

Specialist Homelessness Services Strategic Plan 2019-2022

BUNGREE VISION

Improve quality of life and transform our community.

BUNGREE VALUES

Respect

We demonstrate respect through our actions and behaviours.

Trust

We earn trust by operating honestly, fairly, and ethically.

Leadership

We lead the way through positive collaboration and inclusion.

Excellence

We strive to continuously improve and innovate.

SPECIALIST HOMELESSNESS SERVICES PROGRAM

***Vision:** Aboriginal people have access to housing and sustainable tenancy.*

***Goal:** Improve housing and homelessness outcomes.*



The Specialist Homelessness Services (SHS) is funded by Department of Communities and Justice (DCJ) and provides support to Aboriginal people with high and complex needs who are homeless, or at risk of homelessness. This includes people escaping domestic or family violence.

Support provided by the program includes case management, advocacy, supported accommodation services and assisted referrals to other specialist support services to help Aboriginal people access and sustain stable housing.

STRATEGIC PRIORITIES

Our Community:

- Increase Bungree's capacity to assist the number of at-risk or homeless Aboriginal people on the Central Coast
- Advocate for better access to the housing continuum
- Excellence – document the positive social impact SHS has on tenants' life over time (powerful, existing client stories)

Our People:

- Staff retention – increased focus on health and wellbeing
- Staff capabilities – grow capacity and train new staff

Business Sustainability:

- Organisational capabilities – seek funding for additional resources
- Prepare SHS standards





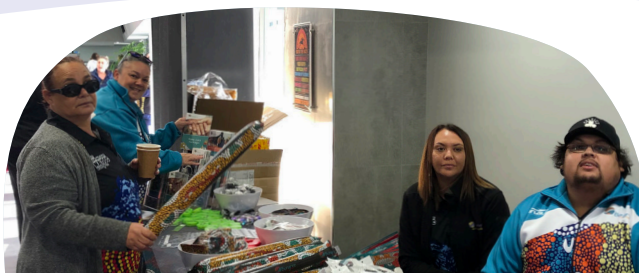
Our Community (Clients)

ACTIONS

- Advocate
 - Advocate for more housing options
 - Capture positive social impact SHS has on clients' lives

OUTCOMES

- Capture one client story per month with permission to publish



Our People (Staff)

ACTIONS

- Staff retention/wellbeing
 - Improve staff retention through increased focus on health and wellbeing
- Staff capabilities
 - Staff training to improve capabilities for SHS and across Bungree's other operations
 - Staff volunteer (when available) for activities that benefit Bungree

OUTCOMES

- Limited staff turnover
- Increased emotional wellbeing of staff
- Staff trained in areas beneficial to Bungree operations as a whole
- Staff and Bungree both benefit from helping to achieve outcomes



Business Sustainability

ACTIONS

- Organisational capabilities
 - Seek funding for additional resources (funding/partnerships)
 - Sustain ASES Accreditations for Service
 - Manage and monitor Rent Choice Youth Program clients
 - Manage and monitor Together Home Program clients

OUTCOMES

- Increase in additional resources
- Monitor ASES Accreditations for service
- Maintain partnerships with Housing NSW for Rent Choice Youth Program
- Maintain partnership with Pacific Link – Together Home Program