



02 Update
from the CEO

03 Kim's Story:
Bridging the divide

04 Connecting people
to a better life: Team
member in focus

05 Towards transition:
Community
engagement campaign

06 Living at Ozanam
House: Long-stay
accommodation

07 Leading the way -
Energy Demand
Response Technology

08 Funding and
partnership update

Ozanam House Redevelopment Update

The latest updates from the new world-class Homeless Hub and Resource Centre in inner-Melbourne, Ozanam House – due for completion in March 2019. This month we take a look behind the scenes at the many uses of inspiring new innovations and technologies that will make these new facilities and the services we provide, a truly game-changing response to homelessness.



Update from the CEO

This update finds us making many positive, incremental steps towards final construction, fitout and the eventual transition of clients and staff in 2019. We are seeing some significant completion work on the façade and external features of the building, as it begins to embed itself into the Melbourne metropolitan landscape. In addition to this very visual development, there are also the less visible innovations that are being planned backstage - such as the technologies that will allow for accessibility, security, efficiency and functionality.

We continue to take steps to ensure that the new facilities and services will meet the needs of clients, staff and service providers alike – people with diverse abilities and requirements. When we think about a building’s accessibility in a traditional sense, it brings to mind things such as access doors, elevators and signage, among other things. In our modern world we must also take into account digital accessibility and security. Together with our partners we have been able to consider various innovations that will provide the necessary foundations for us to deliver our services in a way that is smart, seamless, efficient and effective.

It’s not often that we give pause to the technology requirements of the homeless is it? We know that they have immediate wellbeing and safety needs, but their need for connectivity and access to information is too readily overlooked. This project has allowed us to better understand these needs, and rather than simply respond with the basics, we have gone one step further by integrating



elements such as: energy-demand response; improved system access and mobility; robust but non-invasive security; and single client record management, into our day-to-day operations.

Our client, staff and partnership stories in this newsletter, will provide you with more details about our technology innovations, and the strategic, client-focused thinking behind their rollout.

In the past two months we have hosted Redevelopment site visits with community and project stakeholders including Lord Mayor Sally Capp, EnergyAustralia and the Department of Health & Human Services. In this issue we present you with some further details about our major partnership with EnergyAustralia, and a highly practical in-kind partnership with Eva Mattresses.

I would again like to take the time to acknowledge the way in which the Melbourne community have backed this initiative. This project is a response to homelessness that we at VincentCare are very proud of, and we know that our partners and the people of Melbourne will be proud of it too.

John Blewonski
CEO



Kim's story

Bridging the divide



Homelessness affects one in six Australians, with far-reaching challenges and impacts on safety, wellbeing and quality of life. While shelter, food and access to basic self-care are essential components, the lack of access to technology creates a significant divide between the homeless and the mainstream community. This can create an additional barrier to finding a pathway out of homelessness.

The redevelopment has foreseen and catered to this need with a dedicated IT Hub that will help bridge this divide. By giving the homeless community greater access to technology, they are given the opportunity to improve their own circumstances.

Kim knows firsthand the challenges of accessing technology. Before finding help through VincentCare, he slept rough for about five months, sometimes staying with friends, other times on the street. During that time, he struggled to charge his phone or find places to use the internet.

“You’re always looking for places,” Kim explains. “There are a couple of charging stations at Flinders Street and the bus station, but they’re always taken up.” The only real option for Kim was the library.

“If you’re carrying a pack or a swag on your back, you don’t want to go to public spaces like a library, well I didn’t want to anyway. I just felt too ashamed. Especially because I couldn’t have a shower or wear clean clothes ... then you’re carrying all this stuff as well. You can feel the sneers of people and the way they look at you – like you’re a scumbag. Just because we’re homeless, we still have pride”.

Kim also explains that when you’re on the street your phone is your lifeline and only contact with the outside world. He’s also missed out on opportunities because he wasn’t able to keep it charged.

“You link in with places like medical centres, housing workers, etc, but they have to be able get in touch with you. I was always waiting for the phone to ring – see if I’ve got a place in shelter for the night or an appointment with the Office of Housing. If you don’t have any charge, you miss out – simple as that.”

Kim also believes that the lack of technology makes it hard to be proactive and dig yourself out of the ground. Kim’s just finished a barista course through VincentCare’s Ozanam Community Centre, and he’s hoping it will help him to find part-time work. The problem he faces now is how to update his resume and find those jobs.

“What would be great in the new building is to have a place where you could learn emails and that type of thing – just some basic IT skills – printing out documents correctly, using MS word to update my resume and applying for jobs. I know it sounds simple, but it’s complicated for people like me who aren’t real savvy with IT.”

For people in Kim’s situation, the new IT hub will be a game changer. It will provide public access to free WiFi and mobile charging stations, and there will be a dedicated learning space for people to learn basic IT skills that will help with communication, education and job finding.

Internet and telephone accessibility will open up opportunities for clients like Kim to connect with family and community, access services, grow their knowledge and skills, find work, and ultimately, to increase their possibilities for a permanent exit from homelessness.

Connecting people to a better life



Raphael Di Francesco, ICT Manager, VincentCare

Raphael Di Francesco has spent his life immersed in technology. His curious mind always has him lifting the lid on the latest gadget, system or infrastructure offering. But it was a high-tech hotel in Portugal he visited a couple of years ago that inspired him to pull it all together to ensure people could feel safe, comfortable and ready to step out into the world again.

“In some ways the people we work with are like travellers,” Raphael says of VincentCare clients. “They have no permanent address for a time; sometimes that time can span decades. And there is more, our clients are experiencing complex issues and are often in crisis.

The high-tech hotel Raphael visited had everything connected, and guests controlled everything from their mobile phones. “You could change the mood of your room. You could program your shower, you could book appointments and ask questions of staff.

For most, such lofty digital technology goals would seem out-of-place with the concept of homeless accommodation, but with this inspiration in mind, Raphael spoke to staff on the frontline of recovery support, about their hopes and dreams for clients. He wanted to move away from a list of standard tech requirements, and get into the headspace of client-focused needs.

“I wanted the new building to connect them to the world. We wanted them to have access to resources, services and appointments through the technology that can help them take back control of their life. We want them to reconnect with their families and friends, or to make and keep new connections.

“Clients at the new accommodation hub and resource centre will have access to their rooms, to secure lockers and their digital possessions (scanned copies of their personal documents, including birth certificates) through a key card or passcode – much like one you would use at a hotel. They will be able to recharge their devices, plug into other technology and receive technology training. Importantly, they will be safe doing it.

Each of the 134 rooms in the new development will have a screen with different connectors for personal technology and some WiFi access. There will be entertainment zones and there will be quiet zones, all comfort controlled via EnergyAustralia’s smart technology. Of course, there will be strong security across the floors of the building and staff can close and open zones as required. Video surveillance will provide strong but discreet coverage - “safe but not invasive.”

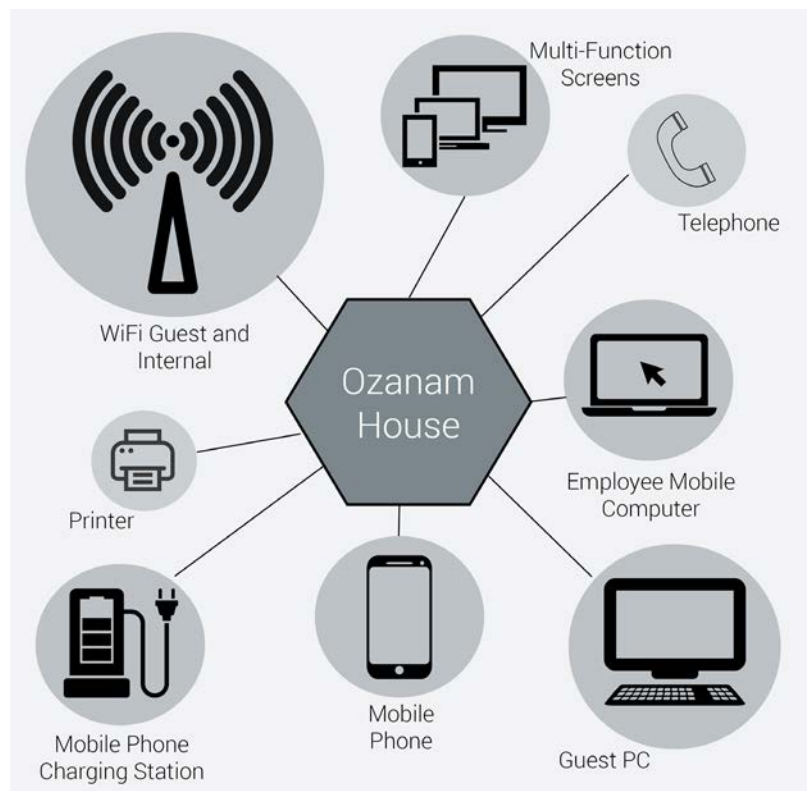
There is more digital technology behind the scenes too. VincentCare’s \$1m investment in Single Client Record (SCR) - a ground-breaking development for the homelessness sector - ensures better client services and coordination throughout the building, and across all services.

Staff will be able to access SCR anywhere, anytime, from any approved device. This project, which Raphael describes as “visionary” was the one that originally attracted him to his role at VincentCare.

The launch of SCR coincided with VincentCare’s new mobility strategy, which rolled out new software and hardware to allow staff to be with clients across the new development or undertaking assertive outreach. This personal technology might also double as duress alarms or personal alarms, as Raphael and his team move into the final stages of his discussions with staff around the implantation plan for the new building. The rollout of all of these complementary and innovative technologies, continues to be subject to discussion, testing and strategic implementation.

“In Portugal, the hotel did everything for the comfort of tourists. In our new facility, we are delivering an even better service as we have the accommodation and the concept of health care and social support added as well.”

VincentCare is lucky to have visionary staff such as Raphael, contributing to the foundations of our new facilities and services. He and his team continue to work on bringing it all together with the promise that the technology will be “all plugged in and ready to go” from day one. They are dedicated to ensuring that staff and clients will have a seamless experience, that will continue to improve over time, and grow with the changing digital landscape.



VincentCare’s Homelessness to Recovery Model: A model to be shared

The Ozanam House Redevelopment Project is of immense significance not only to the Melbourne community, but as a potential blueprint for other organisations and governments in the way homelessness can be tackled in Australia and internationally. This initiative utilises world-class facilities while leveraging innovative technologies, underpinned by case management. It responds to the physical, safety, health and wellbeing needs of our most vulnerable community members via multimodal services, therapies, and vocational programs, that address the root causes of homelessness.

We were pleased to recently host a New Zealand parliamentary delegation from the Social Services and Community Committee in Melbourne, and to present our key learnings to date about the Ozanam House Redevelopment project and the pilot of our successful person-centred, trauma-informed Homelessness to Recovery model.

A successful pilot of our Homeless to Recovery Model that will be utilised at Ozanam House once open, has delivered improved outcomes for our client participants and for our staff providing case management support. The focus of pilot practice changes have been to improve the assessment, engagement and safety of clients while residing in Ozanam House.

The development of case management plans and case plan engagement is an important metric for VincentCare to identify and deliver housing and other personal outcomes for our clients. It deepens our assessment and understanding of the individual, allowing for a more tailored and deeper service relationship. A clear majority of clients have developed Case Management Plans during the pilot, a significant improvement on the pre-pilot figure.

We are committed to extensively evaluating our client service work, and to sharing these positive learnings as part of our focus on permanently resolving homelessness.

Living at Ozanam House - another insight into life and care in our new facilities

VincentCare's Homelessness Recovery Model addresses client needs and strengths in a way that promotes stabilisation and active recovery. We work with clients on factors that might be contributing to their homelessness and develop their capacity to find an exit from homelessness. This approach prevents many of our clients from falling into a cycle of long-term homelessness. For some people though, complex health and care needs may mean that long-term homelessness is a reality. VincentCare is able to support these clients over an extended period and the new facilities will provide access to accommodation and services specific to their needs.

Long-Term Stay Accommodation

The redevelopment will feature 24 long-term dwellings on levels seven to ten. These will be independent living units, primarily targeted to clients over the age of 50 who have complex needs including long-term physical or mental health issues, which may prevent them from finding alternate options for housing. These clients will often require additional support in terms of medical care, or support through our VincentCare Home Care Package.

These residents will come from three different streams depending on their duration of homelessness, their needs and their recovery program. Some of these residents will continue to live in the facilities through their senior years, while others will be transferred to other independent living or aged care facilities.

Long-term accommodation will be in the form of one bedroom apartments, fitted out to a similar standard to market based apartments and other affordable housing apartments.



They will feature small, external balconies that will complement other outdoor spaces and communal areas within and around the building. Each apartment will have a kitchen with basic electrical appliances and free standing fridge, ensuite bathroom, storage closet and wardrobe, and bed base. Soft furnishings and other items to personalise the space will be provided by the tenant.

These apartments are designed with accessibility, comfort and functionality in mind. They will provide a good level of amenity, good ventilation, natural light, easy access, and safety and security.

The long-term facilities will have a dedicated entrance and 24-hour access shared with medium-stay residents - this enables freedom and safety, as well as contact through the 'meet and greet' entrance foyer with line-of-sight welcome from staff and volunteers. Passive surveillance enables security without impeding on privacy. Residents will have the option to purchase three meals a day utilising a swipe card system, or to provide their own meals. The long-term accommodation will also have access to one large communal area with soft furnishings and other comforts, as well as a dedicated outdoor courtyard.

This living arrangement meets housing needs while offering a space that promotes dignity, stability, self-sufficiency and wellbeing. There is an emphasis on independence for day-to-day living and self-care, which encourages self-agency and provides a sense of 'home' over an extended period.



Leading the way - energy demand response technology



From the outset, VincentCare had a vision for the Ozanam House Redevelopment site to be a flagship location that maximised the use of the latest available technology throughout the facility to deliver services that are efficient, cost effective and sustainable.

The size and scale of the Redevelopment has meant that considered planning has taken place in relation to the current and future energy requirements of the facility, including lighting, heating and cooling efficiency and consumption.

As part of our Redevelopment journey, VincentCare has proactively sought to develop relationships with leading technology providers who could see not only the direct client benefits that would ultimately be delivered, but the opportunity to showcase their latest technologies in a unique setting.

VincentCare's CEO, John Blewonski acknowledges the contribution of one of our key partners: "EnergyAustralia were highly supportive of our Redevelopment plans, and their NextGen Team worked to identify the best ways they could contribute to this significant project.

"EnergyAustralia are generously funding the full costs of our air-conditioning units through their Hardship Investment Program and will introduce new energy monitoring technologies to ensure that our ongoing site operating costs, once the site is fully operational, are well managed".

This support for the Redevelopment now formalises the VincentCare and EnergyAustralia relationship and builds on the work previously undertaken between the two organisations, including 'Bring Your Bills Days' with the Hume Hub, and the 'Every Goal Every Game' AFL Finals campaign in 2017.

NextGen Executive, Andrew Perry recently visited the Ozanam Redevelopment site to see first-hand the difference EnergyAustralia's significant contribution will make.

"VincentCare's new Ozanam House in North Melbourne will be one of several sites where EnergyAustralia will be providing cutting edge demand response services as part of a nationwide initiative to reduce power consumption, particularly during peak usage time.

"I am excited that Ozanam House and VincentCare are becoming part of the future grid. By partnering with EnergyAustralia and integrating the building's energy consuming assets into the grid, VincentCare is leading the way to better energy management. It's a great partnership."

The effective management of utilities and bills is also an area where VincentCare offers guidance and support to our clients to ensure they are able to maintain stable housing once they transition into independent accommodation. By utilising energy demand technology within Ozanam House, we will lead by example, for our clients and the community, in reducing and managing energy consumption.

Funding and partnership update



An innovative new partnership with Eva

Mattress move in day will be a big event for VincentCare. This is the day in which 136 new Eva hybrid mattresses (combining micro-springs and memory foam) will be delivered in boxes to our new accommodation hub. We all know what a difference a good night's sleep can make in our own lives. So imagine the mental and physical stress of sleeping on a friend's floor, in your car, or rough on the streets. It was important for VincentCare to consider comfort as part of the essential recovery process for our homeless clients.



Eva staff proud to support VincentCare

VincentCare are lucky to have been selected to partner with the Eva Mattress 'One for Ten' charity program. Eva not only utilise innovative production and delivery techniques, but they kindly donate one mattress to charities and homeless shelters across Australia, for every ten mattresses sold.

Unique partnerships such as this demonstrate the immense value of in-kind support businesses can provide to the Ozanam House Redevelopment, and VincentCare is continuing to seek innovative ways to work with community-minded businesses to meet the needs of vulnerable Victorians in the delivery of this significant project.

Fitting out rooms in the new Ozanam House redevelopment has been Eva's biggest donation to date, and VincentCare would like acknowledge them for their generous support. We look forward to mattress move in day, and to the better sleep and comfort we will be able to offer our homeless residents.

Redevelopment Major Partners

VincentCare would like to acknowledge our current major partners that have provided significant financial contributions towards the Ozanam Redevelopment.



Donate now

We are still seeking financial contributions from the community to reach our goal of \$47m Redevelopment project goal. You can make a direct donation at www.vincentcare.org.au or if you are interested to raise funds to support this major homelessness initiative, please contact fundraising@vincentcare.org.au

TOTAL RAISED TO DATE
\$41,848,864

PROJECT TOTAL
\$47,000,000

PROJECT IS CURRENTLY **89%** FUNDED

Donations to VincentCare are tax deductible