

Dubbo Specialist Services Brokerage Fund program

Contact details

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Hours of service: Monday to Friday, 9am to 5pm

Manager: Liz O'Neill
Operations Manager: David Ryan

Team Leader: Rebecca Hoban
Director Operations: Vivien Tait

About the program

Specialist Services Brokerage Fund (SSBF) program was established to work with families with high and complex needs and who are having difficulties sustaining their tenancy with Housing NSW.

Eligibility

Families referred to the program by housing NSW.

Objective

Social Justice

- Undertake effective social action to achieve positive change for vulnerable children, young people and their families.
- Families will have access to any services available in their community, which meet their needs.

Protection of children

- Help children have safe, nurturing and enriching relationships and environments in which to develop and thrive.
- Children will be less exposed to abuse and neglect as a result of use of our services.

Opportunities for young people

- Young people will have the assistance they require to develop into independent and contributing adults.
- Young people develop and retain positive connections with family and significant others.

- Young people using our services will have the social and living skills and resilience to assist them to become independent adults.

Building strengths in vulnerable communities

- Help children, young people and their families become active participants in the growth and development of their local community.
- Local communities will become more aware of, and responsive to, the issues faced by children, young people and their families.
- Service users are actively involved in the development of their own services.

Referral

Housing NSW.

Services

Specialist Service Brokerage Fund (SSBF) has four service components:

- Information and Referral to provide families access to information about accommodation and related support systems. This service may be provided over the telephone or through face-to-face contact
- Support, Advocacy and Outreach to advocate on behalf of families who make use of the Specialist Service Brokerage Fund(SSBF) program at the service user and the systems level
- Brokerage to meet the needs of families by purchasing assistance depending on their individual needs
- Case management to provide a comprehensive assessment of families needs and to develop in partnership with the families and case management plan which identifies goals and strategies to address issues identified in the initial assessment.

Funding

Specialist Services Brokerage Fund (SSBF) is funded through Housing NSW.

Key facts

The Western NSW regional consultations were held to develop and identify effective ways of working locally to respond to local homelessness issues. The Western NSW regional consultations identified that:

Responding to the needs of people at risk of homelessness due to loss of tenancy (both within the social and private rental sectors) is an identified key need. There is a gap in tenancy support services in the region to respond to this need, particularly those focused on social and management of debt/financial stress.

Further, Aboriginal people were identified as Key target group requiring intensive tenancy support.

Each family's history and needs are individual. The Specialist Services Brokerage Fund program attempts to tailor a package of support to meet these needs and encourage families to stay in their communities so that they can maintain ties with school, work, family, friends and other support networks.

Specialist Services Brokerage Fund (SSBF) is a voluntary service. No family is forced to accept a service from Specialist Services Brokerage Fund Program. Workers at the Specialist Services Brokerage Fund program believe that access to services, supports and accommodation is a right and should not be used as a punishment or reward.

Stability of accommodation and consistency of support is often an issue for families. Workers attempt to ensure that families are always able to identify and develop options or alternative supports. Workers at Specialist Services Brokerage Fund program offer options to families, supporting them to make decisions regarding their own lives. They use modelling and negotiation as the primary ways of encouraging appropriate or desirable behaviour.

Planning: Specialist Services Brokerage Fund program believes that effective service delivery to families must be well planned, adequately resourced, proactive and service user driven. Action plans are used as tools to empower the families by encouraging them to take control of their own goals and supporting them in measuring their own progress. This is a dynamic and constantly evolving process and one in which staff are continually involved.

Key worker: Specialist Services Brokerage Fund program operates with a key worker system. One worker is responsible for working with a family on meeting their needs, and for coordinating that family's activity towards achieving their goals. The key worker is the family's main advocate within the service and builds the strongest relationship with the young person.

Stakeholder relationships: Community relationships enhance access to a range of accommodation and support options, a broader referral network, a firmer understanding of the needs of young people and our own credibility.

Cultural diversity: Approximately 75 to 85% of Specialist Services Brokerage Fund service users are Aboriginal. Ensuring that the program building environment and staff encourage families from culturally diverse backgrounds to continue to access the service, is a priority.