

Department of **Communities**
safe, valued and empowered communities

Street Based Outreach Service

Department of Communities
FNQ Region



Overview

- **Indigenous homelessness in Cairns, and related anti-social behaviour has attracted a great deal of media, local and state government attention over the years.**
- **In 2002 the Department of Premier and Cabinet with DATSIP undertook a project that resulted in “Safer Places with New Opportunities” report.**

Overview cont.

- **This report made recommendations centring around:**
 - 1. The integration of existing and future services**
 - 2. Better service delivery standards for organisations and programs working with the homeless clients**
 - 3. The development of innovative partnership – based approached**

Overview cont.

- The Street Based Outreach Service (SBOS) was the result of the “Safer Places” recommendations and was developed with resources from DATSIP and Department of Communities.

Background :

The Department Of Communities “ Street Based Outreach Service (SBOS) provides an outreach referral and case coordination/management service to clients who are primarily indigenous persons experiencing homelessness and living on the street, or in and around the Cairns CBD

Background cont.

The SBOS is holistic in its approach to addressing the range of diverse issues associated with Aboriginal and /or Torres Strait Islander homelessness. It has been very effective in assisting homeless people to relevant services

Background cont.

There have been a significant reduction in incidents of anti-social behaviour, violence and good order related offences associated with the client group since the inception of the SBOS in 2003

Background cont.

In partnership with QPS, Centrelink and Skytrans Pty. Ltd, the SBOS has been instrumental in the repatriation to their home communities (mostly Cape York Peninsula) of around 30 percent of the clients they engage with: while a further 15 – 20 percent have been placed in rehabilitation programs or permanent housing.

Background cont.

The program operated as a pilot Program in Partnership with DATSIP until December 2005, when it was transferred to the Department of Communities, where the program is funded 5 yearly.

Workgroup Details

- The SBOS Team is comprised of Two Workers: a Team Leader and Outreach Worker with the provision for part time Administration Support
- SBOS are 80% field work and 20% administration eg: Data Base, Client Charts, Agency catch up.

Workgroup Details cont.

- **SBOS hours of work: 7.30am to 4.30pm.**
- **They are contactable by mobile phone**
- **Travel in pairs**
- **Utilise a Departmental vehicle for the homelessness program**
- **Have emergency call out including week-ends and evenings**
- **Attend Friday night patrols with Police Liaison Officers. SBOS will contact PLO's when they need assistance at any other time.**
- **Thursdays are spent travelling with Centrelink officers into the camps and around the CBD to assist clients with correct payments, SPERS and any other issues they may have eg: Legal, Medical, Housing...**

Workgroup details cont

- Visit to rehab centres once a month to visit clients
- Fortnightly meeting of 20 stakeholders/services (field officers only) with invited guests. This meeting also discusses shared case management of clients.

Workgroup details cont.

- SBOS keep a close communication system with all the Community Councils. So when our clients want to go home we make sure the community is notified. Due to that the client may not be welcomed back to their community. And if they do go home what sort of support mechanism is available.
- Both Rehabs and Prison clients are made aware that when they return to Cairns, SBOS are there to support them in finding other avenues of assistance

Reporting Relationships

- SBOS report monthly to line management on the following deliverables:
- Management of Public Space
- Intoxication and Homelessness Forum is held every month where recommendations from Stakeholders are presented to the managers.

Record Keeping

1. Initial Contact Form – Client details

2. Client Files
 - Client intake form - Clients Consent
 - Social and Living Skills Check
 - Support Plan
 - Clients Notes

Record Keeping cont.

3. Referral Book

4. Rehabilitation Book

5. Return to the Communities Book

ALL THIS INFORMATION IS ENTERED INTO A DATA BASE