

# HOMELESS HEALTH SERVICE

## Strategic Plan 2021 – 2024

The St Vincent's Health Network Sydney Homeless Health Service (HHS) is a multi-speciality and multidisciplinary service that aims to support people experiencing or at risk of homelessness to actively engage in healthcare and access mainstream or specialist services of their choice. We partner with local services, communities and organisations to provide assessment, treatment, education, support and referral. The HHS utilises a strengths-based, harm minimisation approach to addressing clients' cultural and holistic health needs. Our team includes Nurses, Doctors, Allied Health, Health Educators, Aboriginal Health Workers and Peer Support Workers.

The St Vincent's Health Network Sydney (SVHNS) HHS is a partner in the End Street Sleeping Collaboration and part of the Senior Collaborative Alliance, working together with other Sydney based government services and agencies to deliver the *Intersectoral Homelessness Health Strategy 2020-2025*. As part of St Vincent's Health Australia (SVHA), we are also committed to advocating to improving health outcomes and social determinants of health for the vulnerable population we serve as outlined in the SVHA *Go Beyond* strategy and *Health and Homeless Framework*. SVHA is also a proud partner of the *Everybody's Home* campaign.

Through this Strategic Plan 2021-2024, the HHS sets our commitment to preventing and ending homelessness, and improving health outcomes for people experiencing homelessness, through service expansion, advocacy and work with our partners to deliver services, enhance the workforce and lead research. This Plan sets out our strategic priorities and goals for the next 3 years and is supported by a detailed implementation plan.





# HOMELESS HEALTH SERVICE

## Our Priorities: 2021 – 2024



### EXPAND RESIDENTIAL SERVICES

We will improve access to health care and aid recovery for people experiencing homelessness by providing expanded and tailored transitional residential services, in line with the SVHA Health and Homelessness Framework.

By 2024, we will:

- Increase the number of beds and offer new medical respite beds.
- Enhance the workforce to support the increased bed base and complexity of clients.
- Establish short-stay beds for those experiencing homelessness who seek refuge in the Emergency Department overnight.



### ADVOCACY AND PARTNERSHIPS

We will advocate for our vulnerable communities in collaboration with our partners, on social issues and conditions which disproportionately affect them in order to improve health outcomes.

By 2024, we will:

- Develop a model in partnership with consumers, to advocate for our most vulnerable, including Aboriginal & Torres Strait Islanders, those experiencing domestic violence, complex comorbidities, social housing and financial hardship.
- Develop more secure funding sources for our suite of homeless health services.
- Work with LHDs and external agencies to improve the patient journey, identify barriers and develop solutions.



### IMPROVING ACCESS TO CARE

We will innovate and build on existing models of care to meet client needs and expectations, while meeting the growing demand for services.

By 2024, we will:

- Lead culturally inclusive initiatives for Aboriginal and Torres Strait Islander peoples, and build capacity of staff to provide culturally appropriate services.
- Build on internal relationships to prevent exits into homelessness from services.
- Maintain the 2 day per week dental service with view to increase service to 5 days per week.
- Better integrate and coordinate our Homeless Health, Mental Health and Alcohol and Drug services to enhance care and multidisciplinary support, including establishment of the Mobile Van Clinic and Managed Alcohol Program (MAP).



### WORKFORCE DEVELOPMENT

We will develop and strengthen our clinical and peer workforce, and support staff wellbeing.

By 2024, we will:

- Enhance delivery of trauma informed care and build trusting relationships with clients through enhanced medical leadership.
- Advocate for identified Aboriginal and Torres Strait Islander positions.
- Develop, implement and evaluate a workforce plan, including staff retention and wellbeing.
- Support our Peer Support Workforce through development of a formal supervision and professional structure.
- Develop and enhance external partnerships and professional rotations for staff, to improve collaboration and the client journey.



### RESEARCH AND EVALUATION

We will develop a Homeless Health Research and Evaluation Program, co-designed with our peer workforce and consumers.

By 2024, we will:

- Develop a longitudinal research plan for evaluating services such as our Community Outreach Medical Emergency Team (COMET), residential services, the Mobile Van Clinic and the Managed Alcohol Program (MAP).
- Continue our research relating to staff scope of practice, disease prevention and environmental impacts on people experiencing homelessness, integration of health services and specific health conditions.
- Lead and translate research into culturally appropriate care.