



*A better future for
our communities.*

Operating Model

WINTER SHELTER PILOT "WINTER LODGE"

18 BEDS

APRIL - MAY 2020

Referral / Intake

- Referrals can be made by all external support services, police, health services, and self-referrals/walk-ins accepted and supported by Argyle Housing Staff before 5pm Monday-Friday.
- Intake and referrals will not be monitored or actioned after 5 pm, or on weekends (Saturday-Sunday) or public holidays.
- Existing Site banned persons will not be accepted into the pilot program. Argyle Housing will maintain a current list of site banned persons and this will be shared with services at the fortnightly forum.
- To make a referral the Ainslie Village application must be completed, and client overview/background to be written up by referring agency. If a client self-refers then Argyle Housing staff will conduct an interview and assessment to obtain this information.
- Referrals will be assessed immediately on receipt to (Administration staff to monitor this inbox regularly) winterlodge@argylehousing.com.au. A phone call to Argyle Housing staff on (02) 6162 6800 to advise of referral lodgement in the event of emergencies or time limitations.
- Once a referral has been accepted the services/individual will be notified by Argyle Housing staff immediately. And arrange an arrival time for the client.
- Accepted referrals have until 8pm Monday-Friday to obtain transport to Ainslie Village and check into the crisis accommodation. An Argyle Housing staff member and the 'Lead Tenant' will lead this.
- Intake will include a 'welcome pack' full of information for the resident, as well as an induction of the new resident. This will be undertaken by Argyle Housing staff and the 'Lead Tenant'
- The resident is required to sign an agreement with Argyle Housing related to the terms of their stay at Winter Lodge.
- The resident will be given a key to their room however are not able to leave the building at night, as they will not be allowed back into the main building until staff return on site 9am the following business day.
- The resident will be provided with clean bedding, towels, hygiene products, a dinner pack and a breakfast pack for the first morning. After these initial packs the residents are expected to link in with Argyle staff and support service to obtain further support for food and utilise services on site such as The Blue Door for meals, or community pantries for food items.
- The residents will be shown to their rooms and all emergency contact details for the ACT will be given to the resident as a part of their welcome pack.
- Residents will be introduced to security guard on duty for Winter Lodge on the day of intake.
- Expectations and Rules will be explained – inclusive of a sign in/ out book if the resident intends to leave the service without informing staff.

- A locked filing cabinet will keep resident's personal information safe, in the current Argyle Housing office and will follow all current privacy and confidentiality legislation, policy and procedure.
- Residents will be expected to engage with Argyle Housing staff to determine an exit pathway into longer term, stable, safe accommodation.
- The resident will be left with the contact details of security and the 'Lead Tenant' in case they have any urgent needs overnight.
- The Winter Lodge will be cleaned daily.
- The bedding will be professionally cleaned once per week by Capitol Linen off site.
- The cleaners will be responsible for making and taking apart bedding.

Services provided during the 7 days

- The Lead Tenant will induct new residents to the building and site alongside the on duty Tenancy Officer.
- Tenancy Action Worker – 2 hours per day, 5 days per week- the Tenancy Action Worker is responsible for linking the residents in with support services and arranging transition to long-term accommodation where this is the residents goal.
- Tenancy Officer – 3 hours per day, 5 days per week. 5pm-8pm in the Winter Lodge office. Responsible for managing intake and placement, as well as behaviour and expectations.
- On site services – Directions Health, The Blue Door – food and support, Capitol Linen Laundry and cleaning/security roster and obligations.
- A forum will be held fortnightly for all external services involved in referring clients and to identify alternative exit pathways for residents' post-7 days, this will be convened on site at Ainslie Village and chaired by the Team Leader ACT. The aim of these forums is to ensure there is support in place for residents transitioning to stable, secure long-term housing.
- Residents will be provided with dinner and breakfast daily during their 7 day stay. This will be supported by the Blue Door St Vincent De Paul and Argyle Housing.
- Residents will have access to a heated furnished room with security on site, Directions Health access weekly, all visiting on-site services, all existing amenities on site, including the internet café, movie room & phones, and the Winter Lodge, which will be a locked secure building.
- On the 7th day (if it is a business day, where this is not possible, an exit assessment will be conducted on the nearest business day to the clients exit date) Argyle Housings Tenancy Officer, Tenancy Action Worker, and Lead Tenant will all check in to commence a sign out, and exit with the resident to ensure a smooth exit.
- City Mental Health and any other support services will have access to residents of Winter Lodge, by liaising with Argyle Housing during business hours, and security personnel after 5pm. As will the following outreach services once COVID-19 restrictions are lifted:

- St Vincent De Paul – The Blue Door, Street to Home programs.
- ACT Directions Health Clinic, GP, Nurse and Counsellor.
- Centrelink outreach (fortnightly only, not all clients will have access to this service if they stay on an off week).
- NDIS Outreach
- CAHMA
- AOD counsellors
- City Mental Health
- Legal Aid Outreach

Legal Aid will conduct fortnightly information sessions and expert advice through legal clinics in the following areas;

OPALS (Older Persons Legal Service)

- Family advocacy and support service
- Victims Support
- Perpetrators support
- Court Support
- Mental Health support
- Property settlement after separation support
- Domestic or family violence support
- Parenting arrangements support
- Support around your first time in court
- Criminal law support
- Legal matters at work support
- Guardianship
- Child protection
- **Flourish Mental Health**
- Outreach mental health services
- Psychosocial Support Program (Bloom Healthy Living)
 - Individual Recovery Plans
 - Individualised support
 - co-designed group-based programs building capacity in areas such as social skills; family connections, daily living needs, budgeting, vocational goals, maintaining mental wellbeing.

The Salvation Army

- Positive Lifestyle Program - groups and individual
- Pathways to education and employment through partnership with CIT

CatholicCare – Outreach programs for support

Exit –Winter Lodge

- Winter Lodge residents will meet with Argyle Housing Staff to sign out, and complete an exit checklist.
- Rooms will be cleaned by Argyle Housing contracted cleaners.
- All linen and bedding will be taken to Capitol linen to be laundered.
- Clients of Winter Lodge are allowed to return, to utilise the service in the event that they have attempted to obtain long-term housing and for no reason of their own this has been unsuccessful.
- If there is long term accommodation available in the general Ainslie Village community, then clients may be transitioned into this social housing platform and support them under our general social housing policies and procedures. This will be contingent upon the suitability of the resident to the vacancy, and the adherence to the Winter Lodge agreement during their stay. Whilst every effort will be made to secure alternate long term housing for the resident, either at Ainslie Village or with external providers there is no guarantee that this can occur.

**OneLink
Support Services**

**Community &
Emergency services**

Self-referrals

**Referrals by 5pm to
winterlodge@argylehousing.com**

- 1. Intake and Assessment**
- 2. Client to arrive and be inducted/sign agreement prior to 8pm**
- 3. Room, Bedding, hygiene pack, and dinner and breakfast supplied**
- 4. Security on site at Winter Lodge**

**Maximum 7 day stay
Argyle Housing to support
Transition to long term accommodation**

**The winter lodge forum held fortnightly
with service providers. On site.
Exit procedure followed on 8th day by 10am.**