

More heads are better than one

Creating Local Area Service Networks of housing and support providers in Victoria



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Where we started

400 possible entry points

Agency-focused practice

Unclear expectations of initial assessment role

Inconsistent service response

Ad hoc partnerships

Where we are going

Client-centred system response

Consistent initial assessment and referral practice

Clear entry points backed up by formal service coordination

Shared responsibility for clients – areas not agencies

How will we get there?

A practice and system response:

Skilled, supported workers

Clear entry points with coordinated
access to resources

Local Area Service Networks to deliver

Practice response - engagement

Client feeling believed and respected, that individual circumstances have been understood, and that the worker is on their side.

Worker knowing enough of the client's circumstances and wishes to confidently advise on options and to advocate on their behalf.

System response – Local Area Service Networks

Develop the local model covering

- Entry points
- Resource sharing
- Referral pathways
- Prioritisation

Ongoing relationship building & dispute resolution

System response – best matching

Entry points are backed up by:

- Comprehensive local area resource registers
- Resource providers accepting the first appropriate, eligible referral

Promotional material developed by one LASN



Challenges

Can a statewide approach have the necessary subtlety for local conditions?

Will this approach detract from the specialised responses for particular target groups of people in housing crisis?

Challenges

Can I trust another agency to assess people for my resources?

For further information

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