



Ozanam House Redevelopment Project

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02 Welcome
from the CEO

03 An innovative &
world class response

04 The changing face
of homelessness

05 Spotlight on
community
need

06 A history
of caring

07 Last word with
our team

08 Funding and
partnership update

Ozanam House Redevelopment Update

A new world class Homeless Hub and Resource Centre is on its way to Inner-North Melbourne. Initial work on this major redevelopment project has commenced at the historically significant site of Ozanam House, 179-191 Flemington Road. Once complete, these innovative new facilities will provide accommodation and wrap around care that will significantly improve the lives of Victoria's most vulnerable men, women and children into the future.



VincentCare
Victoria





Welcome from the CEO

Welcome to our Ozanam House Redevelopment Update – a newsletter for our keen and valued stakeholders and supporters, and for anyone in our broader community who is inspired by this game changing project. The redevelopment of Ozanam House is a once in a multi-generational opportunity to respond tangibly and effectively, to the changing needs of the most disadvantaged people living in Melbourne today.

VincentCare Victoria has over 60 years of experience in delivering services to the homeless community of Melbourne, and Ozanam House has been an integral part of this response. As times and social needs change, and more knowledge and resources become available to us, we need to adapt our approach in line with best evidence and practice from around the world. In this way, we can provide better services, in a more sustainable way, and to support more vulnerable people in their times of need.

I am excited to say that this project will result in a modern, fully integrated, world class hub, which will include flexible accommodation options for crisis, transitional, and independent living arrangements, to meet the diverse needs of individuals and families. I am also pleased to announce that the hub will feature a co-located resource centre that will provide holistic wrap-around care and services. This will be a Victorian first and will signal a positive shift in the practical, on-the-ground response to homelessness - delivering greater amenity and a higher level of personalised support options.

The construction site on Flemington Road has seen the completion of the ground floor super structure. Progress over the February to early March 2018 period has seen the structure advancing with the Level 5 floor slab now complete and multiple trades now working on-site with services in the basement and ground levels. It has been positive to see the works well and truly underway and progressing in line with our proposed grand opening at the end of 2018. There is much happening behind the scenes too, and we continue to prepare our staff and clients for transition into the new facilities. We are also working with our valued supporters and contractors to secure all the resources needed for the next stage of development and fitout.

Over the coming 9 months we at VincentCare Victoria aim to bring you regular updates on how the project is progressing, and to share with you some of the impressive new features and services that will be available through The Hub. This project is made possible through the generosity of our government, philanthropic, corporate and community partners and donors. To them we say thanks. We hope to also inspire others to come on board and be part of this important moment in the lifespan of Ozanam House. Together we will support Victorian men, women and children to find a permanent exit from homelessness.

John Blewonski
CEO
VincentCare Victoria



An innovative and world class response to homelessness in the heart of Melbourne

Redeveloping Ozanam House

After significant planning and due diligence over a 4-year period, the redevelopment of Ozanam House has commenced. The end result will be a custom developed, world-class accommodation and resource hub at 179 - 191 Flemington Road, North Melbourne. The site will offer 134 short, medium and longer-term accommodation dwellings to Melbourne's most vulnerable and disadvantaged men and women. It will further support up to 250 additional people each day through a co-located Homeless Resource Centre.

The new facilities will offer unparalleled amenity, safety, security, connectivity and holistic care. This Victorian first will see wrap-around services and client-centred case management offered onsite alongside tiered housing options.

A key focus will be the provision of integrated health, wellbeing, and vocational training services, to help address the root causes or additional concerns that many homeless people may be experiencing. This approach helps individuals and families to find their feet and address their most pressing material, physical and wellbeing concerns. By building personal capacity and resilience we can create pathways to a permanent exit from homelessness.

An experience of homelessness is commonly traumatising, and can be accompanied by a range of other health, wellbeing, safety and capacity concerns, such as: family violence; substance abuse; mental illness; disability or physical ill health; social isolation; and financial insecurity.

The journey to recovery from homelessness can be long and complex, and while many homeless people experience similar hardships, no two journeys are the same. VincentCare recognises the need for personalised care – adopting an evidence-based, client-centred Recovery Model of support. This approach equips individuals with the necessary structures and care they need to match their unique circumstances, and deliver positive and sustainable change. Our ability to navigate the recovery process and offer case management supports will be greatly increased from the site this redevelopment offers.

Key features:

- 60 Crisis Accommodation Units
- 48 Transitional Housing Units
- 26 Long-Term Independent Living Units (for men and women 50+)
- Co-located Homeless Resource Centre will include amenities such as:
 - Clinical rooms to support medical, allied health and wellbeing services
 - Activities and multi-purpose rooms
 - Dining areas and café
 - Office spaces to support administration
 - Break out areas
- Easy pedestrian and vehicle access and thoughtful integration
- Streamlined and functional landscaped courtyards
- Modulated facade with accessible, active interface
- Top safety and security features.



The changing face of homelessness in Australia



Leah endured many years of family violence. On the advice of a friend, she contacted VincentCare's Northern Community Hub and hasn't looked back.

"I didn't know where to go...I was desperate and scared. Not long after I contacted VincentCare they sent out a case worker - the lovely Emily - and we started from there".

Emily helped Leah to pack up and move to a safe place, and explained the services that were available. "She gave me a lot of support that helped me to get back on my feet...here I am now, happy."

Homeless services in metropolitan Melbourne have historically been aimed mostly at men, requiring crisis accommodation. Leah represents the true, diverse and changing face of homelessness in Australia.

Everyday women, children and whole families represent a more invisible side of homelessness that may be odds with the misconceptions that some people hold. This does not preclude men from the equation - they remain an important and sizable cohort - but it does mean that services need to be nimble and inclusive, and able to adapt to diverse needs.

The new look Ozanam House will provide services to men and women. Thousands of people will benefit from the new development in its early years, each of them with a unique and difficult story like Leah's - worthy of support and filled with opportunities and hope for recovery.

"I'm proud of myself and how far I've come. Women like me - what I went through - we need a lot of help. And that's what VincentCare do, they take you step by step, and they keep checking up on you, and if something's wrong they're there. It's made a huge difference in my life. Thank you very much from the bottom of my heart."

A holistic and transformative approach to recovery

From December 2018, Ozanam House and its co-located Homelessness Resource Centre will be uniquely placed to provide housing and essential wrap-around support from the one location. "We already utilise a Homelessness Recovery model to connect the strengths and circumstances of each individual with the unique blend of supports they need. This helps our clients play an active role in their own recovery and growth", said Doug Harding, Senior Practitioner Service Design.

The Homelessness Recovery Model utilises four pillars: **Engagement, Coordination, Case Management and Participation**, to customise a comprehensive and integrated program of services and accommodation options. There is a blend of services and supports to suit anyone, regardless of gender, age, family situation, culture, physical and mental wellbeing, and the duration and circumstances surrounding their homelessness.

Through participatory programs, we also provide opportunities for people to reconnect with their interests, strengths and abilities. This builds self-esteem, trust in others and confidence, which drives recovery and a return to independence.

The new Ozanam House Hub will provide a high level of professional support, including medical care and allied health services, counselling, diversionary programs and therapies, vocational training and social connectivity.



CLIENT ENGAGEMENT

- Remove access barriers
- Develop trust and foster motivation
- Promote hope
- Unconditional positive regard



CLIENT CO-ORDINATION

- Timely and informed
- Responsive
- Tiered assessments



CASE MANAGEMENT

- Person-centred
- Strengths-based
- Trauma informed



CLIENT PARTICIPATION

- Reconnection with community life
- Collaboration partnerships
- Healing and self redefinition

Spotlight on community need



Around **1300** people in inner Melbourne are experiencing some degree of homelessness.



Around **250** are sleeping rough on any given night.

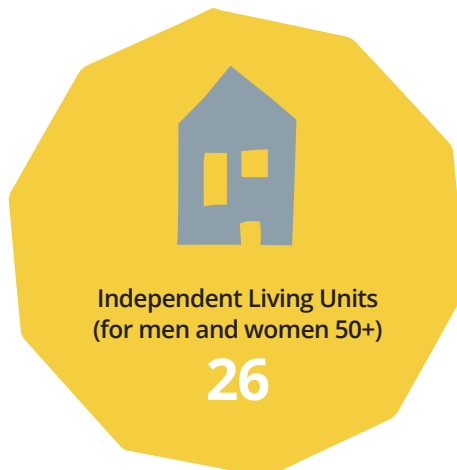
Homeless figures includes men, women and children of all ages, from all walks of life.

Key factors contributing to homelessness:

- Unemployment
- Financial hardship
- Family Violence
- Trauma or abuse
- Substance abuse
- Mental illness
- Disconnection from family and community

How Ozanam House will respond:

- Sustainable and supported accommodation - short, medium and longer-term.
- Community care, independent living units, and private rental brokerage.
- Diversionary therapies, rehabilitation and other counselling programs.
- Family violence services.
- Access to medical, mental health and allied health care.
- Vocational training and capacity building.
- Client centred case management.
- Working towards a permanent exit to homelessness.



A history of caring

191 Flemington Road

In the 1940s concerned volunteers and local parishioners recognised the growing concern of homelessness in inner Melbourne. The Society of St Vincent de Paul commenced fundraising, in their efforts to purchase a vacant inner city parcel of land, and build a crisis accommodation centre for homeless men. The solution was Ozanam House on Flemington Road, which has since been a continual and integral part of Melbourne's response to homelessness, since it opened in April 1953.

Ozanam House commenced as a night shelter, staffed by the Brothers of St John the Baptist. Men would queue each night for one of the 40 dormitory style beds, which were offered on a 'first come, first served' basis. This would later become the site operated by VincentCare Victoria, and demand would continue to grow.

During the 1960s and 1970s significant changes in government policy, and a surge in demand called for extensions to be made through the purchase and development of adjoining properties. This led to accommodations capable of housing up to 175 men each night – some of them older, long term residents.

By the 1990s, understanding of homelessness as a complex societal issue was growing, and the State Government committed to investing in upgrades in Melbourne's three largest night shelters, to allow for improved standards. This marked the beginning of the new era for Crisis Supported Accommodation in Victoria. The move was away from dormitory style living to separate rooms, giving disadvantaged people greater privacy and safety. There was a push for greater service



provision on-site, to assist people in addressing the underlying causes of their homelessness. Ozanam House was relaunched in 1996 with 60 bedrooms, communal bathrooms and dining, and recreation spaces.

Now we have reached a critical juncture. Australian society has seen some of the most high velocity change in the past two decades, including rapid technological growth, policy changes, cultural and socio-economic shifts, and a growing body of research evidence into homelessness, its underlying causes, and solutions. We can now draw from best practice internationally and apply it locally. With 63 years experience, we at VincentCare must again evolve to meet community need, and we are doing so with the Ozanam House Redevelopment Project. Our new facilities will not only be world class, they will service a much wider and more diverse community than ever before. This will provide a new level of amenity, security, support, privacy and dignity to homeless people in Melbourne.

In our coming updates we look forward to highlighting more of the innovative features of our new facilities, and the programs that underpin them.



Ozanam House Redevelopment Progress

- Land and permits secured
- Contractors and suppliers secured
- Existing site demolition and preparations
- \$47 Million Project is now 86% funded
- Extensive planning, structural design and site audits conducted
- Ground floor and superstructure complete
- Roofing commencing soon - April 2018

Next Stages

Façade
and fit outs

First residents
transitioned
to new
accommodation
November-
December 2018

Services fully
integrated -
2019

Team members in focus

Louise, Team Leader Participation & Emily,
Client Participation Worker

It takes many dedicated, skilled and passionate staff to provide the on the ground services, and high level project management that VincentCare delivers. In this and coming updates we will be introducing you to some of these special people. This month, we sat down with Louise, who manages client and volunteer activities, and Emily who coordinates our Client Volunteer Program at the existing Ozanam Community Centre to talk to them about the Ozanam House Redevelopment.

Louise is on the frontline of client engagement every day, and this new development will provide a high level of amenity to assist her work. "This new state of the art building will be a welcoming and safe space for our clients, staff and volunteers. I can't wait to see the clients' faces when they see what a beautiful building we have created, and that the spaces and rooms will assist them in their recovery."

Staff like Louise and Emily provide opportunities for clients to be actively engaged in their own recovery journeys. We asked Louise and Emily just how important this was: "It's so important... whether it be the acupuncture clinic, our fitness group, or an opportunity to play music or create art. It gives them an opportunity to focus on something else, to be part of a group, a team, a band that gives them some structure in their week and a more holistic approach to their recovery."



Every day Emily gets to see first-hand how our clients take positive and important steps to rebuild their self-esteem, skills and independence. "I get to experience goose bump moments on a regular basis in my role, ... I can see clients take those courageous first steps through our participation programs to join an activity, to do something meaningful to them, and it is often in those moments they start to experience a renewed sense of purpose and belonging".

Clients are being engaged in consultation around the transition to new facilities, to ensure the process is an inclusive and supported one, and Louise, Emily and our volunteers will be busy in preparation for the December opening. While anticipation around the new facilities builds, there is one thing Louise and Emily hopes doesn't change in the new, modern surrounds. "The sense of community we have created at the current Ozanam Community Centre... this is something special we will work hard to also create in the new space...with our clients, staff and volunteers all working together."

Funding and partnership update



The new, purpose built Ozanam House accommodation hub and integrated Homeless Resource Centre is a major \$47m capital project. VincentCare Victoria has secured \$40.6 million in funding for the project including generous support of some major funders including the Victorian Government, Lord Mayor's Charitable Fund, and Gandel Philanthropy.

"This investment will mean that the service will provide support to women as well as men, in a way that permanently solves their homelessness, rather than simply sending them out again through a revolving door" - Martin Foley, Minister for Housing, Disability and Ageing.

VincentCare is delighted to be working with major funding partners that share our commitment to delivering innovative and sustainable housing and support services to people experiencing or at risk of homelessness in Melbourne.



A roof is just the beginning, community financial support is still needed.

VincentCare Victoria are still seeking philanthropic, corporate and community support to our \$6.3m funding requirement to enable the development and full fitout of our co-located Homeless Resource Centre by the end of 2018. Your donation will make a difference.

TOTAL RAISED TO DATE
\$40,615,500

PROJECT TOTAL
\$47,000,000

PROJECT IS CURRENTLY **86%** FUNDED

Can you support our major response to homelessness in Melbourne in 2018?

Please donate



Visit www.vincentcare.org.au

To fundraise or for more information, contact VincentCare's Fundraising Team:

Email fundraising@vincentcare.org.au or

Phone 03 9611 9257

Donations to VincentCare Victoria are tax deductible.