



SERVICE SHOWCASE

CHAIR: DOM ENNIS, GM, QUALITY & SERVICE DEVELOPMENT, YSAS

1. Providing holistic care to people in their own communities through a health lens
2. RaSP – the holistic ACT/DBT recovery program for dual diagnosis that “Builds a Life Worth Living”
3. The Living Room: Providing Holistic Care for Homeless People in the Heart of Melbourne’s CBD

Platinum Sponsors





The Living Room: Providing Holistic Care for Homeless People in the Heart of Melbourne's CBD

Richie Goonan, Youth Projects

Platinum Sponsors

VAADA acknowledges the traditional owners of the land on which the conference is gathered, the Wurundjeri People of the Kulin Nation and pay their respects to Aboriginal culture and Elders past and present.



ODYSSEY HOUSE
VICTORIA

TaskForce
Where hope finds help.



The Living Room: Providing Holistic Care for People Experiencing Homelessness in the Heart of Melbourne's CBD

High impact support.
Without judgement. Full stop.

**youth
projects**

About Youth Projects

Est. 1984

We are an independent, registered charity which provides **front line support** to **young people** and individuals experiencing disadvantage, unemployment, **homelessness**, alcohol and other drug issues. We also help those looking to re-engage with **learning** and **employment**.

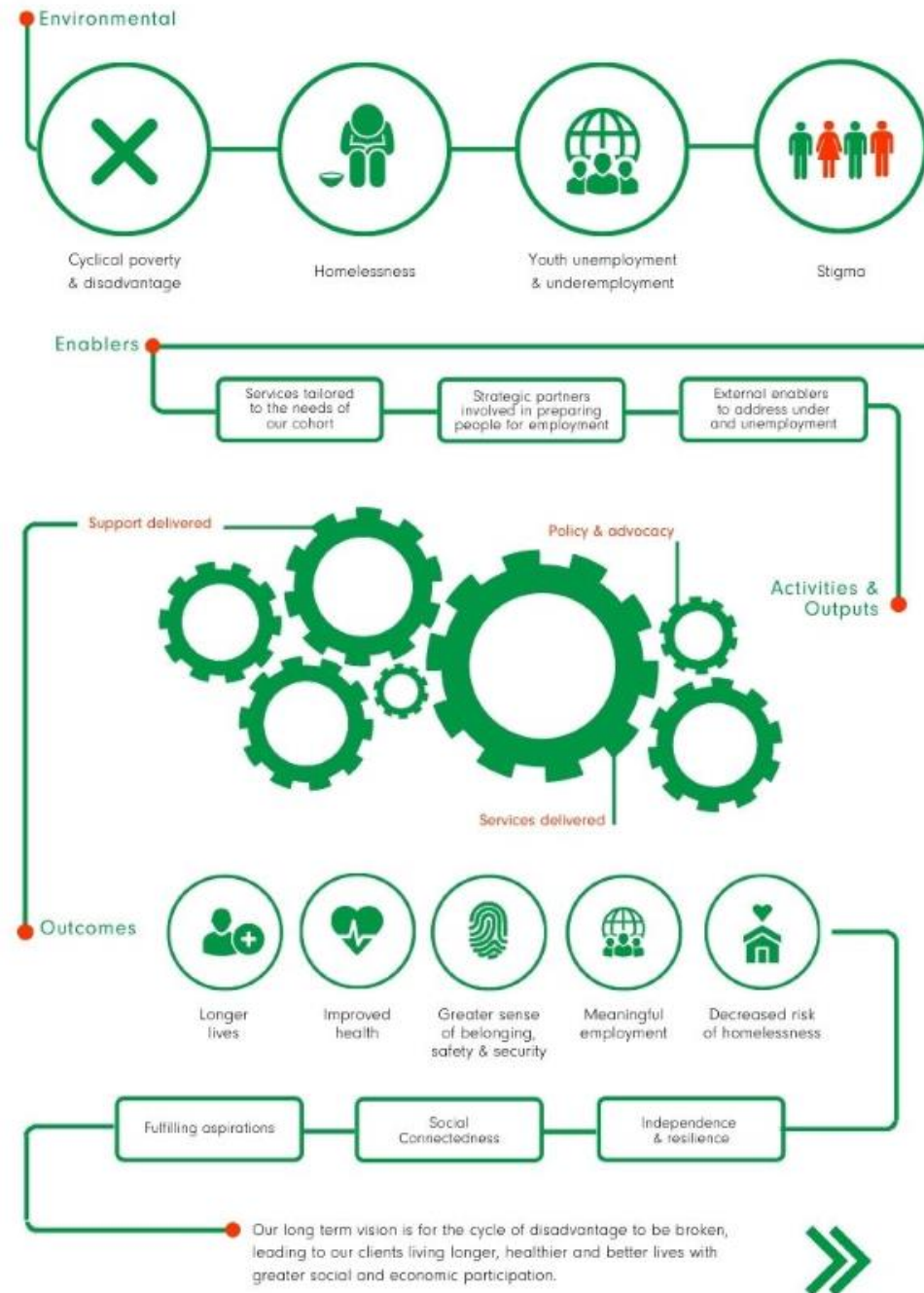
The impact we seek enables each person to:

- Lead longer lives
- Have improved health
- Participate in meaningful employment, and have
- A greater sense of belonging, safety and security

Comprised of a highly skilled **multi-disciplinary** team, we have the ability to provide a complete wrap around, **judgement free service** with a strong focus on respect, **client-centred care** and harm prevention.

At Youth Projects, we are committed to breaking the cycle of disadvantage.

Our story of impact



THE LIVING ROOM

POWERED BY

youth
projects



The Living Room Primary Health Service

Where it all began

The Living Room was originally established as part of the government response to heroin 'hotspots' in the early 2000's. The government of the day and the community sector identified the need to establish a primary health care response specifically for injecting drug users to address the high rate of overdoses, harmful drug use and the associated primary health care needs that were being left untreated as a result from disengagement from the mainstream health system.



The Living Room Primary Health Service

The Funding Model

Living Room is funded by the state government as a Specialist AOD Primary Health Service (SAPHS) but also attracts funding from Federal and private sources. We combine this funding to provide the services and linkages that our clients need – as defined by them. We are not defined by the funding parameters – we are defined by the impact we have on the lives of the people accessing our service.



The service model

TARGET GROUP: 18+ years; experiencing or at risk of homelessness; anyone who has difficulty accessing and/or affording mainstream healthcare

AIM: A Primary Health Service that provides free healthcare and support to improve the physical, mental and social wellbeing of individuals who are experiencing homelessness or at risk of homelessness, or who are disadvantaged or marginalised, with complex healthcare needs.

The service model

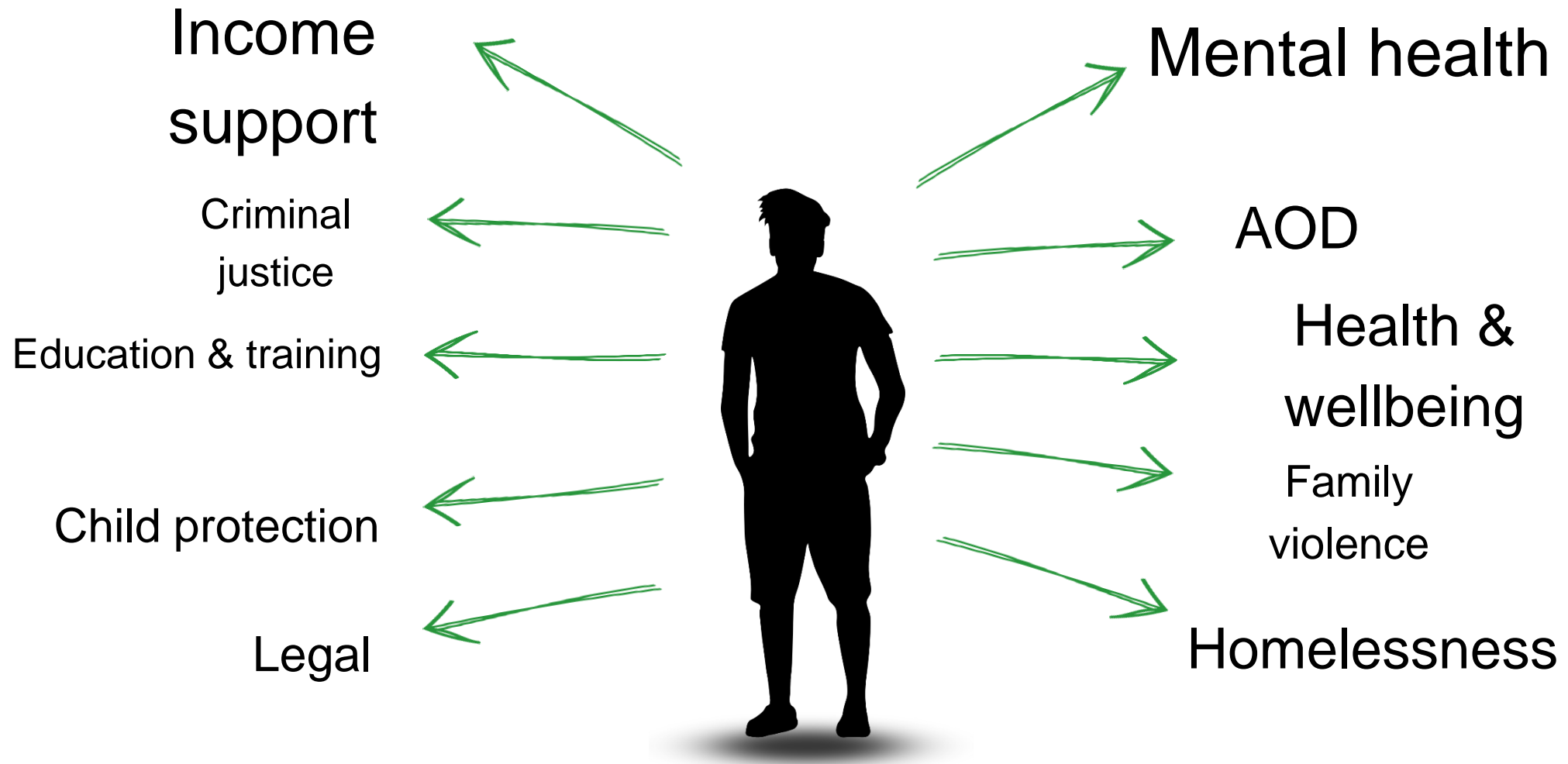
Principles that guide our service delivery and development

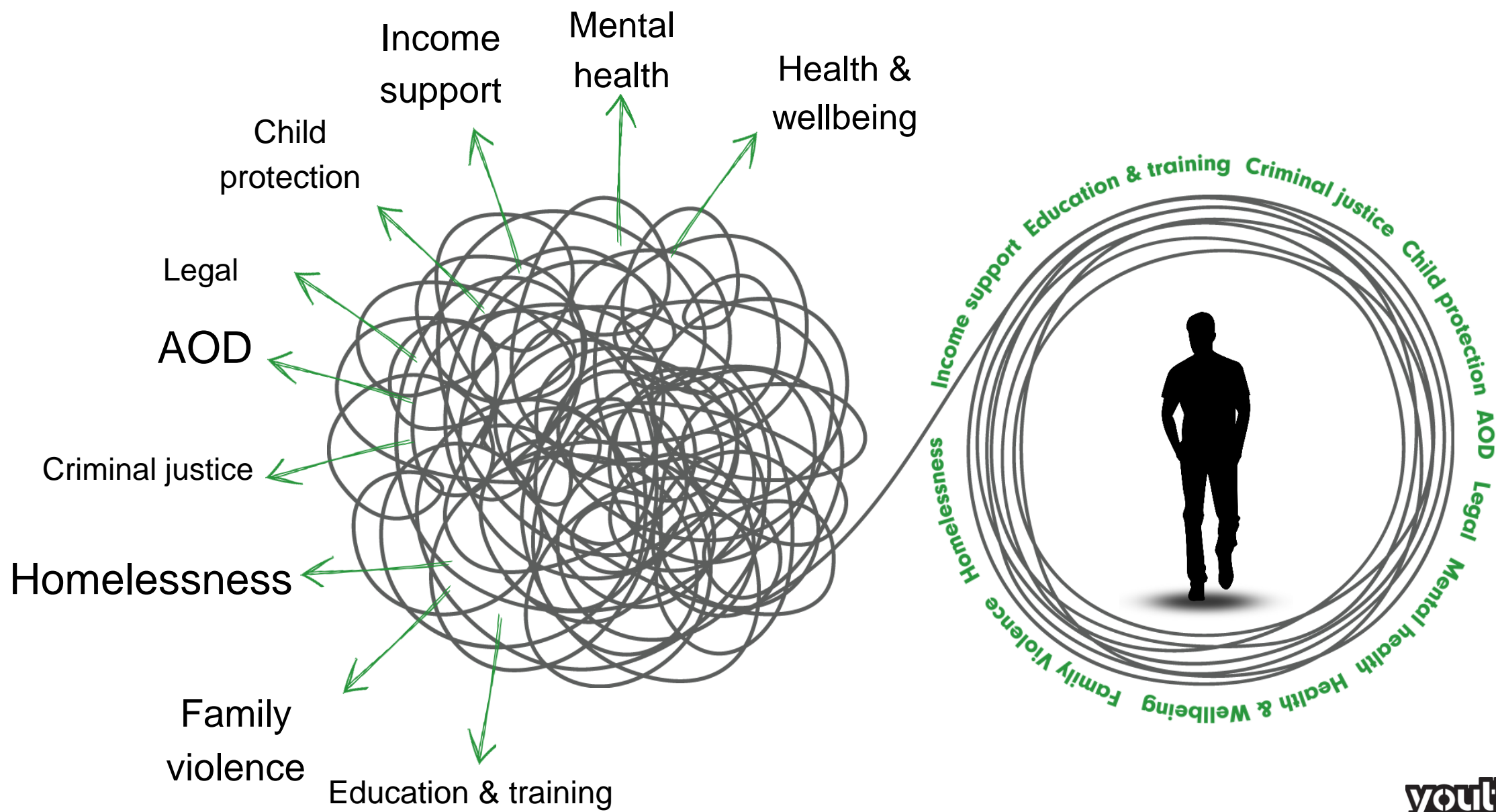
- Accessibility
- Self-determination
- Valuing lived and living experience
- Unconditional positive regard
- Culturally safe and responsive
- Trauma informed

Who we work with

The Living Room is accessed by...

- people who use drugs
- people experiencing primary and secondary homelessness
- people with a long history with dysfunctional systems including child protection, criminal justice, mental health
- people with a history of trauma
- people on low incomes and low levels of educational attainment
- people with a history of violence – through their childhoods, as a result of living on the streets, and in family violence situations.
- Anyone that has difficulty accessing and/or affording mainstream healthcare and support
- People that have been excluded from accessing service systems due to stigma and behaviours





Why we exist

The Living Room exists to provide a unique service to people that meets them where they are.

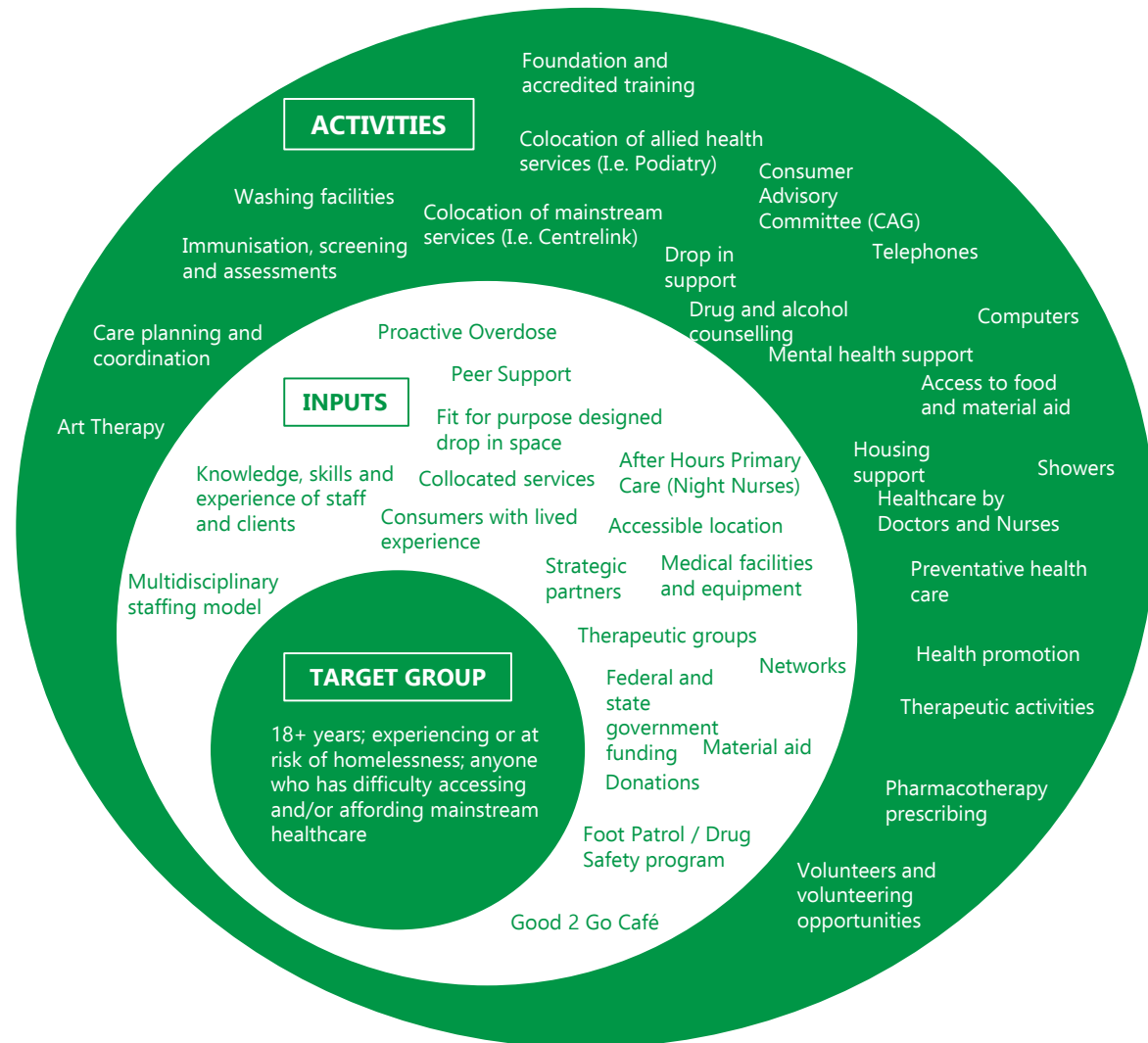
- To create a safe space for people experiencing homelessness &/or disadvantage.
- A place where people can access non-judgemental support, living skills and health care.
- The Living Room from the streets. A place to feel welcomed and accepted.
- Remove barriers to accessing services – one stop shop
- Journey with people to achieve the outcomes they define
- Acknowledgement that **everyone has their own unique experiences of discrimination and oppression**, and we must consider everything and anything that can marginalise people – gender, race, class, sexual orientation, physical ability

What we provide

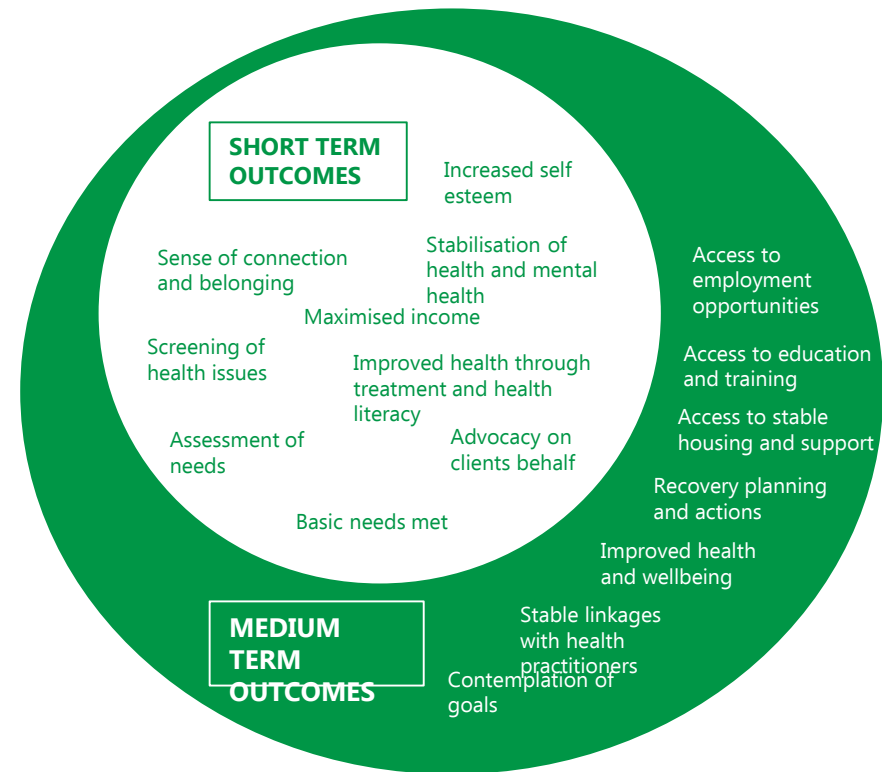
- Access to food, material aid, washing facilities, showers, telephone and computers
- Drug and alcohol counselling
- Mental health support
- Healthcare provided by Doctors and Nurses
- Preventative health care including immunisation, screening and assessment
- Health promotion
- Referrals to housing support and support to sustain tenancy
- Therapeutic activities
- Pharmacotherapy prescribing
- Care planning and coordination
- Service Coordination
- Volunteers and volunteering opportunities
- Co-location of allied health services (i.e. Podiatry)
- Co-location of mainstream services (i.e. Centrelink)
- Foundation and accredited training options

Living Room Primary Health Service Program Logic

AIM: A Primary Health Service that provides free healthcare and support to improve the physical, mental and social wellbeing of individuals who are experiencing homelessness or at risk of homelessness, disadvantaged or marginalised, with complex healthcare needs.



- Number of people:
 - utilizing the service
 - utilizing health services
 - assessed
 - with care plans developed
 - with goals achieved
- Number of health promotion activities
- Number and appropriateness of collocated services
- Consumer feedback
 - positive experience
 - improved health and wellbeing
- Program evaluation and client feedback for advocacy and lobbying



Statistics

13,642 client visits

5,354

Doctors & Nurses
appointment

2,243

Counselling
sessions provided

1,109

Instances of care
Coordination

522

People placed into
emergency
accommodation

3,455

Health
interventions in
outreach nursing

1,051

Loads of laundry

2,558

Showers taken

17,658

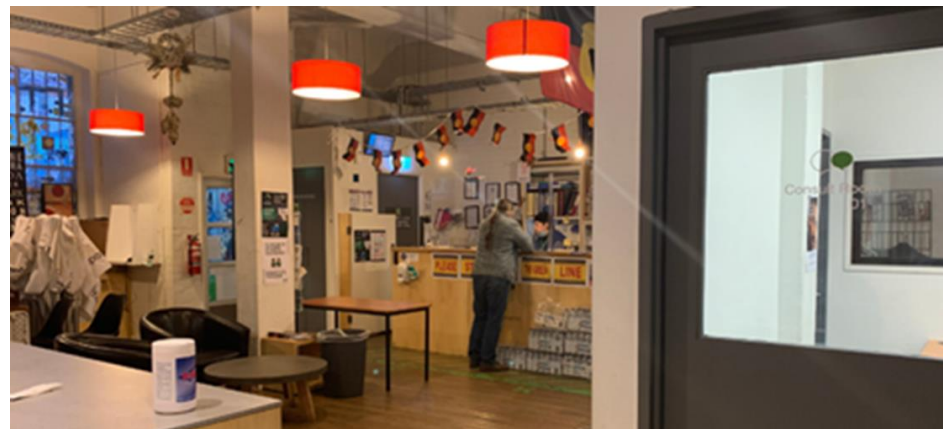
Meals and food
parcels

The Living Room Primary Health Service

2022 Refurbishment

The refurbishment was driven by feedback from our clients and the need to invest in a very old building. It had been 9 years since we had any major works done.

In partnership with the Victorian Health Building Authority, private and corporate donors, and a hefty contribution from our reserves, we committed to turning this ...



The Living Room Primary Health Service

2022 Refurbishment

Into this....



Thank You

For more information about Youth Projects,
please visit youthprojects.org.au

