



A STUDY TO IDENTIFY UNMET NEED IN GREATER GEELONG AND SURF COAST SHIRE

A JOINT PROJECT
OF
ANGLICARE VICTORIA
AND THE BROTHERHOOD OF ST LAURENCE

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FOREWORD

Anglicare Victoria and the Brotherhood of St Laurence have a history of delivering vital services that target the most disaffected and vulnerable people in our communities. It is important to note also that Anglican churches play a key role in filling some of the gaps of government-sponsored primary care.

Christians and communities of faith have provided food for the hungry, care for the sick and frail and refuge for the sojourner, the homeless, the orphan and aged, as an expression of the two great commandments, to love God and to love one's neighbour.

Anglicans in Australia have expressed this tradition of hospitality and service through local parishes, welfare and community agencies like Anglicare Victoria and the Brotherhood of St Laurence and in their own lives by joining community agencies as volunteers and by donating money. In the Diocese of Melbourne, this ministry of compassion and social justice has been an integral part of its ethos and strategy to reach out and to embrace children, young people, the aged, the homeless and families, for whom life is a struggle, resources often minimal and opportunities limited.

The warrant for the work of the church in social justice as an integral part of its mission is to be found in the life and ministry of Jesus himself, who healed the sick, welcomed the rejected and outcast, dined with those who were despised and offered forgiveness as the victim of humanity's inhumanity. Jesus is the fulfilment of the prophetic tradition, expressed in the words of Micah, 'He has told you, O mortal, what is good; and what does the Lord require of you but to do justice, and to love kindness, and to walk humbly with your God'.

Canon Dr Ray Cleary
Anglicare Victoria

Revd Jeff O'Hare
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CONTENTS

FOREWORD	III
SUMMARY	VII
PURPOSE OF THE PRESENT STUDY	1
METHOD	1
BACKGROUND	2
DEMOGRAPHIC PROFILE OF GREATER GEELONG 2006	3
ANGLICAN CHURCH COMMUNITY SERVICE PROVIDERS.....	5
COMMUNITY AGENCY SERVICE PROVIDERS	9
SUMMARY OF UNMET NEEDS AS IDENTIFIED BY INTERVIEWEES	17
GAINS, GAPS AND RECOMMENDATIONS.....	17
REFERENCES	21

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Terms

ABS	Australian Bureau of Statistics
ACOSS	Australian Council of Social Service
AV	Anglicare Victoria
BSL	Brotherhood of St Laurence
CALD	culturally and linguistically diverse
COGG	City of Greater Geelong
DEECD	Department of Education and Early Childhood Development
DHS	Department of Human Services
NR	Neighbourhood Renewal
SEIFA	Socio Economic Indexes for Area

This study extended beyond the City of Greater Geelong (COGG) to include the Shire of Surf Coast. Throughout the report, the unofficial term 'Greater Geelong region' is used for the combined area.

SUMMARY

Anglicare Victoria and the Brotherhood of St Laurence deliver vital services that target the most disaffected and vulnerable people in our communities. It is important to note also that Anglican churches play a key role in filling some of the gaps of government-sponsored primary care.

To guide future policy direction and planning, this study maps the types of programs and services in the Greater Geelong region; and identifies gaps as well as opportunities and/or partnerships for future service provision.

Interviews were undertaken with nineteen community sector organisations, including nine Anglican churches and ten community agencies, operating in the region. This study sample brings together information from a range of sources, including demographic data, reports, evaluations and consultations. Groups identified as facing high levels of deprivation and exclusion (often in combination) are people with dual disorders, culturally and linguistically diverse (CALD) communities, at-risk youth and lone parent families.

Although much is already being done by community sector organisations, the evidence points to significant gaps in: affordable accommodation; homeless assistance; drug, alcohol and mental health services (especially for people with dual disorders) and interventions for at-risk youth (in particular, programs that enable students to move back into mainstream schools or provide an educational alternative).

In addition a number of gaps identified lend themselves to possible parish involvement, either directly through their own resources or indirectly with other partners. These parish roles could include learning support for refugees, social activities for older people and volunteer support for disadvantaged households.

This study offers the following recommendations:

- It affirms and endorses the current initiatives of both the state and federal governments to address the chronic housing shortage in Victoria and calls for immediate attention to the serious lack of affordable and accessible housing available in the Greater Geelong area.
- It affirms present government initiatives, such as the Fairer Victoria Strategy, to address service gaps and to build community capacity, and recommends that a further study be undertaken as a matter of high priority to identify additional services to meet the needs of people with dual disabilities.
- It proposes that Anglicare Victoria and the Brotherhood of St Laurence should continue to seek opportunities to work in partnership with Anglican churches to
 - to support activities and further develop new approaches, to strengthen successful transitions for young people
 - to develop educational and social support in order to break down social isolation and build social connectedness in CALD communities
 - to break down the social exclusion and social isolation of older people
 - to break down social isolation and strengthen social connectedness with sole parent families.
- It recommends Anglicare Victoria and the Brotherhood of St Laurence should commit financial resources and support to assist the local Anglican churches to develop ministries that will address the priority issues identified in this study.

PURPOSE OF THE PRESENT STUDY

The aims of this study are to:

- identify the types of programs and services offered by community service providers, including Anglican churches, relevant to identified social needs
- look for existing gaps and opportunities for community service provision
- identify possible opportunities or partnerships in community service provision.

METHOD

The objective of this study is to undertake a needs assessment in the Greater Geelong region, and to document current unmet and emerging needs with a focus on social disadvantage and exclusion. The main tasks comprise:

- analysis of demographic data to provide a community profile that indicates the main areas of disadvantage across the region
- mapping of current service delivery by providers relevant to identified key social issues, including specific programs such as Neighbourhood Renewal
- select review of recent needs assessments and related program development and research projects undertaken in the region
- consultations with selected parish representatives in the priority areas to gain their perspectives on current and emerging social needs and opportunities for participation.

A utilisation-focused approach is used to develop the macro and micro profiles of the Greater Geelong region. The researcher works closely with the users of the study, particularly in the design stage and when amending the design, in order to accommodate evolving user concerns and questions. This means that users understand the strengths and weaknesses of the data (Patton, 1986).

To gain further demographic information, the following qualitative and quantitative data was collected: agency documents and public records (including statistics, evaluation studies, annual reports, web pages and other published documents).

Semi-structured interviews provided much of the data gathered in all phases of this research project. Criteria for interviewees in the study are: key service providers in the Greater Geelong region who serve low income, vulnerable and minority populations; seniority within a selected agency; focus on priority areas from the secondary data analysis. Prepared questions were used to guide interviews with senior agency staff and additional questions generated by the researcher during the interview were also asked.

The Brotherhood of St Laurence research ethics committee reviewed the protocol and confirmed that ethical approval was not required for this study.

BACKGROUND

The BROTHERHOOD OF ST LAURENCE operated direct services in the Greater Geelong region until 1996. While residential, respite and dementia day care was provided in Lara and Geelong, people in the wider region were supported through community aged care, up to seven opportunity shops, material aid, a financial advisory service, a no-interest loans scheme and the distribution of emergency relief (including food). Labour market programs for unemployed people began in 1994, followed by community development programs, especially services for homeless males (including the opening of the Smyth Place Youth Accommodation House).

The Brotherhood of St Laurence divested all its Barwon region operations to St Laurence Community Services in 1996. In the region currently the Brotherhood supports one retail operation in Grovedale and a home-based early childhood enrichment program (HIPPY). Anglicare Victoria generally has not participated in the delivery of services in the Greater Geelong region due to the Brotherhood's earlier commitment. There has been occasional involvement, however, through the Anglican parish of Christ Church Geelong.

In the recent economic environment, many areas within the Greater Geelong region have prospered, particularly Queenscliffe and Newtown. Other areas, such as Corio, Norlane, Portarlington, Surf Coast West, Winchelsea and Whittington have been identified by the Socio-Economic Indexes for Areas (SEIFA) as most disadvantaged.¹ Other recent studies confirm these pockets of vulnerability (see, for example, Vinson, 2007).

The City of Greater Geelong is an amalgamation of the former municipalities of Bellarine, Corio, Geelong, Geelong West, Newtown and parts of South Barwon, Barrabool and Bannockburn. The City is now made up of 12 wards (COGG, 2006c) and has a population of 162,305 (ABS, 2006).

Like other regional centres, Geelong is undergoing rapid change. Significant changes to local infrastructure have included an upgrade of Avalon Airport, which provides interstate flights for Geelong residents who previously had to travel to Melbourne. Planning is underway for further developments such as the new Armstrong Creek suburb and the Geelong Ring Road which will take the Princes Highway traffic around the City of Geelong from Corio to Waurin Ponds.

In 2007, \$500 million worth of construction began in Geelong. Projects include a maximum security prison in Lara, a \$150 million Westfield Bay City expansion works, involving a flyover of Yarra Street, the city's first Big W store and 70 new speciality stores; the \$37 million Deakin Waterfront campus redevelopment and the \$23 million Deakin Medical School; the \$50 million Edgewater apartment development on the waterfront; several multi-million dollar office developments in the CBD; and a \$30 million aquatic centre in Waurin Ponds.

Despite this development, the region has 12 of the top disadvantaged hotspots in Australia—three more than in 2006 (G21, no date). One recent economic decision affecting local employment prospects was Ford Australia's announcement in July 2007 that it would close its Geelong engine plant in 2010, with some 600 jobs to be lost (ABC News, 2007).

¹ Deborah Warr (2004) notes, however, that targeting resources into particular areas based on statistics can perpetuate a sense of exclusion from within and outside these neighborhoods.

DEMOGRAPHIC PROFILE OF GREATER GEELONG 2006

Selected ABS 2006 Census QuickStats Greater Geelong City (A)

Person Characteristics	Number	%Region	%Aust
Total persons	160,991		
Indigenous persons	1,214	0.8	2.3

Age (yrs)			
0–4	9,934	6.2	6.3
5–14	21,265	13.2	13.5
15–24	22,316	13.9	13.6
25–54	64,663	40.2	42.2
55–64	17,437	10.8	11.0
65 & over	25,377	15.8	13.3
Median age	37		37

Selected Characteristics			
Australian citizen.	145,269	90.2	86.1
Born overseas	26,281	16.3	22.2
Overseas visitors	617	0.4	1.0

Religious Affiliation (Largest groups)			
Catholic	47,367	29.4	25.8
No Religion	33,019	20.5	18.7
Anglican	23,539	14.6	18.7
Uniting Church	12,668	7.9	5.7
Presbyterian & Reformed	6,930	4.3	3.0
Not Stated/ Inadequately Defined ²	n.a.	11.5	11.9
Other (includes other Christian; Buddhist; Hindu; Islamic; Jewish) ²	n.a.	12.6	16.3

Note: n.a = comparable data not available

Marital Status			
Married	63,885	49.2	49.6
Never married	42,003	32.4	33.2
Separated or divorced	14,582	11.2	11.3
Widowed	9,318	7.2	5.9

Labour Force			
Employed full-time	43,070	56.9	60.7
Employed part-time	23,057	30.4	27.9
Unemployed	4,985	6.6	5.2

² Not all religious affiliations appear in the ABS 2006 census quickstats for the statistical subdivision Greater Geelong City (A). For more detail, see City of Greater Geelong 2008, *Community Profile*, retrieved 25 May 2008, <<http://www.id.com.au/profile/Default.aspx?id=268>>.

Income			
Median individual income	405	466	
Median household income	881	1,027	
Median family Income	1,094	1,171	

Family Characteristics			
Total families	43,035		
Couples with children	18,607	43.2	45.3
Couples without children	16,118	37.5	37.2
One parent families	7,652	17.8	15.8

Dwelling Characteristics			
Fully owned house	22,824	36.2	32.6
Being purchased	20,770	32.9	32.2
Rented privately	15,705	24.9	27.2
State or Territory Housing	2,710	17.3	14.9
Average household size		2.5	2.6

Population Growth

The ABS 2006 Census of Population and Housing illustrates patterns of population growth across the Region (City of Greater Geelong, 2006, p.6). Between 2001 and 2006 the City of Greater Geelong grew by 1.24% per annum (to 197,509 residents in 2006), the Surf Coast Shire grew by 2.01% per annum (to 21,777 residents). The Borough of Queenscliffe declined in population over this period by 0.78% per annum (to 3017 residents).

Between 2001 and 2006 the highest population growth in the City of Greater Geelong's urban area occurred in Highton which grew by 2150 residents (total population in 2006 of 14,487). This was followed by Grovedale which grew by 1546 (13,182 residents), Lara which grew by 1539 (12,847 residents), Waurin Ponds which grew by 1437 (3367 residents) and Leopold which grew by 1178 (8743 residents).

The rural townships which experienced the highest population changes included Ocean Grove which increased in population by 966 (11,278 residents), Barwon Heads which grew by 764 (2994 residents) and Drysdale which grew by 750 (3741 residents). Within the Surf Coast Shire, the township of Torquay experienced the largest population change of 1549 (6706 residents). In the Borough of Queenscliffe, Point Lonsdale grew by 206 (2482 residents).

ANGLICAN CHURCH COMMUNITY SERVICE PROVIDERS

All Saints Anglican Parish, Newtown and Geelong West

Community Services

Mental Health Chaplaincy

Facilities Hire

Refugee Support

Service Details

Provides a chaplain for people with a mental illness

Hires out facilities at community rates.

Provides support for refugee families of the Karen ethnic community

Contact: All Saints Parish Office

Availability: Tuesday, Wednesdays, Thursday, 10.00 am–3.00 pm

Telephone contact is available during opening hours

Costs to clients: Inquire for facilities hire rates. No cost for community support services

Referral: self

Catchment Area: Geelong Central City

Notes

Revd Peter Martin identified three unmet needs in Greater Geelong:

- research to allow community partnerships in community identified areas of need
- low-cost and rental housing for African (Sudanese, Ethiopian) refugee families
- accommodation for those with residential support needs who are not suitable for aged care facilities.

Bellarine Gateway Anglican Parish, Leopold with Newcomb and Whittington

Community Services

Breakfast Program

Befriending Program

Opportunity Shops (2) – Newcomb, Leopold

Service Details

Costs to Client: Two programs no charge. Inquire opportunity shops.

Referral: self

Catchment areas: Newcomb, Whittington and Leopold

Breakfast program is run on Monday and Thursday mornings for kids at Newcomb Park Primary School. Befriending program targets older people living in residential care.

Opportunity shops are run by volunteers. Offer free school uniforms for the local primary and secondary schools, and free clothing and other necessities for those who need material assistance. A large quantity of clothing is sent from both shops to other outlets and agencies within the Greater Geelong area and to overseas agencies in the South Pacific and Eastern Europe.

Notes

Revd Phil Jacobson noted that there were not enough intervention programs to deal with kids aged 12–16 who were dropping out of school. He has also observed an under-utilisation of community services by those groups most needing assistance. He suggested that research be undertaken to identify what services would be useful to at-risk youth and their families.

Christ Church Anglican Parish, Geelong

Community Services

Breakfast Program
Wednesday Evening Meal
Emergency Food Relief
Visiting Program
Venue for Christmas Dinner
Facilities Rental

Service Details

Costs to Clients: Inquire about room rental; all other services no charge.

Referral: Self

Catchment area: City of Greater Geelong for emergency services

Breakfast is provided 7.30 am–9.00 am, Monday–Sunday, 365 days a year

Wednesday evening meal is provided 5.00 pm–6.30 pm.

Emergency food relief offered Monday–Friday 12.00 pm–2.00 pm for pensioners and health care card holders. Clients are able to access this service once during the month.

Visiting Program includes older people living alone, in residential care and in hospital. The parish hosts a Christmas Dinner in the hall for struggling families and people trapped by poverty.

Meeting rooms are available for hire at community rates.

Notes

Revd Derek Jones identified a critical shortage of affordable rental accommodation, particularly for women, and unacceptably high waiting periods for people accessing emergency services. Derek also noted that an increasing number of community service agencies are withdrawing their crisis intervention provision.

Holy Trinity Anglican Parish Lara, with Christ Church Little River

Community Services

Opportunity Shop
Pre School Program
Kids Club, After School Program

Service Details

Costs to Client: Inquire

Clientele: young mothers, children, families

Referral: self

Catchment area: Lara, Little River

Opportunity shop that provides clothing and household items. Operates on Wednesday and Friday: 10 am–4 pm, Thursday 12 noon–4 pm, Saturday 9 am–1 pm

Pre School Program for parents and children. Operates on Thursdays: 9.30–11.30 am at Lara and Little River

Kids Club After School Program – runs at Lara and Little River during school term, Monday–Friday, 3.45 pm–6 pm.

Notes

Revd Elaine Ryan noted that Lara and Little River had a mixed population comprising commuters to Melbourne, long-term residents and prison families. Elaine observed that there was little in the way of youth programs and an acute shortage of rental accommodation for people on low incomes.

St Andrews Anglican Parish, Corio and Norlane

Community Services

Emergency Food Distribution
Opportunity Shop
Social support group for lone person households
Recruitment of volunteers

Service Details

Costs to Client: Inquire opportunity shop. No cost for 3 other community services
Contact: St Andrews Church
Clientele: general
Referral: self
Catchment area: Corio/Norlane
Emergency Food Distribution – food parcels for beneficiaries.
Opportunity Shop – providing affordable clothing for families on low incomes. Open Tuesday–Friday.
Social Support – providing support and recreational activities for lone person households.
Meets Friday mornings at St Andrews, Corio.
Recruitment of volunteers – for North Shore Geelong Mission to Seafarers, and Corio Opportunity shop.

Notes

Revd Kenneth Shillito identified several unmet needs in Corio and Norlane: pre school child care facilities, literacy programs for Sudanese and Korean migrants and affordable housing. Many Centrelink beneficiaries and their families are living in caravan parks with poor access to public transport. Ken argued that the Greater Geelong City Council needed to open a pathway to allow low cost housing to be constructed, whereas it presently favours high quality housing that is out of the reach for those most needing accommodation.

St Matthew's Anglican Parish, East Geelong

Community Services:

Drug Rehab Program Assessment service
Breakfast Club
Bread Delivery
Opportunity Shop

Service Details

Cost to Client: Inquire opportunity shop; no cost for other services
Clientele: general
Referral: self
Catchment area: Whittington, East Geelong
Drug Rehab Program – Trained personnel at St Matthew's make assessments for recovering addicts to enter the Teen Challenge Drug Rehab Program.
Breakfast Club – meets Monday–Thursday at the Tate Street Primary School before school.
Bread Distribution – bread is delivered and distributed at St Matthew's on Monday between 6.30 pm and 7.00 pm.
Opportunity Shop – open Tuesday–Friday, 10 am–4 pm, providing second-hand goods at reasonable prices. Proceeds from the shop provide support for students, schools and other community programs.

Notes

Revd Ian Weaver noted that compliance issues were inhibiting some parishes from getting more involved with service provision. Ian noted that there was a significant number of young people, including single parents, with mental health problems abusing drugs and alcohol. Single parents were unable to access the Teen Challenge Program because respite care was not available.

St Paul's Anglican Parish, Geelong

Community Services

Collection agency for emergency food distribution outlet in Corio/Norlane
Support to front line agencies

Service Details

Items for food parcels are collected from parishioners weekly and given to The Bridge Op Shop in Corio for distribution to people in need.
Volunteers cook a night meal for Christ Church outreach program once a month.

Notes

Revd Neil Hicks stated that there was little in the way of local after-hours services providing emergency relief. People in a crisis should not have to wait until offices opened on Monday morning. More accommodation was needed for homeless people. Council compliance regulations stood in the way of St Paul's getting involved with direct social service delivery. With appropriate support, Neil was open to the idea of looking at using the hall for social outreach.

St Peter's Anglican Parish Ocean Grove with All Saints Barwon Heads

Community Services

Breakfast Club
Out There Program
Christian Religious Education in Schools
Opportunity Shop

Service Details

Cost to Client: Inquire opportunity shop; no cost for other services
Clientele: general
Referral: self
Catchment area for specific parish services – Ocean Grove, Barwon Heads, Wallington.
Breakfast Club – serves Ocean Grove Primary School, Thursdays in the canteen.
OutThere – a combined churches program to the Bellarine Secondary College senior and junior campuses.
Christian Religious Education in Schools – the teachers cover various classes – two members of the parish teach at Ocean Grove, one at Surfside and one at Barwon Heads.
Opportunity Shop – provides affordable clothing, household items for families. Open during school term Tuesday–Saturday, 10 am–1 pm. 60% of the money raised goes into community outreach programs.

Notes:

Revd John Minotti observed that outside sport, there was not enough in the area for teenagers to do. Drug and alcohol abuse is a problem among teenagers, especially in the Geelong CBD. There was also a lack of social networks for men 55+ years in the Barwon

Heads region. John thought there were still lots of gaps in service provision, particularly in the area of mental health, and not enough counselling services (especially. with a Christian focus).

Surf Coast Anglican Parish, Torquay with Lorne, Aireys Inlet, Anglesea

Community Services

Playgroup

Service Details

Playgroup meets during school term on Mondays 10am–12noon in the church hall.

Cost to Client: no cost

Clientele: general

Referral: self

Demographic: Torquay

Notes

Revd Sophie Watkins observed that Lorne and Aireys Inlet have a high percentage of holiday housing with approximately 1000 permanent residents. Torquay and Anglesea, however, have a reasonable balance of holiday makers and residents. There are a large number of retirees and single parent households. The impact of holidaymakers in the coastal towns from Torquay to Lorne means peak overnight populations. Sophie noted that some families were relocating to lower cost housing areas. Two high need groups identified by Sophie were youth and older people. Sophie saw a need for retirement accommodation and early intervention programs, particularly programs that built relationships with children with high-risk behavior and their families.

COMMUNITY AGENCY SERVICE PROVIDERS

Barwon Health – Drug and Alcohol Services

Community Services

Various drug and alcohol services

Needs assessment

Service Details

Costs to Clients: Nil

Referral: GP, Barwon Health

Catchment Areas: Little River, Colac, Bellarine Peninsula, Whittington, Surf Coast Shire

Notes

Dual Diagnostic Registrar, Dr Helen McKenzie, identified a number of unmet needs:

- lack of crisis intervention services for people with multiple psycho-social issues, owing to the long waiting list
- a lack of community-based doctors in the region
- a lack of adequate housing for those on low incomes. Landlords are able to refuse to rent to those deemed undesirable. People fortunate to get off the public housing waiting list are being relocated in high crime areas.
- an inadequate public transport system that is hindering the ability to provide sustainable intervention programs.

Barwon Health – Homeless Outreach Psychiatric Services (HOPS)

Community Services

Social Housing Advocacy Support

Offers clients assistance in accessing short term crisis accommodation, transitional housing, and affordable long term housing

Service Details

Costs to Clients: Nil

Referral: GP, Barwon Health

Catchment: Barwon South Western region

Notes

Raquel Wright (HOPS) and Karen Spinks (Clinical Coordinator) noted that blacklisting by real estate agents was an issue for many people with mental health problems. Private rental was almost impossible to access. Single people aged over 26 were viewed as too old for youth support services.

In 2007 management of housing stock in the Greater Geelong region was centralised. The Department of Human Services Office of Housing now manages approximately 430 Community Housing and 5,239 Public Housing properties (DHS 2007b). Detailed statistics on housing services clients can be obtained from the Salvation Army and Barwon Youth Housing. Both Raquel and Karen stated that there was an acute shortage of affordable accommodation for their clients, making it problematic for Barwon Health HOPS to expand its present services.

Bethany Community Support, North Geelong

Community Services

Child FIRST

Family Choices (New Pin)

Gambler's Help

Homeless Services (SAAP)

Social Housing Advocacy and Support Program (SHASP)

Community Kitchens

Saver Plus

Men and Family Relationships

Barwon Victims Assistance and Counselling Program

Family Violence Outreach Service

Children's Contact Service

Family Resource Unit – Parenting Education and Support

Intensive Family Support

Service Details

Costs to Clients: None

Referral: Self, family member, other agencies

Clientele: Children, families, homeless people

Catchment area: Barwon South West, Queenscliffe, Golden Plains, Surf Coast Shire

Child FIRST – support for children and families

New Pin – therapeutic support program for parents of young children

Gambler's Help – therapeutic and financial counselling, information support and referral for people who have a problem with gambling

SAAP – provides housing information, referral, case management and accommodation to women and families who are experiencing homelessness or at risk of becoming homeless

SHASP – assists people to establish and maintain successful social housing tenancies
Community Kitchens – offer support, training in culinary skills and budgeting advice
Saver Plus – a financial literacy and matched saving program helping people save for their own or children's education

Men and Family Relationships – provides counselling, group and community programs to men, aimed at strengthening family relationships

Victims Assistance & Counselling Program – work with victims of violence and crime

Family Violence Outreach service – telephone crisis service

Children's Contact Service – facilitated supervised visits between children and parents

Family Resource Unit – child-centred programs that strengthen families

Intensive Family Support – a casework program for families who are experiencing significant difficulty in caring for their children.

Notes

Ian Coverdale, Executive Manager Organisation Development, noted that the Victorian Government initiative, Neighbourhood Renewal, has provided a much more integrated approach to service provision. With respect to areas of unmet need, Ian was uncomfortable identifying a few needs more or less randomly. He saw need as a dynamic concept arising out of government policy, community expectations and practice standards and evidence. These and other variables affect which needs are identified, and targeted; and they change over time. Rather than focus on specific (but changeable) pockets of need, there has been trend away from the 'siloes' traditional view towards more integrated approaches. Ian saw Neighbourhood Renewal as an example of how policy and practice were seeking to impact on the complex interdependencies which contribute to and perpetuate social disadvantage. To gauge community service provision in the Greater Geelong region, Batforce and Barwon South West Homeless Network were identified by Ian as two significant community networks.

City of Greater Geelong, Community Development Department

Notes:

Cathy Walker, Place Based Community Development Officer Corio/Norlane and author of *No-One Home*, spoke of the importance of a strength-based approach to community development. She argued this encourages services to identify and acknowledge strengths that already exist within communities, build community aspirations from that point and provide services that reflect the aspirations. People 'without influence' are encouraged to identify their own strengths and aspirations and move on to solve many of their problems themselves or in voluntary cooperation with others. Cathy asserted that the C.A.O.S. (Community Agents of Sustainability) Community Development Network aims to galvanise the relationships between professional services working in communities, improve professional development, share knowledge, build partnerships, identify gaps and avoid replication. One direct benefit of facilitating this network is to indirectly increase opportunities for people in focus communities to participate in civic, social and cultural life; thereby strengthening the resilience of all. Cathy recognised, however, that the capability to solve one's own problems does depend on income, time available and information. Cathy argued that genuine prevention of poverty would mean changing the living conditions of people 'without influence'. This goes beyond the welfare field and into an examination of structures and processes that produce poverty in the first place.

Cathy noted the disincentives for people 'without influence' to take on casual work owing to the inflexibility of the current welfare systems. She identified the need for emergency accommodation, long term housing and advocacy for women and their children who are at risk of homelessness or are homeless. She also reported the need for social enterprise opportunities in the region.

Corio Bay Senior College

Community services

Young Parents Access Program (YPAP)

Service Details

Contact Lorraine Armstrong

Referral: Self

Cost: Nil

Catchment area: Corio, Norlane, Whittington

The child care centre and YPAP enable young parents to re-engage with education. The objectives of YPAP are to retain, re-attract and support young parents into the education system; improve their education levels and future educational and employment opportunities; improve the students' parenting skills; provide positive role modelling for the young parents and their children, and life skills education to the parents and develop opportunities for the college's child care students to use the centre for work placements.

Notes

Lorraine Armstrong (Coordinator of YPAP) noted that up to 10 of the 32 students enrolled in the program are at risk of homelessness, while only two have parental support and are living at home. There is a long waiting list for suitable, low-cost rental accommodation in the Greater Geelong region. Lorraine identified a number of factors hindering program development: lack of intensive support and advocacy, no respite care for parents and inadequate public transport.

Create Geelong Inc

Community Services

Adult Community Education

Service Details

Costs to client: Inquire

Clientele: youth; young mothers; people with disabilities

Referral: self

Catchment area: Corio/Norlane; Shire of Wyndham

Create Geelong Inc. offers a range of accredited and non-accredited courses that provide a pathway to obtain employment, pursue further study, develop life skills and improve English and literacy skills.

Notes

Barry Pearce, Chairperson of CREATE Geelong Inc., noted that there was sufficient service provision in Greater Geelong, but it lacked any coordination to maximise benefits. To avoid duplication he saw a need for greater cooperation between community service providers. Barry argued that not-for-profit community services were not targeted at low-income disadvantaged groups as much as they had been prior to government funding becoming readily available through contracting out of services. The problem is exacerbated by some sectors' lack of literacy and the lack of advocacy for these groups by government-funded service providers. Barry identified single homeless men aged 25–55, either semi-skilled or unskilled, as the most neglected group. There were no opportunities, such as drop-in centres, to develop social skills and networks for this group; nor was long term affordable rental accommodation available locally. Large office facilities to run social services were scarce in the northern region of the City of Greater Geelong.

Glastonbury Child & Family Support Services

Community Services

Family and Placement Services
Early Years and Community Building Programs
Group Work and Community Counselling

Service Details

Family and Placement services – provide short and long-term care for children who are referred by the Department of Human Services (DHS), as well as a limited number of community placements.

Early Years and Community Building Programs – include PLAY (Parenting Learning Activity with Youngsters (0–3 years)) HIPPY (Home Interaction for Parents of Preschool Youngsters (4–6 years)) CLICK (Colac Learning in Conjunction with Kids); Whittington Early Years (a community development project); Whittington Links (a building volunteering project).

Group Work – a forum for parents to learn and share together

Community Counselling – low-cost, general counselling service for children and adults

Cost to Clients: many services are provided free or at low cost.

Clientele: Children, families and parents

Referrals: from the general community, other service providers. In some programs clients are specifically referred by DHS Family and Placement Services.

Catchment Area: City of Greater Geelong, Colac Otway Shire, Shire of Golden Plains, Surf Coast Shire, Borough of Queenscliff

Notes

Nick Collins, Director Organisational Development, commented about the restricted eligibility for some services, that people must navigate in order to receive assistance. Nick also noted that service criteria for some treatment services such as domestic violence, mental illness or drug and alcohol services often explicitly exclude clients with a combination of these problems. Rather than treat problems concurrently, there is often a response based on the presenting issue or the service specialty. Nick saw the biggest need in the Greater Geelong region was for early intervention and preventative programs. Another issue was the 'hidden' cost of partnership and collaboration.

Karingal Community Living, Geelong West

Community Services

Karingal Community Living Services
MLI Services
SupportWorks
Respite Services
MatchWorks
Kommercial

Service details

Cost to client: nil

Clientele: people with disabilities; offers some general services

Catchment area: Barwon South West region

Karingal Community Living – offers six long-term shared supported accommodation services, five in Geelong and one in Colac. This provides people with a disability with a lifestyle similar to other members of the community: people are supported to develop skills and interactions associated with daily living.

MLI Services – provides group supported employment to adults with a disability
SupportWorks – is a specialised employment service assisting people with a disability to gain and maintain employment in the open labour market.
Respite Services – residential, in-home, over night/ evening and weekend
MatchWorks – provides a range of employment and related services to job seekers from 13 sites across Geelong, Bacchus Marsh and western Melbourne.
Kommercial – provides supported employment for people with a disability. It works with companies to provide competitive business solutions through its current range of services including packaging, landcare and industrial labour services. Kommercial operates from two locations in North Geelong and two locations inside the Alcoa plant at Point Henry.

Notes

Jenny Porter, Manager Mental Health Support noted that people with dual disabilities (intellectual disabilities and mental illness) fell between the cracks of current services. Also noted a lack of supported accommodation and out-of-home respite options; and a lack of adequate training of volunteers and supervision.

MacKillop Family Services

Community Services

Family Services, Parenting Education and Adolescent Support
Rice Education and Youth Services
Disability Services
Home-based Care
Residential Care
Education

Service Details

Family Services, Parenting Education and Adolescent Support – strengthening the capacity of families to support children and young people through integrated service partnerships.
Rice Education and Youth Services – a state-wide intensive residential, educational and case management service to children and young people within the child protection system, who have high needs and complex and challenging behaviours.
Disability Services – provides short and long term case management for children 0–18 yrs, individual support and planning, family choice, parent network, respite and recreation services and various support groups
Home-based Care – includes volunteer care placements, foster care, short-term and respite care, intensively supported placements, therapeutic foster care and specific placements for adolescents and children unable to live at home.
Residential Care – for children and young people unable to live with their families.
MacKillop currently has 68 placements in Geelong and across Melbourne's north-western and southern suburbs. Most placements are for adolescents, and the services usually operate at capacity.
Education – St Augustine's and St Helen's in Geelong and St Vincent's in Maidstone, and a range of outreach services in Geelong and Melbourne's western suburbs, offer educational programs and support tailored to students that cannot fit into mainstream schools.

Notes

C.I.R.C. Education Worker, Fiona Lorimer, identified two key needs: for more youth case managers; and for educational programs that either transition high-risk children, under the age of 16, back into mainstream schools or provide an educational alternative that offers

out-of-school kids a second chance. There is a six-month waiting list to enrol students in current MacKillop programs.

Fiona argued that local schools have been focusing their efforts on adopting high academic standards while cracking down on violations of school disciplinary codes. The main beneficiaries have been tertiary-bound youth and others who respond well to the organisational culture of traditional schools. Non-tertiary-bound youth and others who for a variety of reasons have not done well in traditional public schools have largely been left behind by the high academic standards, high-stakes assessment movement. Fiona also noted a shortage of apprenticeships in the region.

Salvation Army, Geelong

Community Services

Adult Outreach
Community Access
Court Chaplaincy
Crisis Counselling
Family Support Service
Geelong Court Chaplaincy
Geelong Bridge Adult Community Residential Withdrawal Unit
Kardinia Women's Service
Salvation Army Social Housing Network (SASHS)

Service Details

Adult Outreach – personal and housing focused support to men 25 years and older who are homeless or at risk of homelessness.

Community Offenders Treatment Program – drug and alcohol counselling

Community Access – individual and group rehabilitation, outreach and support for people affected by mental illness.

Court Chaplaincy – offers support to offenders, victims, witnesses, families and other persons affected, as well as those serving sentences within the justice system, by providing spiritual and practical assistance

Crisis Counselling Service – easy-to-access, short-term responses to crisis situations.

Family Support – advocacy, referral and emergency relief.

Geelong Bridge Adult Community Residential Withdrawal Unit– is a six-bed community-based unit for men and women aged 18 yrs and over who are seeking a medicated or non-medicated withdrawal from substance abuse, drug use and alcohol use in a safe and supportive environment.

Kardinia Women's Service – accommodation and support for Women and Children.

Salvation Army Social Housing Network Service (SASHS) – a coordinated broad range of services to meet the housing-related needs of those people who are in varying stages of housing crisis.

Notes

Acting Network Director, Duncan Morris, discussed the strength-based approach to mental health work when dealing with people with serious traumas.

Duncan identified two key concerns in the Geelong region: homelessness and youth violence. He observed the disproportionately high level of mental illness among the homeless population in the Geelong region.

People with a mental illness, including those who are homeless, require a wide range of treatment and rehabilitation services to lessen the impairment and disruption produced by

their condition. In Duncan's view there are not enough case workers for homeless people with complex care needs, nor enough appropriate and affordable housing to accommodate the people disabled by mental illness in the Geelong region.

A documentary focusing on youth homelessness in Surrey Hill, Sydney , *The Oasis*, was broadcast on April 10th 2008 by ABC. This will be followed by an independent report into youth homelessness by Caledonia Foundation and Youth Development Australia Ltd.

Duncan noted the growing incidence of violent crime committed by youth under the influence of alcohol, especially in the Geelong Central Business District (CBD). Research that examined the culture of binge drinking and its effect on families and communities would be useful.

SUMMARY OF UNMET NEEDS AS IDENTIFIED BY INTERVIEWEES

The following table offers a summary of unmet needs in order of priority, based on consultations with nineteen representatives of community sector organisations, including nine Anglican churches and ten community agencies in the Greater Geelong region.

Table 1 Unmet needs named by Geelong region community organisation representatives

Need	Frequency
Housing	10
Homeless Assistance	6
Early Interventions	6
Mental Health	5
Drugs & Alcohol	4
Literacy & Learning Support	3
Sole Parents	3
Social Support for Older People	2
Youth Transitions	2

These priorities are considered in more detail below.

GAINS, GAPS AND RECOMMENDATIONS

An interim evaluation of Corio/Norlane NR, initiated under the Victorian Government's 'Fairer Victoria' Strategy in 2002 (DHS & Monash, 2005), notes significant gains such as 133 residents finding employment through the Community Jobs Program, and \$18 million being spent on upgrading 900 homes (Office of Housing Victoria, 2008). A further \$2.5 million is budgeted to upgrade 86 more homes.

Whittington and Newcomb have received government grants under the Communities Building Initiatives. 102 families, principally lone female-headed households, received support through the Strengthening Families Initiative (Monash, 2007) and there were improved outcomes for families involved in the Best Start program including literacy-related activities (DHS, 2006).

A survey of community networks shows considerable service provision in the Greater Geelong region: the CAOS directory lists 200 community service providers (City of Greater Geelong, 2006a), United Way Health Community Care Network lists 74 (United Way Geelong, 2008), Batforce Youth Network lists 200 (Barwon, 2004).

Despite these gains, the current study identifies clear remaining gaps.

Housing and Homeless Assistance

Affordable housing in the Greater Geelong region is a primary concern that emerges from this study, in particular low-cost rental housing and assistance for homeless people. Ten interviewees reported a need for low-cost housing and six reported the need for homeless assistance.

In May 2007 the G21 report, initiated by the Victorian Premier and supported by all five regional councils, identified affordable housing as a regional priority (G21, 2007). This need is highlighted in an earlier report by the Salvation Army Kardinia Women's Services (Walker, 2002). Walker (2002, p.16) states that over a four-week period in 2002, across ten Geelong accommodation providers, 133 requests for accommodation were unmet.³

The DHS Rental Report (September quarter 2007) highlights the housing affordability challenge facing state and local governments (DHS, 2007a): in that quarter only 25.2% of all new lettings across the state were affordable to low-income households.

ABS 2006 census figures that show 16.3% of households in Greater Geelong are spending 30% or more of gross household income on rent or mortgage payments. Last year DHS statistics showed 1819 applicants on the public housing waiting list requiring long-term rental housing (DHS, 2007b). 4

While there is a serious shortage of affordable housing, coastal townships contain a many holiday homes that ABS Census of Population and Housing shows do not accommodate a permanent population (City of Greater Geelong, 2006, p.15). In many townships the unoccupied dwellings outnumber the occupied ones. At the 2006 Census, there were 100,144 occupied homes in the Region and 21,903 unoccupied homes (17.9%). Within the City of Greater Geelong, coastal towns with the highest proportion of unoccupied dwellings include Ocean Grove (1489 or 25.6%), St Leonards (1075 or 58.6%) and Portarlington (1011 or 43.4%). In the Surf Coast Shire, the highest proportion of unoccupied dwellings were Anglesea (1793 or 65.1%), Torquay (1320 or 34.1%) and Lorne (1159 or 72.8%). In the Borough of Queenscliff, Point Lonsdale had the highest proportion of unoccupied dwellings (1138 or 51.6%).

Recommendation: This study affirms and endorses the current initiatives of both the state and federal governments to address the chronic housing shortage in Victoria and draws attention to the serious lack of affordable and accessible housing in the Greater Geelong area. The report calls for immediate attention to the present priorities for housing in the region.

Early Interventions and Youth Transitions

ASB data indicates that unemployment figures for the LGA are slightly above the national average (by 1.4%). Two interviewees reported that Corio, Norlane and Whittington have high rates of unemployment and, that many young people face the prospect of being the second and even third generation within their family to be and remain unemployed. . Four

³ Accommodation providers surveyed were: Kardinia Women's Services; Bethany Community Support; Barwon Youth Accommodation Service, Geelong and Colac; Barwon Association for Youth Support and Accommodation; The Salvation Army Social Housing Service Geelong and Colac; Colac Area Health SAAP Service; Jindarra Community Programs; St Laurence Community Services; Barwon Mental Health Homeless Outreach Program; and Barwon Domestic Violence Outreach Service.

⁴ Victorian Public Housing Segmented waiting list is divided according to need or special requirements. Segment 1 is for applicants who meet the criteria for early housing based on recurring homelessness. Segment 2 is for applicants with complicating health needs. Segment 3 is for applicants who are homeless or may have other support needs and cannot access any other forms of housing. Segment 4 is the general 'wait turn' list for low-income people.

of the interviewees noted high risk behaviours among youth, for example, substance use, academic problems and unintended pregnancies. One interviewee reported that normal adolescence is confounded in the LGA by situational variables such as a lack of supervision and support from adults. A number of community organisations in the Greater Geelong region offer interventions for at-risk youth. Reports, however, indicate a need for more youth transitional programs, particularly educational alternatives, that offer out-of-school kids a second chance.

Recommendation: That Anglicare Victoria and the Brotherhood of St Laurence continue to seek opportunities to work in partnership with other organisations to address and support activities undertaken in the region and further develop new approaches to strengthen successful transitions for young people.

Dual Disorders (Mental Health, Drug and Alcohol)

Five interviewees reported that a significant number of people, including young people, are presenting with mental health as well as drug and alcohol issues. Two of them noted that individuals presenting with dual disorders are placed in the 'too hard basket' because of limited services and inflexible eligibility criteria. There is a lack of information on the numbers of people with co-occurring disorders in the Greater Geelong region who are homeless and a lack of information on agencies offering specialist integrative care.

One study suggests that around 25% of homeless adults suffer both alcohol and mental disorders; 3% have drug and mental disorders; and 7% experience mental illness, drug abuse and alcohol abuse concurrently (Parker et al., 2002). Others have demonstrated that substance abuse is a strong risk factor for homelessness (Lamberti et al. 2001), and an even stronger one when coupled with mental illness (Hurlburt et al. 1998). Those interviewed in the present study noted that people who present with a dual disorder face serious obstacles in accessing specialist services and also affordable accommodation.

Recommendation: This study affirms present government initiatives, such as the 'Fairer Victoria Strategy,' to address service gaps and to build community capacity, and recommends that a further study be undertaken as a matter of high priority to identify additional services to meet the needs of people with a dual disability.

Parish-based Community Services

From the study sample, Anglican churches are providing valuable contributions to their neighbourhoods in the areas of material aid, community volunteering, education and pastoral care. Vicars and support staff seem to have a good understanding of local needs and community expectations. While there is room to strengthen external relationships with other non-church agencies, including client referrals where appropriate, a number of churches are already working collaboratively to avoid duplication of services and meet the need of underserved populations.

Greater consideration needs to be given to work that builds on present parish based service delivery. This study points towards four primary areas that could be addressed in this way:

Literacy and Learning Support

Anglican churches report that North Geelong is attracting a significant number of Sudanese, Karen, Liberian and Horn of Africa refugees. Migrant Resource Centre Victoria statistics show that between July 1997 and June 2002, 1201 refugees and humanitarian migrants settled in the Greater Geelong City/East Barwon/West Barwon. In 2007, some 200 refugees received resettlement assistance in the Geelong and Colac region through

the Geelong Ethnic Communities Council other wise known as Diversitat (Diversitat, 2007). Kyle et al. (2004) explain that people from culturally and linguistically diverse (CALD) backgrounds have to navigate a range of barriers—for example, the lack of literacy in a first or second language, little or no familiarity with available services, discrimination in the labour market and accessing secure housing. DEECD recognises that support is needed to deal effectively with the challenge CALD communities face, particularly in remaining engaged in education (DEECD, 2008). Two Anglican churches in the study offer support ministries, such as English as a Second Language classes, skills training and material aid.

Recommendation: That Anglicare Victoria and the Brotherhood of St Laurence continue to seek opportunities to work in partnership with Anglican churches to develop educational and social support in order to break down social isolation and build social connectedness in CALD communities.

Lone Parent Support

Small area data indicates that the highest percentage of lone parent families live in Roswell (36.7%), followed by Norlane (34.5%), Whittington (26.0%) and Corio (23.0%) (COGG, 2001). It is widely acknowledged that single parent families face a much higher risk of poverty than other groups in the community (ACOSS, 2005). ABS data shows that an average jobless lone parent family spends half its income on rent or home repayments, power and other household bills, and food. An average Australian family devotes just one-third of its budget to these essentials.

Evidence from other research seems to refute the notion that the exposure of the children of sole mothers to higher rates of poverty is matched by a parental care deficit (Craig, 2004). Even in the face of considerable economic deprivation sole parents prioritise their caring function over their earning function. Craig's study also indicates, however, that sole mothers are in the company of their children and no other adult for many more hours a day than partnered mothers: sole mothers also reported feeling socially isolated managing their children on their own and had difficulty in participating in programs that are designed for two-parent families. Two of the interviewees in the study reported that lone parents are reluctant to access community services such as early childhood centres.

Recommendation: That Anglicare Victoria and the Brotherhood of St Laurence continue to seek opportunities to work in partnership with Anglican churches to develop social support in order to break down social isolation and strengthen social connectedness of lone parent families.

Social Support for Older People

The ABS data shows that 15.8% of the Greater City of Geelong population is aged 65 or over which is above the Australian average of 13.3%. (ABS, 2006b) Within the area, in 2001 Norlane had the highest percentage of people aged over 60 over (23.2%), followed by Corio (15.0%) and Whittington (15.0%); Roswell had the lowest (6.0%). (COGG, 2001). It is difficult to assess how many of these older people are actually isolated Two of the interviewees referred to the need for more social opportunities for older people, including men in the over 55 age group. They also identified factors that inhibit social inclusion, including dependence on public transport, and difficulty accessing affordable, available and connected transport services.

Recommendation: That Anglicare Victoria and the Brotherhood of St Laurence continue to seek opportunities to work in partnership with local Anglican churches to break down social exclusion and social isolation of older people.

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