



**Shelter SA**  
Housing: a basic human right

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## **Response to “Which Way Home”: A New Approach to Homelessness**

### **Contents:**

Shelter SA.....	2
Introduction.....	2
SAAP.....	3
The Green Paper Options.....	5
The NAHA and Other Agreements.....	6
Goals and Targets.....	7
Recommendations.....	8
Points Specific to Indigenous Homelessness.....	12

## **Shelter SA**

Shelter SA is the official peak housing organisation for South Australia, and represents the views and concerns of people – and in particular, those on low incomes or with special needs – who live in a wide variety of housing tenures.

Shelter SA provides an independent and community-based voice regarding housing issues and potential solutions to all levels of Government, the housing industry, the media and the general public.

Shelter SA speaks out on issues related to affordable housing and the prevention of homelessness. It arranges forums and community consultations to ensure that the housing concerns of all South Australians are debated and understood by politicians, policy makers, housing workers and the public.

This submission is based on policy considerations of Shelter SA staff, Shelter SA records and publications addressing and monitoring the state of homelessness and housing provision in SA, informal consultations with other peak bodies and stakeholders, and input from the Shelter SA Board of Management.

## **Introduction**

This submission outlines the views of Shelter SA in relation to the Australian Government's Green Paper *Which Way Home?: A New Approach to Homelessness*.

Shelter SA supports the Federal Government for addressing homelessness as a priority.

Access to affordable and appropriate housing is the key to overall social well-being, and is critical to improving the health and education outcomes for everyone.

From a Human Rights perspective, all people deserve the right to a home, the most important foundation for social inclusion. Homelessness can be solved if we had a Housing is a Human Right framework.

Housing provides people with stability.

If people have jobs, they have housing choice. If people have stable housing, they are much more likely to obtain and maintain employment.

Governments at all levels need to recognise that by investing in the provision of stable housing for its population, the community reaps benefits such as:

- Better school attendance and educational outcomes for children
- Less demand on hospital emergency departments as families build relationships with local doctors
- Less crime
- Better employment opportunities for households
- Less dependence on the social security income supports
- More identification with and participation in local community activities
- Better “connectedness” and social inclusion.

By NOT investing in stable housing, there are possible consequences:

- Frequent moving, which disrupts children’s education
- Greater reliance on hospital emergency departments for basic medical care
- Increased dependence on the social security income supports
- Increased financial stress, often leading to crime
- Less likelihood of secure employment
- Lack of “connection” to the local area, due to frequent moves
- More social isolation and marginalisation.

Stable, affordable, appropriate housing enables people to access employment, education and training and other support services. It provides the basis from which to build social networks, re-establish links with family and participate in community life. Housing allows people to overcome many forms of disadvantage and achieve positive long-term outcomes.

SA’s Housing Minister has funded 5 Housing Legal Clinics, where volunteer lawyers provide pro-bono legal services to people at risk of, or experiencing, homelessness. People often lead chaotic lives and build up serious levels of debt or have events involving the police and/or courts. This leaves them feeling powerless, with no control over their lives.

By facing their legal problems with the help of a free lawyer, people regain some power and control over their lives again, allowing them to obtain and maintain secure housing, and to deal with other issues in their lives. The SA Housing Legal Clinic model should be funded by the Commonwealth and implemented across Australia, as a proven success.

Shelter SA is pleased to see the new Federal Social Inclusion Board will deal with homelessness, as part of dealing with disadvantage.

Homelessness is part of wider disadvantage, and poverty.

Homelessness is linked to health, education, training, employment, engagement, and any service assisting people experiencing homelessness must be a pathway to personal security, self-development, and social and economic participation.

## **SAAP (Supported Accommodation Assistance Program)**

Homelessness is more than just being about the SAAP program.

We need a housing system that works, not just a crisis response system (although there will always be a need for some emergency housing).

We will need some sort of "emergency/transitional housing" until people can be placed in secure, long-term housing (and that should be the first aim, rather than moving through a series of shelters or emergency accommodation facilities). This fits with the Prime Minister's stated aim that crisis services must offer swift and secure gateways into safe, appropriate accommodation.

Rosanne Haggerty, of Common Ground in New York City, believes homeless people should be offered long-term accommodation, with appropriate supports. She argues this provides stability immediately, and allows people to settle quickly into a place of their own for as long as they like. However, this option depends on the supply of appropriate, and appropriately located, housing.

Rosanne Haggerty puts as secondary all the personal problems of people experiencing homelessness and get them into a home first; then provide appropriate supports.

While SAAP has been a good response to homelessness, it has been grossly under-resourced for years. It is unacceptable that half the people who apply to SAAP every day are turned away because of a lack of funding.

Many organisations want to keep SAAP, but have it funded adequately, so it can meet the needs of people applying. However, there is the danger that funding SAAP to grow in the long term may create an "industry" that is self-perpetuating.

A worker recently told me that services in Scandinavia are adequately resourced, with enough funding to research the evidence-based "best practices" that are then duplicated elsewhere.

In the view of Shelter SA, SAAP should be adequately resourced in the short term, but should diminish in size as the number of people experiencing homelessness move into appropriate, affordable, long-term accommodation.

Similarly, there should be an immediate expansion of CAP funding, to provide enough emergency accommodation places to meet the current need, but as the number of people experiencing homelessness diminishes, SAAP/CAP properties should be transferred to State Housing Authorities or community housing organisations.

A number of organisations will make the point that SAAP serves its clients well, but funding restrictions prevent SAAP providers from supporting clients for as long as is needed. The range of support services through SAAP also needs to be expanded.

Clients often have complex needs which cannot be addressed until they are in stable housing. It may then take months to address their other life issues, but at least they have a secure roof over their heads and know they will not have to move soon, or know that wherever they choose to move to, their support services will continue.

Housing and support services go hand in hand - either one just on its own is not sufficient.

Our society says children are important, so policies need to ensure they and their parent/carer have housing every night, rather than turning them away from SAAP. It is not acceptable under any circumstances for children to sleep rough. The Government owes it to all Australian children to ensure they have a proper roof over their heads – it is one of the most fundamental duties of Government. Australia has obligations under the UN Convention of the Rights of the Child, to ensure all are afforded an appropriate level of care and protection.

One of the main indicators of success in reducing homelessness will be that when someone rings the SA Family Accommodation and Information Referral Service (FAIRS – the one-stop entry to the SA SAAP system), they will not hear there is a 26 week or 13 or 8 or 2 week wait, but that emergency accommodation is available tonight, and every night.

## **The Green Paper Options**

Shelter SA supports the stated Principles of a new approach.

Option 1 focuses on four streams of support for youth, people experiencing or escaping domestic violence, single people and families in housing stress. We need coordinated services, not fragmented ones. However, structuring SAAP services in this way ignores people who do not fit into these distinct streams. People with mental illnesses, senior citizens, indigenous people and people from culturally and linguistically diverse backgrounds are a few of the groups who will miss out if this option is implemented.

This Option does not address the systemic issues with SAAP, including the lack of resources. Administrative functions for SAAP would be transferred to different/multiple Departments.

Option 2 would improve the current SAAP response, with a greater focus on long-term outcomes for clients. This would be possible by removing the time limits for clients on interventions, so SAAP clients would receive supports for as long as they were needed. However, this option will continue to

marginalise both people experiencing homelessness and the services attempting to meet their needs.

Option 3 would improve mainstream service responses to homelessness and would restrict SAAP services to crisis interventions. However, Shelter SA does not believe there will be massive culture changes within mainstream services to adequately address homelessness within a reasonable length of time. This option also fails to identify who will take responsibility for linking the person experiencing homelessness with the mainstream services.

Also, the supports people need should be seen in a holistic way, with long-term secure housing as the ultimate aim; restricting SAAP to just crisis interventions is too limiting.

None of the Options presented addresses the need for significant increases in the supply of affordable housing.

Shelter SA proposes that homelessness responses be linked to the National Reform Agenda and various new funding agreements between the Commonwealth, States, and Local Governments.

### **The NAHA and Other Agreements**

The solution for SAAP is to ensure there is much more supply of affordable housing - to prevent homelessness, and to provide places for people exiting SAAP.

However, there need to be massive improvements to the resources for public and social housing. The Howard Government slashed funding under the Commonwealth / State Housing Agreement (CSHA), resulting in State housing Authorities to target their diminishing resources and to impose stricter eligibility requirements.

Combined with rising house prices and rising rents, there are now many workers on low incomes who are too poor to buy a house, too poor to not live in housing stress in rental accommodation, but too “wealthy” to be eligible for public or social housing.

Having homelessness policies on their own will not achieve much at all. Homelessness policies must be linked to numerous other areas and funding agreements.

While the private housing market performs reasonably well in providing housing for both purchasers and renters, the same housing market in recent years has become prohibitively expensive for people on low incomes.

This is leading investors purchasing properties to be rented out to want a “reasonable” rate of return on their investment in the form of higher rents. In some instances, average rents have increased by 18% or more in a single year, miles ahead of inflation and wages growth.

In South Australia, significant gains have been made in reducing the number of rough sleepers, through Street to Home, Common Ground and the efforts of Housing SA. In talking with welfare services which assist severely disadvantaged people, they will admit that more than 200 “chronic, long-term” rough sleepers have been housed, but that many more people who are newly homeless have joined the queues to receive assistance.

However, the same housing market which meets the needs of so many is also causing homelessness. Some working families are being notified of rent increases that are well beyond their ability to pay; these families are now approaching welfare agencies for the first time in their lives, seeking assistance for food and utilities, because so little of their income is left after paying the rent.

Their alternative is to move further towards the fringes of the city, looking for cheaper accommodation, and/or accept accommodation of a lesser standard. This puts them further away from work and usually disrupts their children's education, with another change of school.

Thus housing policy settings, and RBA interest rates, influence the housing market, and have a direct impact on homelessness. Homelessness needs to be seen in the context of the National Reform Agenda, the National Affordable Housing Agreement (NAHA) and Tax and Income Support frameworks.

If the Government wants mainstream services to provide better responses to homelessness, then homelessness must be specifically mentioned in funding agreements for child protection, early childhood development, education, health, mental health, ageing, gambling, drug addiction, domestic violence, the prevention of family breakdown, training, employment, planning and infrastructure, housing, and Indigenous services.

These agreements should all ensure Government departments identify people at risk of, or experiencing homelessness, to link them to appropriate services, and ensure each department's respective contribution to reducing homelessness and improving service delivery to those most vulnerable in our communities.

Thus each Minister and head of department would “share a portfolio of responsibility” in preventing homelessness, assisting those in crisis, and supporting those who have experienced homelessness.

The NAHA must provide significant increases over 10 years in providing resources for the public and social housing system. Such funding must more than make up for the funds cut from the CHSA since 1995.

In addition, government should ensure there are affordable housing targets for all new housing developments, including public, community and private rental housing.

## Goals and Targets

Each and every policy that mentions homelessness should have measurable targets set, and appropriate reporting mechanisms in place to measure progress towards the targets.

However, more important than meeting set targets is actually meeting the needs of people identified as being at risk of homelessness, experiencing homelessness, or still recovering from the effects of having been homeless.

Rough sleepers are the tip of the iceberg – there are bigger issues. Certainly providing appropriate accommodation and supports to completely reduce the number of people sleeping rough over the next 5 years is a commendable goal.

However, there are ten times as many people sleeping in cars, “couch surfing”, boarding, living in “shelters/refuges”, renting garages and sheds, living without security in boarding houses, caravans, houseboats, etc. People tend to experience more than one kind of homelessness. Each and every one of these 100,000+ people does NOT have secure long-term housing or a place they can call their own “home”.

## Recommendations

Shelter SA recommends the following:

1. Commonwealth housing and homelessness policies should sit in a **Human Rights framework**.
2. The federal/state governments should give **consideration to the development of a Homelessness Act similar to the UK government response**. A Homelessness Act would need to be developed in consultation with the NGO sector.
3. SAAP should be **funded adequately** in the short term, so it can meet the needs of people applying.
4. SAAP should be funded to **support clients for as long as is needed**, even after exiting SAAP. This includes removing the time limits that interventions can be provided. The range of support services through SAAP should also be expanded.
5. There should be an immediate **expansion of CAP funding**.

6. There should be **emergency accommodation available tonight**, and every night, for every person seeking it.
7. **All Australian children should have a proper roof over their heads**, every night.
8. The federal government with the support of state governments should **establish a National Best Practice Unit** in relation to the SAAP/homelessness service delivery. The Unit should:
  - a. Be established independently, outside the control of government;
  - b. Have clearly articulated roles and responsibilities relating to developing and determining what constitutes best practice models;
  - c. Recognise that best practice models are influenced by social, cultural, gender, age and environmental considerations;
  - d. Be answerable to an elected/nominated board whose membership includes regional representatives, specialists in youth, family and individual homelessness;
  - e. Be backed up by regional homelessness/SAAP networks throughout Australia
  - f. Have the capacity to call on governments, academics and homelessness practitioners to identify and develop best practice models; and
  - g. Develop clearer and common understandings of what constitutes best practice in relation to homelessness service delivery.
9. The SAAP Service Standards for Western Australia 2002 go a long way towards **identifying and articulating Best Practice** and could be a sound framework for other states.
10. Data collection methods should consolidate both NGO and government data in relation to homelessness and identify potential gaps in current data collection methodology which need to be included in future data collection initiatives.
11. The Commonwealth Government should ensure there are **significant increases in the supply of affordable housing, public housing and community housing**. The NAHA must provide significant increases over 10 years in providing resources to build the public and social housing system. Set affordable housing targets for all new housing developments particularly for **the provision of public, community and social housing**. Shelter SA supports the SA target of 15% affordable housing, including 5% for people with high needs. A national public and community housing

target of 10% of total overall housing stock should be established as a long term goal.

12. **Homelessness policies must be linked to numerous other areas and funding agreements.** Shelter SA proposes that homelessness responses be linked to the National Reform Agenda and various new funding agreements between the Commonwealth, States and Local Governments. Homelessness should be seen in the context of the NAHA and Tax and Income Support frameworks.

Homelessness must be specifically mentioned in funding agreements for child protection, early childhood development, education, health, mental health, ageing, gambling, drug addiction, domestic violence, the prevention of family breakdown, training, employment, planning and infrastructure, housing, and Indigenous services.

These agreements should all ensure Government departments identify people at risk of, or experiencing homelessness, to link them to appropriate services, and ensure each department's respective contribution to reducing homelessness and improving service delivery to those most vulnerable in our communities.

13. Each and every policy that mentions homelessness should have **measurable targets set, and appropriate reporting mechanisms** in place to measure progress towards the targets. *More important than meeting set targets is actually meeting the needs of people identified as being at risk of homelessness, experiencing it or still recovering from the effects of having been homeless.*
14. Government funded programs should provide appropriate accommodation and supports to **completely reduce the number of people sleeping rough** over the next 5 years.
15. The SA **Housing Legal Clinic model** should be funded by the Commonwealth and **implemented across Australia**, as a proven success.
16. Future **Special Purpose payments agreements** negotiated between federal and state governments should **include specific reference to homelessness outcomes** referred to in the Green Paper. Mainstream government departments should have clearly defined roles and targets to meet in responding to homelessness.
17. The Commonwealth should consider what alternative legislation would need to be developed as part of a National Affordable Housing Agreement to **ensure a legislative basis was retained for homelessness responses** by respective governments.

18. State and Federal Departments should develop **inter-departmental linkages** to aid services and people experiencing homelessness to access all required, practical and instrumental services in one streamlined process. This sharing of information will assist in the comprehensive and holistic response to people identified at risk of homelessness, and help with the quantification of the extent and range of assistance provided.
19. The Commonwealth government should **expand the range of housing options available to homeless people, in a holistic manner**. Housing solutions need to reflect the social/cultural diversity of Australia's homeless populations. Future housing solutions should develop supportive housing models which reflect the needs/aspirations of people requiring this type of housing, and allow transition into affordable home ownership and where needed permanent public housing options.
20. The federal/state governments as a matter of priority should develop **single service agreements** with SAAP and other homelessness services they currently fund.
21. The federal government should work with state governments to **develop uniform safeguards for people residing in boarding house accommodation**.
22. To address the level of Indigenous homelessness a **distinct Aboriginal and Torres Strait Islander homelessness service system should be developed**. This is relevant for South Australia, where regional and remote communities suffer extreme disadvantage and often lack the most basic amenities and the geographic spread of crisis and emergency services is haphazard. *(See additional material at the end of these recommendations)*
23. Targets for the **proportion of Indigenous employees** in all Government Departments dealing with homelessness (Communities, Health, Employment, Child Protection, Corrections, Justice etc.) should be established.
24. Federal/state governments need to do more **work with Magistrates** throughout Australia **to ensure that victims of domestic violence are not forced from their family home**.
25. **Early intervention work to prevent homelessness** should form the core basis of all federal, state and local government departments' work. The current system pushes responsibility for preventing homelessness on the NGO sector which is under resourced and under-valued by government agencies. Early intervention work and preventative strategies need to be a collective and shared responsibility between agencies within both the NGO and government sectors.

26. **Structured systems** around housing and support should be developed by government agencies whose portfolios have housing and support responsibilities contained within them. The South Australian government Mental health Services, Police Department and Housing SA have signed MOUs and these need to be built upon.
27. Shelter SA recommends that **SAAP and NGO Workers be recognised as key workers** and that agencies recruit and retain workers with more attractive salary packages. Rural workers should be offered subsidised housing and remote living allowances commensurate with the conditions offered to Public Service teachers, nurses and police.
28. There should be an **anti-stigma campaign** - even you and I are only a few steps away from homelessness if we lose our jobs, get injured, have a family break-up, etc. Mainstream Australians can be knocked by unexpected circumstances, such as financial and personal events beyond their control.
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## **Points Specific to Indigenous Homelessness**

**The Items below are a number of collated Recommendations from the Indigenous Homelessness Workshop held 21<sup>st</sup> May 2008, in conjunction with the National Homelessness Conference May 21 – 23, Adelaide Conference Centre. Approximately 100 representatives from Indigenous and Mainstream organizations Australia wide participated in the workshop.**

### **Goals, targets and principles designed to reduce Indigenous homelessness**

- 1. What goal(s) should we set to reduce homelessness?**
  - Aim to increase funding to services that deal effectively with homelessness Australia wide
  - Aim to increase funding for health, mental health, early intervention and outreach services
  - Aim to increase in investment in the whole spectrum and continuum of housing needs
  - Aim to integrate services that operate assertive outreach
  - Aim for an overall increase in funding for housing stock
  - Absolve South Australia's Housing SA debt as it is crippling public and social housing in this State
  - Create a National representative Indigenous body to feedback into Government. Local and State level representation
  - Aim for a review of the racial structure of Centrelink and Job network providers

- Aim to invite Aboriginal representation at all decision making levels. Do not hand pick like-minded Aboriginal people to forward a government agenda
- Aim for Aboriginal self-determination: to move away from dependency; there needs to be genuine commitment to Aboriginal self-determination
- Aim for co-coordinated support from government and more networking between States

## **2. What targets will best help us reach our goal?**

- Cultural awareness training, cultural competency frameworks, and cultural inductions in all organizations
- Greater access for remote clients to a whole range of services, both mainstream and Aboriginal specific
- Encourage new/more Indigenous workers and if workers are non-Indigenous ensure that they have adequate cultural awareness and sensitivity
- Language and kinship connections are important resources for organizations and must be valued
- General equity and acknowledgment of Indigenous issues in organizations
- Put clients needs first, service funding agreements with government, should prescribe service provision
- Aboriginal participation e.g. Story-telling is a good way for elders to participate in service provision
- Services need to be out-reach, go to where people live
- Early intervention is essential
- Local services need to respond to Aboriginal people in public places rather than LGA'S
- Building on positives achieves better outcomes
- Centrelink needs to accommodate Aboriginal issues, particularly homelessness
- Young people being released from detention need practical help, support and information to create conditions where they are less likely to re-offend.
- Pre-release programs need to offer very practical support
- Integrated services that are flexible and have assertive outreach services
- Better communication and networking between service providers
- Mainstream services need to set KPI's that encourage the establishment of culturally appropriate services
- Workplaces need to be aware of cultural issues when employing traditional Aboriginal staff, e.g. Kinship, deities etc.
- Common understanding between services and employ identifiable people in Centrelink, Medicare, Housing, Mental health
- Holistic and flexible approach to service delivery an imperative
- Knowledge of communities an imperative
- Housing services to design appropriate housing
- Individualized care plans based on continuous capacity building

### **3. What are the best ways to measure the targets we set?**

- Consistent building on the positives as a general measurement for success, strength based interventions ‘work’ and are measurable
- Invest in the housing continuum and all the services needed to support the homeless and there will be a radical reduction in homelessness
- Set measurable KPI’s and a set of strategic, measurable priorities, targets and goals

### **4. What are the three research priorities for a national homelessness research agenda?**

- Indigenous homelessness: Why are so many Indigenous people homeless?
- Homelessness and mental illness: A look at the damage, some solutions and what works best
- Homeless women and their children

### **5. Have we got the principles right?**

- While the principles are right, principles alone will not change the circumstances of increasing homelessness unless they are matched by improved funding options for housing
- Strong Governmental statements must include strong action and funding equivalence. Those working in housing and homelessness are not seeing the funding for accommodation

## **Business and community involvement**

### **6. How can the business sector best be involved in reducing homelessness?**

- In South Australia, business is becoming involved in housing projects to reduce homelessness through the donation of time, labour and materials. It must be noted that very few are involved. Not many businesses seem interested in simply donating money. Top-up funding could be provided by Government housing agencies, etc. to encourage business participation.

### **7. How can we develop broader community involvement and maximise the contribution of the philanthropic sector?**

- Initiate projects such as Common Ground, the Miller Live and Learn Project in Sydney, the Foyer Model, community housing models, and tender for private money and involvement, sponsorship, building materials etc. in the building or renovating process. These must be matched with acknowledgement and recognition of philanthropy and added to a National Philanthropic Services and Sponsorship Database. Through national awards, events and promotion this could create a situation whereby competitive philanthropy is encouraged.

## Participant's Other Suggestions

### Other relevant issues relating to Indigenous people, homelessness, housing and service provision

The Items below are additional responses and recommendations from the Indigenous Homelessness Workshop.

#### Looking At Aboriginal Housing Needs and Aboriginal Family Values:

- Look at what makes up Aboriginal families
- Purpose built housing will accommodate larger families
- Displacement of families has created difficulties in housing where families have to move away to find other housing options
- Integrate mainstream and Aboriginal specific services so that there are more options
- There is a lack of appropriate accommodation and identified service delivery
- Holistic approaches to housing that accommodate family and kin means that a house is more than just a house for Aboriginal people
- Celebrate Aboriginal concepts of family because they have a lot to teach non-Aboriginal Australians
- Housing that is designed as appropriate using standards that apply to Aboriginal lifestyle not white lifestyle
- Ask, consult, connect with Indigenous communities and find out what is specific to each community – localise

Service Provision: Aboriginal and Torres Strait Islander issues for service providers, in terms of access, equity, cultural respect and cultural appropriateness.

How can we make these services Aboriginal and Torres Strait Islander friendly?

- There should be cultural awareness training regardless of direct or indirect service provision
- There is a need for education/ skills and the support required e.g. Training, professional development
- Culturally sensitive opportunities
- Existing policies don't support at risk population and in reality perpetuate the cycle
- Being homeless is a full time job, it's unreasonable to expect to enter job network training when they have nowhere to live
- No residence = no pay
- Double standards, school curriculum's should have Indigenous Languages incorporated

Service provision: Importance of Aboriginal and Torres Strait Islander workers. How do we engage Aboriginal and Torres Strait Islander people unless Aboriginal and Torres Strait Islander workers are employed?

- Indigenous workers are paramount to successful outcomes
- More Indigenous workers are needed

- Better access to supported traineeships and on-going employment
- Recognise the importance of kinship and language
- Cultural awareness training for non-Indigenous staff

What models of service provision work for Aboriginal and Torres Strait Islander people and what models don't, in regard to the health and well-being of adults, youth, women and children? What models are inclusive of the whole family? (Emergency service responses to homelessness, who's accessing and if so why?)

The models that work:

- Cooperatives? – Victoria – Yarning Circle Housing
- Medical Centres
- Centres located in Communities
- Practical support
- Holistic and flexible approaches
- Outreach services
- Environmental awareness i.e. Meeting a client in appropriate setting
- Utilising family resources
- Emergency relief – access to accommodation
- Intensive cultural awareness training
- Elders participation
- Creative approaches
- Knowledge of the community, its resources and building relationships

Models that don't work and issues:

- Long waiting times for services
- Silo effect
- No coordination between services
- Poor cultural awareness

Centrelink: breaching issues for Aboriginal and Torres Strait Islander people. Do Job network organisations need to become more culturally friendly? Do Job network agencies understand that other issues may need to be addressed before an individual is ready to work?

- As it is the system sets people up to fail
- Western racist systems and organisations that don't accommodate Aboriginal needs, time, appointments, homelessness, living conditions: no shower, no meals, no safety
- Homelessness means NO address = no Centrelink payments
- Outreach services needed to work on frontline e.g. Centrelink as a visiting service
- Appropriate job assessments not applied for Aboriginal people with complex issues
- Cultural Awareness Training is very important

- Educating other services about Centrelink's services is needed and Job network requirements
- Look at why large numbers of Aboriginal people are breached and their income support stopped
- Why is CDEP being de-funded and having resources removed
- Social Enterprise – valuing the triple bottom-line: social economic and environmental
- Establishing/redeveloping/increasing CDEP would be excellent
- Centrelink needs to CHANGE, staff need to be trained, attitudinal changes are needed, organisational cultural change required