

A photograph of a woman and two children walking on a paved path outdoors. The woman, in the center, is smiling and wearing a grey turtleneck sweater under a brown cardigan and a light blue scarf. To her left, a young boy in a white school shirt, dark pants, and a dark blue bucket hat walks towards the camera. To her right, another young boy in a similar school uniform and hat walks slightly ahead of her. A girl is partially visible behind the woman on the right. The background is a soft-focus green landscape with trees.

**MISSION
AUSTRALIA**

Pre-Budget Submission

Tasmania 2018-19

Mission Australia and Mission Australia Housing

Pre-Budget Submission to Treasury

December 2017

About Us

Mission Australia (MA) is a national non-denominational Christian organisation, with more than 155 years' experience in standing together with Australians in need on their journey to independence. Our evidence-based, client-centred community services are focused on reducing homelessness and strengthening communities across Australia.

In the 2016-17 financial year we supported over 140,000 Australians through 470 programs and services across Australia. We work with families and children, young people and people experiencing homelessness and also provide specialist services for mental health, disability and alcohol and drug issues. We stand together with people in need until they can stand for themselves.

In 2009 Mission Australia established Mission Australia Housing (MAH), a Tier 1 Community Housing Provider. MAH currently owns or manages more than 2,000 social and affordable homes, including Sydney's \$32 million Common Ground development in Sydney. MAH has been successful in a number of new business opportunities. In 2013 we took over the management of a portfolio of 500 social homes for Housing Tasmania. In 2017 we were awarded a similar contract to manage a portfolio of around 1100 social homes for NSW Department of Family and Community Services. Also in 2017 we were part of the winning consortium to revitalise the estate of Ivanhoe in Sydney – the largest social housing renewal project in Australia.

We know that great communities thrive where there are connections, opportunities and engagement across the economic spectrum. We know that individual service responses are not sufficient to address the challenges of deep and persistent disadvantage. That's why we use a place-based model which manages tenancies; co-ordinates support services; and targets intergenerational disadvantage through education and employment. We use a research and evidence based approach to our work and services, so we can measure our impact and demonstrate program outcomes.

We understand partnership. We understand that collaboration between government, the private and not-for-profit sectors can deliver results for all stakeholders. Results include profitable projects; stable financial operations; good long term outcomes for clients and efficient services for government.

Submission

Mission Australia's pre-budget submission focuses on the need for significant progress on homelessness and affordable housing and the need for adequate funding for evidence-based programs that have a positive impact on people's lives and support them on their journey to independence. This includes investment in child safety and youth programs, ensuring adequate mental health and drug and alcohol supports and strengthening communities of entrenched and persistent disadvantage. To this end we have set out our recommendations below in relation to the relevant issues for the people we work with across Tasmania.

Homelessness and Housing

Key recommendations

- The Tasmanian government should ensure increased funding for homelessness services, as part of the National Housing and Homelessness Agreement (NHHA) to address the growing need for supports across our communities.
- Targets for social housing growth should be set to meet the waiting list and the projected demographic changes. More affordable private rental housing is also necessary, given rising rents and level of rental stress.
- The long-term Affordable Housing Strategy should be expanded to include the use of well-located State and Locally controlled land in a way which materially increases the supply of social and affordable housing.
- Increased support should be provided to young people at risk of homelessness, including support to families, mental health supports, alcohol and drug supports and supported accommodation options.
- Increased and flexible accommodation needs to be provided for older people including construction of one homeless aged care service per year for older people at risk of and experiencing homelessness.

- Housing First responses should be made available to people who have experienced chronic homelessness or have complex needs and other supported accommodation models offered for particular needs with a stepped care approach to improve sustainability of outcomes.
- Affordable housing should be integrated into the planning system, including through inclusionary zoning and value capture mechanisms.

Issues to be addressed

Homelessness rates are unacceptable

- Census data from 2011 shows that 1580 Tasmanians were homeless on any given night, while a further 907 Tasmanians were living in marginal housing and at possible risk of homelessness (ABS).
- The State homelessness rate of 32 persons per 10,000 persons enumerated has increased significantly from 2006 when it was 24 persons per 10,000 (ABS).
- In 2015-16, specialist homelessness services supported 7,859 Tasmanians, 52% of whom were homeless on presentation to an agency (AIHW)
- An average of 21 requests for assistance from specialist homelessness services went unmet each day. – 18 requests can't be assisted because of the lack of available accommodation – 11 unassisted requests involve children (AIHW).

There is a chronic shortage of housing for people on low and moderate incomes

- Single young people still have no suitable properties to apply for across the state when spending up to 30% of their income on rent (Anglicare).
- Only 6% of rental properties are affordable and appropriate for income support recipients in Tasmania (Anglicare).
- There are 14,600 households, almost one quarter of those on low incomes, experiencing housing stress in the State (Tas Shelter).
- Homelessness can be ended by providing access to appropriate, affordable and secure housing, along with the support needed to help people stay housed.

Housing underpins economic growth

- Housing is vital infrastructure and a well operating housing market is a pre-requisite for productivity and social cohesion.
- A workforce that is stably and affordably housed is a pool of people able to save for retirement and invest in the future, including education for their children.

- For people unable to work, their use of government-funded services - such as in the health and justice systems - decreases when they are stably and affordably housed.
- Housing construction and maintenance also boosts productivity through more jobs.

MA and MAH at Ivanhoe (NSW) – A model for urban renewal

MA and MAH are excited to be on the forefront of new social housing delivery. Together with our partners in the Aspire consortium we will transform a well located, ageing social housing estate of 259 detached homes in Sydney into a vibrant new community containing at least 950 social and 125 affordable homes. We believe that a similar program could be undertaken in Hobart. The development of the Macquarie Point site was a missed opportunity to deliver much needed social and affordable housing in a central Tasmanian location.

The Aspire consortium, comprising community housing provider Mission Australia Housing with developers Frasers Property Australia and Citta Property Group, has been appointed by the NSW Government to redevelop and transform its 8.2 hectare Ivanhoe estate in Macquarie Park, under a project development agreement.

The project is part of the NSW Government's Communities Plus program to redevelop and grow the Government's social housing portfolio. Frasers Property Australia and Citta Property Group will bring their design and delivery expertise in integrated communities and Mission Australia will provide their extensive experience and ongoing services to ensure the success of the social housing model.

The innovative project is estimated to have an end value of approximately \$2.2 billion and will see the creation of over 3,000 new dwellings, providing homes with access to infrastructure, transport, services and jobs, along with quality amenities and open green spaces to support a new vibrant, safe, integrated, cohesive and sustainable community.

The redevelopment of the Ivanhoe estate will seamlessly integrate private housing with at least 950 new social housing dwellings and 128 affordable homes. The social housing will be of the highest contemporary quality, sustainability and comfort with all social housing tenants having access to low to zero cost heating in the future development.

This important urban renewal project will also integrate a new high school, residential aged care facility with a seniors' wellness centre, two childcare centres, a supermarket, cafés and specialty retail shops, jogging track, nature based playgrounds and exercise stations, basketball court, open green spaces and community gardens.

We would be delighted to share more details about our project and our learnings with you.

Strengthening Communities

Key recommendations

- There should be a commitment to address entrenched and locational disadvantage at the community level, over the long term.
- Solutions need to be based on strong local participation, be flexible in adapting to changes and lessons learnt and be community owned and driven. They should be based on an understanding of the multiple and complex needs within these communities and provide an integrated service response through community partnerships.
- Housing renewal programs in communities of disadvantage should include a strengthening communities focus, driven by the community, facilitated by community housing providers working alongside community services providers and taking a strengths-based approach.

Issues to be addressed

Persistent and entrenched disadvantage must be addressed

- DOTE2015¹ identified the 3% of communities across Australia that bear the greatest burden of disadvantage and require immediate and sustained commitment from all levels of government.
- In Tasmania just six local government areas accounted for approximately 80% of the highest rank positions across the 21 indicators. These locations show high rates of criminal convictions; long-term unemployment; juvenile offending; young adults not participating in full time work, education or training disability; and low family income.
- Locational disadvantage is a complex problem requiring systems change and innovation. Interventions are required at the community level in addition to macro reforms and individual service responses. A coordinated place-based collective impact approach is required.
- A place-based model that co-ordinates services and targets intergenerational disadvantage requires long term funding. A minimum of ten years' commitment plus upfront funding is required to plan and engage in programs and make adjustments as necessary.
- An assets-based approach to community development uses methods such as capacity building, community building, neighbourhood renewal and asset mapping to fortify social capital.

¹ Jesuit Social Services and Catholic Social Services Australia (2015) *Dropping Off the Edge2015*, accessed at www.dote.org.au

MA and MAH at Clarendon Vale and Rokeby

In 2013 Mission Australia Housing (MAH), under an agreement with Housing Tasmania, took over management of a portfolio of about 500 aged social homes in the neighbourhood of Clarendon Vale and Rokeby in Tasmania.

These suburbs, on the outskirts of Hobart contain a high percentage of social homes, had a history of low service provision and a lack of opportunity for residents.

Alongside the provision of tenancy and property management, MAH embarked on an integrated program of community development. Listening to local residents and supporting them to create their preferred future for their community.

What has emerged is a vibrant and renewed community, taking action and making tangible improvements.

Child Safety and Youth Programs

Key recommendations

- Child safety should be appropriately resourced across the spectrum from early intervention to crisis response with a focus on ensuring the best outcomes for the child.
- Programs providing effective supports to vulnerable young people including the Targeted Youth Support Service and YouthBeat should be provided with ongoing and adequate funding to support young people with complex needs to transition to independence.
- An approachable, friendly, non-threatening service response is required where young people feel comfortable talking about issues. Young people can be very 'wary' of support services and outreach is particularly important for engagement.
- Consideration should be given to investing in specific programs to address youth disengagement from education based on successful models in other state such as Flexible Learning options in South Australia and the Navigator Program in Victoria.
- Youth-specific facilities detoxification and rehabilitation facilities that take a holistic approach to young people's needs should be invested in to provide a safe, secure and encouraging environment where young people are more likely to succeed long-term
- Evidence-based universal mental health prevention and intervention programs should be provided for young people in schools; assistance should also be provided to friends and family who may need to provide support to young people when they seek help in relation to their mental health; and peer support networks and peer education initiatives should be invested in.

Issues to be addressed

- Child protection and child safety is a pressing state responsibility and young people in out of home care continue to experience worse outcomes than their peers in terms of education, homelessness and contact with the justice system.
- Mental health was the top issue of concern for young people in our 2017 *Youth Survey*, with around one-third of young people from Tasmania (33.1%) identifying it as an important issue. Around a third of young people from Tasmania identified *alcohol and drugs* (29.8%) and 27.6% of Tasmanian young people chose *equity and discrimination* as important issues in Australia today.
- Many of the top issues of personal concern reported by young people in Tasmania in the *Youth Survey* are also related to their own mental health, including *coping with stress*, *body image* and *depression*, while *mental health* was also identified as one of the major barriers to achieving work or study goals after school.
- Mental illness and substance misuse can occur comorbidly for some young people and youth specific detoxification and rehabilitation services are required to cater holistically to the young person's needs.
- The Youth at Risk Strategy provides the opportunity for positive reforms that can engage young people in a holistic way and improving the service system for the most vulnerable young people. In particular we welcome action 30 to improve the service system to ensure all services and programs are flexible, responsive, inclusive, accountable and meet the needs of young people.

Combating the harms of gambling through pokies reform

Key recommendations

- Remove poker machines from all hotels and clubs.
- Not increase the number of poker machines in the casinos and impose on the machines in the casinos a maximum \$1 bet limit, a system that requires people to set an enforceable limit on their losses and a 4% levy to contribute to community supports. Further for it to be mandatory for the licensee to intervene where customers may be experiencing harm from poker machines.
- Continuation of counselling and other support services for those harmed by gambling.
- Support hotels and clubs that currently have poker machines to transition their business model.

Issues to be addressed

- The latest independent economic research found that the removal of gaming machines from pubs and clubs in Tasmania could direct more than \$113 million to other areas of the state's economy;
- More than 80% of Tasmanians surveyed think that having poker machines in hotels and clubs does not benefit the community;
- In Tasmania, taxation income from poker machines contributes less than 1% of State Government revenue;
- Research shows that 90% of people who are experiencing harm from gambling have not yet sought help;
- If money spent on pokies in pubs and clubs was spent elsewhere in the Tasmanian economy it would create 670 more jobs and increase gross output by \$91 million per year;
- One third of Tasmanians know someone who has been harmed by poker machines;
- For every Tasmanian harmed by poker machine gambling, another 5-10 family, friends and colleagues are affected.
- Gambling problems are a public health issue that should be treated in the same way as other public health issues with a public policy framework that prioritises prevention of harm across the whole population through effective consumer protection measures.
- Higher gambling frequency is an indicator for developing gambling problems and policy should therefore address both the risk factors that lead people to gamble more frequently and the gambling features that are attractive to people who subsequently develop a gambling problem.
- Public policy on poker machines should recognise that 98 per cent of the adult population either never touch a poker machine or spend less than 12 hours per year at a machine. Public policy should therefore focus on the people who face harm because of their intensified daily or weekly visits to the machines.

Continuation of community based mental health services

Key recommendation

- That, as a matter of priority, the Commonwealth and State/Territory Governments resolve issues around future funding, program and governance arrangements for both the NDIS and mental health systems to enable people living with a mental illness to continue to receive vital support services.

Issues to be addressed

- Some consumers of community mental health programs experiencing episodic and/or moderate mental illness which are transitioning into the NDIS will be ineligible for assistance through the NDIS, impacting their prospects of recovery and reducing the services and supports available to them.
- Arise in the number of people with mental illness in the community with no support will have flow-on impacts for other government-funded service systems including homelessness, health (particularly hospital Emergency Departments), education and criminal justice.
- In 2015-16 the number of people accessing specialist homelessness services needing mental health services grew by 12 per cent since the previous year. But for 3 in 10 people, those needs could not be met.

Mission Australia and Mission Australia Housing in Tasmania

Chigwell House: Provides events, services, information and support for the community from birth to 80 years. Parents Staying Connected, Youth Connections, MAH, Integrated Family Support Service, Child and Family Health Nurse, Playgroup and Youth Beat programs all run out of this location and deliver services to families and young people. From Chigwell House we address homelessness and mental health issues. We also manage 14 community housing units.

NDIS LAC - South East Rosny Park and North West: The Local Area Coordinator (LAC) is a core function in the NDIS roll out. The LAC works with people with disability, their family, carers and the community to increase access and inclusion. Participants are supported to connect with mainstream and specialist supports and works collaboratively to create a detailed 'Plan', including specific goals, and aspirations and relevant supports.

NDIS ECEI – Early Childhood Early Intervention: Aims to provide all children aged 0-6 years with developmental delay or disability the best start in life. ECEI focuses on the individual needs of each child and working with families to link them with mainstream supports.

Gateway South East Disability: Gateway Services provide a point of entry to family and disability support within the community. We undertake an initial intake and assessment of need for Participants, providing over the phone and face-to-face intake engagements, assessment for services and referral to LAC or other appropriate services as required.

Gateway South East and North West Tasmania: Gateway Services provides a point of entry to family and disability support within the community. We undertake initial intake and assessment of risk/need, for family and people living with disability. We can support participants by providing over the phone and face-to-face intake engagements, participant assessment for services and referral to Integrated Family Support Services, Local Area Coordination or other appropriate services as required. This role also provides case management and brief interventions.

Integrated Family Support Service (IFSS) Rosny Park, Launceston and Devonport: Provides early intervention for children and families at risk. The aim is to support a family around identifying/ resolving/ addressing issues in order to prevent any further involvement with Child Safety or the family having a notification sent to Child Safety.

Mission Australia Housing – Clarendon Vale and Rokeby: Tenancy and asset management of social housing and whole of community renewal through community development.

Clarence Plains Community Chaplain: Non-denominational Community Chaplain service provided to community members across Clarence Plains. Provides assistance to individuals from targeted communities (geographical or program-based) to take hold of a positive future by providing a unique resource who brings compassion, help and hope to communities where MA has an active presence.

National Disability Coordination Officer (NDCO): To assist people with disability to access post-school education and training, and then subsequent employment. Offering information, coordination and referral and working with stakeholders to remove barriers to employment.

Parents Staying Connected (PSC): Mentor program encouraging parents and significant others to become part of a group who engage in training, group work, health and nutrition and play activities with children to enhance parenting.

Targeted Youth Support Service: A holistic intervention service offering intensive case management and therapeutic interventions for young people aged between 10 and 18 years, who are identified as having significant and/or multiple risk factors that without intensive support, are likely to enter the child safety and/or youth justice systems.

Youth Beat: Youth Beat operates in Derwent Valley, Clarendon Vale and Rokeby and reaches out to vulnerable young people across Southern Tasmania. We offer a wide range of services and support to young people, identifying and addressing anti-social behaviour, drug and alcohol misuse, referral and intervention for young people in crisis and assistance with accessing additional services and social support networks. We foster strong relationships with police, community groups and local support services. Youth Beat offers interactive activities based on our young people's needs and interests.

Trinity Hill Learning Co-Ordinator: Maximising tenant engagement in employment, education and training by supporting tenants with vocational and/or employment goals. We create links with a wide network of services to address barriers to employment and education.

Grandparents and Relatives Raising Children South East and North West: Family Support for Grandparents and Relatives who have recently (within 12 months) taken on the primary care of a relative child or children. We provide assistance with Centrelink, CSS, support groups and brokerage.

Early Childhood Early Intervention (ECEI) Program South East and North West Tasmania: Focused on children with developmental delay aged 0 to 6 years, their families and carers in a family-centred manner. ECEI focuses on the individual needs of each child and working with families to link them with mainstream supports.

Personal Helpers and Mentors Program (PHaMs) – Launceston, George Town, Devonport, Burnie and Kentish: Assists people who have a severe functional limitation resulting from a mental illness to better manage their daily activities and to access a range of appropriate services and supports when they need them. We provide an outreach service for people aged 16 years and older to define what recovery means for them and how to achieve realistic goals to reach this recovery.

Communities for Children (C4C) Helping Young Parents: Strengthening the whole-of-family approach by working alongside parent(s) and their family to achieve what they want. Services include emotional support, information and advice, identifying and addressing needs, advocacy and service coordination.

Disability Employment Services Burnie, Devonport, Queenstown, Smithton: Assists employers to hire staff with an injury, disability or health condition. DES provides employers with ongoing assistance, training and support and access to a range of other support services including wage subsidies and financial assistance to help cover costs such as modifying the workplace or purchasing adaptive technologies or interpreting services. For the job seeker, DES provides Disability Management Services (DMS) for job seekers with disability, an injury or a health condition who need assistance to find a job and occasional support to keep a job; and Employment Support Services, providing assistance to those with permanent disability who need regular, ongoing support to keep a job.

Getting Connected North West Tasmania: in partnership with CatholicCare - Communities for Children offers support to families in the Burnie area with children aged 5-12 years that may be finding it challenging to reach their full potential at school. The service aims for families, schools and services to work as a team to provide the best possible future for children.

Family Day Care Tasmania (Mersey Leven): Childcare service including Kentish Childcare, working in a child care centre setting, providing childcare for families.

Families Together Tasmania (Mersey Leven): Case Management for Families with a disability.

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