

# Homeless Response Group (HRG)



The Homeless Response Group (HRG) was born out of necessity. Too many homeless people with high and/or complex needs were falling through the cracks, too many tenancies failed and too many resources were consumed over the years with little to show for all the effort.

The HRG is a common-sense approach to supporting homeless people, those at risk of homelessness experiencing long term, severe and

persistent mental illness or with complex needs in the Darwin Region.

The HRG coordinates wrap around services for homeless people with high and complex needs. The aim of the HRG is to work together to remove the barriers preventing homeless people from attaining and maintaining a mainstream tenancy

We do this by encouraging accommodation and service providers to refer clients to the HRG. By encouraging members to bring a can-do attitude to meetings and by encouraging a no wrong door approach to service access and delivery.

## What's in it for your organisation?

**Work load is reduced and resources are better allocated.** Your staff aren't expected to be the only solution for the client's issues, staff can specialise or focus on one issue. Other agencies join the case management team to provide their expertise. Wrap around service provision reduces waste, all case workers involved with the client are aware of shared goals plans and priorities.

**Your client may be able to "jump the queue" with accommodation providers.** High and complex needs clients are often low down on

accommodation waitlists, often this is because of behaviours or past failures. A HRG member is more likely to take a high needs client on because known issues have been identified and solutions implemented to enable the client to maintain their tenancy.

**Your client can receive the resources needed to assist in obtaining and maintaining a mainstream tenancy.** Wrap around case management support is one resource offered but the HRG doesn't want a client to be excluded from attaining or maintaining a tenancy because of a lack of finances. The HRG has budgeted brokerage funds to be invested in each client to assist them in attaining or maintaining a tenancy.

**Your staff receive support from their peers.** Each fortnight the HRG will meet to assess new clients and to see if current clients require additional support. HRG members have many years of experience and great expertise that they are willing to share with each other. Relationships are forged that will improve service delivery into the future





**Your Staff can find solutions to problems and be rewarded in the knowledge that they are making a real difference.** Case workers run up against road blocks consistently when dealing with high needs clients. This is a frustrating experience for client and case worker. The HRG works with your staff to identify systemic issues that are preventing your client from achieving their goals. These concerns are communicated with the relevant agencies and solutions sought. Your staff member can participate in service and system improvement and be satisfied that they have made a difference to how homelessness is tackled in the Northern Territory.

### **Who can become a member?**

Any Non-Government Agency that offers services and support to homeless people of all ages, ethnicities, and demographics. However, there are conditions; *members must be committed to providing solutions as well as making referrals.* New members will be inducted to ensure client privacy, security and consistency of support

HRG members agree to bring a positive attitude to meetings, to use knowledge and experience in finding solutions for those referred to the HRG. It is important that past experience is used to find

solutions to issues not to exclude a client from your service.

### **How do I refer a client to the HRG?**

To refer you must be an inducted member of the HRG. If you are not a member of the HRG you can assist the client in making a referral through a member agency. It is important that the client gives full consent and that the referring member has full knowledge of the client's issues, wants and needs.

### **To join the HRG, make a referral or to find our more please contact**

## **NT Shelter**

Phone: **89854389**

Email [\*\*hrg@ntshelter.org.au\*\*](mailto:hrg@ntshelter.org.au)

The HRG is managed by NT Shelter and is available to all agencies dealing with homeless and at-risk people. A HRG advisory group provides NT Shelter with expert advice on the development and operation of the HRG program.

### **The HRG is supported by**

## **The Department of Housing and Community Development**