Many of the services at Access Health are provided by other agencies, either in a co- location or fee for service capacity. This enables clients to access expert, professional care, whilst building inherent links to mainstream or specialist services.

The following services are available:

- Duty social workers
- Community Health Nurses (RDNS Homeless Persons Program)
- Drug and alcohol counsellors (Inner South Community Health Service)
- Generalist counsellors / psychologists (TSA Melbourne Counselling Service)
- Psychiatrist (Bayside Health Alfred Hospital)
- General practitioner (St Vincent's Hospital)
- Drug safety worker (Inner South Community Health Service)
- Infectious diseases physician (Bayside Health Alfred Hospital)

Health Promotion also forms an essential component of the health responses offered at Access Health. A number of approaches are integrated into the work undertaken at Access Health. The following staff engage specific, targeted strategies:

- Health promotion worker / team leader
- Indigenous access worker
- Social worker

Access Health has been evaluated by both RMIT CASR and DHS / Turning Point. The service was also nominated as a partner with Galiamble for the City of Port Phillip Civic Awards. Students undertaking placements at Access Health and HIE have come from disciplines including drug and alcohol, medicine and social work. Other work has included publication of four journal articles and three conference papers. Submissions have been made to the Vichealth Health Promotion Priorities for Victoria and to the Victorian Parliamentary Drugs and Crime committee. Access Health has also participated in the following projects:

- Psychostimulant project- aims to describe the characteristics and experiences of withdrawal from psychostimulants (Turning Point)
- STI / BBV project- aims to investigate the current access for IDUs to sexual health services (DHS)
- Hep C surveillance- aims to link risk factors to prevalence of hepatitis C (Burnett Institute).

ACCESS HEALTH SERVICE

FINANCIAL REPORT 2005-2006

INCOME

The Salvation Army	29,500	5%
Government Grants	615,937	95%
	645,437	

EXPENDITURE

Administration	79,083	12%
Personnel	388,365	61%
Programme	100,306	15%
Property	77,683	12%
	645,437	

ACCESS HEALTH SERVICE – REGISTERED CLIENTS BY AGE GROUPS & SEX

Age Group	Contacts	
Under 9	20	2%
10 – 19	34	4%
20 – 29	206	24%
30 – 39	269	31%
40 – 49	177	21%
50 - 59	59	7%
60 - 69	22	3%
Over 70	74	8%
	861	

SEX

Male	65%
Female	35%

ACCESS HEALTH SERVICES – SERVICE SUMMARY

Service Area	Assistances / Visits	
CASA Counselling	14	0%
General Practitioner	2853	21%
Drug & Alcohol Counsellors	133	1%
Indigenous Access Worker	383	3%
Infectious Diseases Physician *	6	0%
Community Health Nurse	3245	24%
Drug Educator	19	0%
Psychiatrist/Psychologist	206	2%
Duty Social Worker	6653	49%
	13,512	

* Service commenced in June 2006

HEALTH

INFORMATION EXCHANGE

FINANCIAL REPORT 2005-2006

INCOME

The Salvation Army	90,990	34%
Government Grants	172,458	66%
	263,448	

EXPENDITURE

Administration	25,168	10%
Personnel	173,757	66%
Programme	48,623	18%
Property	15,900	6%
	263,448	

HEALTH INFORMATION EXCHANGE – CLIENT CONTACTS BY AGE GROUPS

Age Group	Contacts	
Under 15	13	0%
15 – 17	374	1%
18 – 20	1503	4%
21 – 25	5710	14%
26 – 30	10355	26%
31 – 35	10087	25%
36 – 45	9482	23%
Over 45	2835	7%
	40,332	

HEALTH INFORMATION EXCHANGE – NEEDLE DISTRIBUTION SUMMARY

Needles Handed In	381,093
Needles Handed Out	752,678
Return Rate	50.6%
Visits	40,332

HEALTH INFORMATION EXCHANGE – NEEDLE DISPOSAL METHOD

Returned to Needle Exchange	60%
Building External Disposal Unit	0%
Other Public Disposal Container	30%
Other Needle Exchange	8%
Other (Burn, Chemist, Disposal Method)	2%

HEALTH INFORMATION EXCHANGE – SUMMARY OF INFORMATION PROVIDED TO CLIENTS

Health	15%
HIV/AIDS	0%
Safer Sex	1%
Drug	3%
Other Needle Exchanges	1%
Hepatitis C	1%
Safer Using	77%
Welfare & Accommodation	1%
Other Information	1%

YOUTH & FAMILY SERVICES

RICHE GOONAN MANAGER

Youth and Family Services incorporate the Crisis Accommodation Centre and the Young Womens Outreach Program (formerly VERVE). As part of the redevelopment of Crisis Services the two programs were aligned under the same management structure to provide a focus on the youth aspect of each program and to streamline program development.

The Crisis Accommodation Centre is an emergency refuge providing 24 hour supported accommodation for males aged 16-25 and females aged 16-30 and also has one room available for families. The Centre provides an intensive case management service for up to six weeks within the refuge for people who are homeless and works with them to secure long-term stable accommodation.

The Young Womens Outreach Program is a Statewide housing and support service offering accommodation and support for young women with or without children aged 16 – 25 years wishing to reside in the Inner and Middle Southern region of Melbourne. The Young Womens Outreach Program works with young women in need of housing information, referral assistance and related support.

As a result of a review undertaken by external consultants the Young Womens Outreach Program has moved its office to St Kilda this year. Locating the office onsite with other Crisis Service programs has improved the integration of the service and has provided for a more systemic approach to assessments and assistance provided to young women. In order to maintain our commitment to servicing the middle south metropolitan region we have formed a partnership with Moira Disability & Youth Services

to establish an outpost at their office in Moorabbin; co-locating with Southern Directions Youth Services. The Young Womens Outreach program has been involved in the development of a specific entry point for young people needing accommodation and support in the middle south. Crisis Services is committed to participating in this coordinated assessment and referral system that will improve service delivery and program coordination for young women in the middle south.

The Crisis Accommodation Centre has been working to provide a more flexible outreach model to address the reduction of access to transitional and public housing stock. The Centre has developed partnerships with local community-managed rooming houses to provide short to medium term outreach to young people entering rooming house accommodation. The Centre has also continued to work in partnership with local family services to address the marginalisation, isolation and parenting needs of families residing in the refuge. In addition the Centre has been working within networks and with other crisis accommodation facilities to better inform our response to families needing emergency accommodation – especially the uncounted children that access our services each year.

The Centre has continued the development of a case management model that focuses on capacity building for our client group. This year we have increased our applications for funds from the Youth, Education, Employment and Training Initiative and the Family Reconciliation and Mediation Program, which have assisted in providing a range of options to young people accessing our service.

Crisis Services management has continued to work on the development of a new accommodation facility in the City of Port Phillip. This year the State government has approved \$2 million for the project and we are confident sale negotiations will be finalised soon.

Youth and Family Services are committed to delivering dynamic and flexible service responses to our clients and look forward to actively contributing to the development of responsive service systems across the state, over the next 12 months.

CRISIS ACCOMMODATION CENTRE FINANCIAL REPORT 2005-2006

INCOME

The Salvation Army	309,226	33%
Government Grants	605,393	65%
Residents Fees	12,000	2%
	926,619	

EXPENDITURE

Administration	58,370	6%
Personnel	621,169	67%
Programme	155,866	17%
Property	91,214	10%
	926,619	

CRISIS ACCOMMODATION CENTRE - CONTACTS BY GENDER

Female	107	50%
Male	107	50%
	214	

CRISIS ACCOMMODATION CENTRE – CLIENT CONTACTS BY AGE GROUP

Under 14	2	1%
14 – 25	174	81%
26 – 59	38	18%
Over 60	0	0%
	214	

* Average Age: 22.56 years

CRISIS ACCOMMODATION CENTRE – MOST FREQUENT PRESENTING ISSUES AMONGST CLIENT CONTACTS

1. Previous Accommodation Ended
2. Eviction from Accommodation
3. Emergency Accommodation Ended
4. Domestic/Family Violence
5. Overcrowding within Existing Accommodation
6. Mental Health
7. Interpersonal Conflicts
8. Physical/Emotional Abuse
9. Financial Difficulty
10. Psychiatric Illness

CRISIS ACCOMMODATION CENTRE – MOST FREQUENT ASSISTANCES PROVIDED TO CLIENTS

1. Domestic/Personal
2. Obtain Short Term Accommodation
3. Advice/Information
4. Obtain Medium/Long Term Accommodation
5. Advocacy/Liaison for Client
6. Obtain Independent Housing
7. Drug/Alcohol Support/Intervention
8. Domestic/Family Violence Support
9. Employment & Training
10. Financial Counselling

YOUNG WOMEN'S OUTREACH PROGRAM FINANCIAL REPORT 2005-2006

INCOME

Government Grants	392,700	89%
The Salvation Army	48,259	11%
	440,959	

EXPENDITURE

Administration	38,602	8%
Personnel	301,854	68%
Programme	47,562	10%
Property	62,941	14%
	440,959	

YOUNG WOMEN'S OUTREACH PROGRAM – CLIENT CONTACTS BY AGE GROUP

Under 14	1	1%
14 – 25	99	83%
26 – 59	19	16%
Over 60	0	0%
	119	

* Average Age: 23.07 years

YOUNG WOMEN'S OUTREACH PROGRAM – MOST FREQUENT PRESENTING ISSUES AMONGST CLIENT CONTACTS

1. Domestic/Family Violence
2. Previous Accommodation Ended
3. Eviction from Accommodation
4. Emergency Accommodation Ended
5. Overcrowding within Existing Accommodation
6. Relationship/Family Breakdown
7. Financial Difficulty
8. Budgeting Problems
9. Interpersonal Conflicts
10. Mental Health

YOUNG WOMEN'S OUTREACH PROGRAM – MATERIAL AID ASSISTANCE PROVIDED TO CLIENTS

1. Advice/Information
2. Obtain/Maintain Independent Housing
3. Advocacy/Liaison for Client
4. Transport
5. Material Aid
6. Emotional Support
7. Emergency Accommodation
8. Short Term Accommodation
9. Domestic/Family Violence Support
10. Financial Counselling

RESEARCH & PROGRAM DEVELOPMENT

SALLY COUTTS MANAGER

Since the development of the Research and Program Development role in May, the focus has been on developing a research agenda and strategic planning framework for the broad network. Canvassing of staff, within work teams, was conducted to help identify some of the research priorities and practice issues influencing the research agenda for Crisis Services. This information was collated and included in a survey which was being conducted for the Melbourne Central Division as part of a broader strategic planning process. With the recent restructure of Women's Services and the re-alignment of programs under a new management structure, ongoing program evaluation and strategic planning is integral to the success of these programs.

Partnerships with research bodies such as RMIT's Centre for Applied Social Research (CASR) and other community organisations have continued to be fruitful. Some of the early analysis of the Pathways research, conducted by Guy Johnson and Chris Chamberlain, with Crisis Services and Homeground as industry linked partners, has led to some collaborative round table discussions about practice and policy developments. Guy Johnson's longitudinal research on homelessness for his PhD, also involved an effective partnership with Crisis Services and a few other community organisations. Both of these research projects provide a valuable base for reflecting and identifying what some of the future service developments and policy responses will be. Another research project, involved an evaluation of Access Health by one of the researchers from CASR- Dr James Rowe. This project will help inform some of the strategic development for this service in the coming year.

The co-ordination of the student placement program at Crisis Services began in May. The program builds on the work that was piloted and reviewed at the end of 2005, and involves a close partnership with RMIT School of Global Studies and Social Science and Planning. In 2006 there were students from the Social Work and Youth Work courses, including a Masters of Social Work student, placed across four of the five program areas of Crisis Services.

Students come together weekly, as part of a facilitated discussion group, which involves input from a range of staff and managers from a cross section of programs. An official signing of the partnership with RMIT occurred in August to highlight the mutual commitment between the two organisations. It is planned that the student program will expand in 2007 to incorporate more post graduate placement opportunities, from RMIT and other tertiary institutes.

The other focus for the Research and Program development role, which will become a priority for all Crisis Service programs over the next 12 months, is the facilitation and coordination of quality improvement processes and a commitment to standards development and accreditation processes.

Crisis & Family Violence Services

Crisis Contact Centre

29 Grey Street
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7777
Facsimile (03) 9536 7778
Free Call 1800 627 727

Family Violence Outreach Program

29 Grey Street
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7777
Facsimile (03) 9536 7778
Free Call 1800 627 727

Health Services

Access Health

31 Grey Street
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7780
Facsimile (03) 9536 7781
Free Call 1800 627 727

Health Information Exchange

29 Grey Street
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7703
Facsimile (03) 9536 7778
Free Call 1800 627 727

Youth & Family Services

Crisis Accommodation Centre

27 Grey Street
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7730
Facsimile (03) 9536 7731
Free Call 1800 627 727

Young Women's Outreach Program

31 Grey St
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7730
Facsimile (03) 9536 7721
Free Call 1800 627 727



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