



Ozanam House Redevelopment Project

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Ozanam House Redevelopment Update

A new world class Homeless Hub and Resource Centre is currently under construction in North Melbourne. This month we take you further inside the development to find out: more about what makes these facilities so vital and unique; what it will be like for the people who will live and receive care at the Hub; and more on the staff, volunteers and supporters who make it all possible.



VincentCare
Victoria

Update from the CEO

Welcome to our second issue of the Ozanam House Redevelopment Update. We were grateful and pleased with how well our first issue was received. It has been positive to see our community and stakeholders taking such an interest in this initiative. It really is testament to the unique and inspiring nature of this project, and the undeniable impact it will have for the homeless people of Melbourne. This month we will provide you with a greater insight into some of the inner-workings of Ozanam House.

This redevelopment project has been considerable in its level of planning and scale. In order to offer custom built, world-class facilities that will meet the needs of Melbourne's diverse homeless population, we needed a new complex with a significant footprint, and an even greater level of amenity. The latest images from the Ozanam House site demonstrate how construction is progressing. I am also pleased to report that a major milestone has been reached, with construction now at full height. A Topping Out ceremony took place on 1 June 2018, to celebrate this milestone and mark the next stage for the project.

While watching the on-site work progressing on time, on budget and to such a high standard is very satisfying, this endeavour is more than just a capital works project. This major development is occurring alongside a complete bolstering of our wrap around services, and a holistic reimaging of the homeless support system in Melbourne. This has been an essential evolution based on



best evidence and best practice from around the world, and our day-to-day experience in the community. A simple "build it and they will come" attitude was never going to be adequate, so a substantial amount of auditing, planning, innovating and investment is taking place to ensure we are ready-to-go, when doors open at the end of 2018.

It takes hundreds of hours and hundreds of staff to make a project such as this a reality. I want to take a moment to collectively acknowledge these people – the names and faces behind the scenes of this momentous initiative. Our staff and volunteers work tirelessly and with great skill and passion, to support society's most vulnerable men, women and children each day. Essentially it boils down to human interactions - people helping people.

These new facilities will help thousands upon thousands of Victorians into the future, and that wouldn't be possible without the people who care. VincentCare is grateful to have so many dedicated staff, volunteers, funders, community partners, not-for-profit friends, and businesses who care about the lives and futures of homeless Victorians.

I will finish up this month's update by highlighting our funders who care. We are so grateful to be able to acknowledge Gandel Philanthropy, who have come on board as a major funder alongside Lord Mayor's Charitable Fund, Perpetual and the Victorian Department of Health & Human Services.

The hard work isn't complete yet, and we are now calling on more funders to join this important and historically significant project during its foundation. I welcome contact from anyone who wishes to discuss how they can get involved.

John Blewonski
CEO
Vincent Care Victoria

Living at Ozanam House - an insight into life and care in our new facilities

Our facilities have been designed to accommodate a diverse range of homeless people, wherever they are on their journey to recovery. This will include the provision of 134 accommodation rooms in total – responding to short, medium to long-term housing and wrap-around support needs. Crisis accommodation clients are one of the streams of homeless Victorians that VincentCare supports – here's how we will address their unique needs and what they can expect.

Crisis Accommodation

The new Hub will include 60 Crisis Accommodation units. These rooms will provide clients with comfortable, clean and safe accommodations with 24 hour access. A small number of VincentCare staff will be present on-site at all times to provide support – particularly where a sudden or emergent need arises.

These rooms are separate to our medium and long-term dwellings. A person living in these facilities can expect a room with fixed furnishings that enables them to: gain a good night's sleep; take care of hygiene needs in an ensuite bathroom; keep their belongings in storage; and feel a sense of security and privacy. Crisis clients will be provided with the option of three meals a day, offered through community dining for breakfast and lunch, and meals which can be taken to their rooms at dinner time. There will be access to several dedicated communal areas including: a laundry; bike storage; and common room on each floor with good light, ventilation and cleanliness, offering couches, chairs, tables and a television. Safety and support is assured by secure staff stations on each floor, and CCTV and security features.

There are many things we consider in matching a client with the facilities and care they need. This includes how the person became homeless, the level of family support they have, and how long they have been homeless. For many men and women who have been sleeping rough on the streets, or who may be escaping crisis situations, such as a sudden loss of accommodation, or leaving behind domestic violence, these rooms provide an immediate response to meet basic needs.

There will be two types of Crisis Accommodation available: Rapid Access Rooms – for people sleeping rough on the streets needing immediate shelter and material support; and Supported-Short-Stay Rooms – for clients whose needs have been fully assessed and who will need crisis accommodation for longer. In general, our Crisis Accommodation clients will stay in these rooms for between 4 to 12 weeks – depending on the plan that has been customised to address their ongoing needs, and to connect them with resources.

Homeless clients admitted to Crisis Accommodation facilities do not 'go it alone' with a simple room for board. They will receive client-centred, case managed support at each step. Where possible, VincentCare will help these clients to reconnect with trusted family or previous lodgings, or to find them accommodations they can move on to, so that they do not end up on the streets or in an unsafe situation. If longer-term accommodations are required, these clients may transition to our medium stay facilities.

Crisis rooms are just one vital element of the holistic community response that the new Accommodation Hub and Resource Centre will provide.

Artist's impression of Crisis Accommodation Unit at the new Ozanam House



Client-focused care works - Garry's story

Garry smiles and chats to customers as he makes another coffee at the 'O' Café at Ozanam House. Last year he completed a training course through VincentCare's Community Volunteer program, and is now a qualified barista. He makes great coffee. "I think it is important that if we have accessed a service from Vincentcare, that we give something back when we are able to," he says.

Six months prior to this Garry was homeless and sleeping in his car. He had experienced a family breakdown, triggered by the loss of the family business, and extreme financial and relationship stress. He had lost everyone and everything important to him, and the daily challenges of living life as a homeless man seemed insurmountable. Garry found his way to Ozanam House and began his transformational journey. He now has safe and secure housing in a bedsit, and is receiving ongoing outreach case management with VincentCare. Garry has two children, aged 13 and 22 and he sees them every day. While he has separated from his wife, he speaks to her regularly and the family members are each healing. Garry acknowledges that he has received a lot of support, and is one of the 'lucky ones.'

Looking upon Garry in his cafe apron with his clean cut appearance, no one would suspect the trauma and challenges that he has experienced.

"People who've never slept rough have no idea of the practicalities of being homeless. When you sleep in your bed [at home] and you want to go to the toilet at night, you just get up and go... when you want to have a shower...you have a shower...you get ready for your day. When you sleep in your car, that doesn't happen...you're searching for hot spots like public toilets...you try to find the ones that are clean so you can have a quick wash."

Homelessness does not discriminate based on factors such as gender, age, education or socio-economic status. Circumstances can change and there is no picture of a 'typical' homeless person. VincentCare recognises that each case is different, and so too is the journey to recovery.



Garry knows this first hand and continues to hear many stories through his volunteer work. "Everyone's journey is unique...I have met homeless people and every single one of them has a different story to tell as to why and how they became homeless."

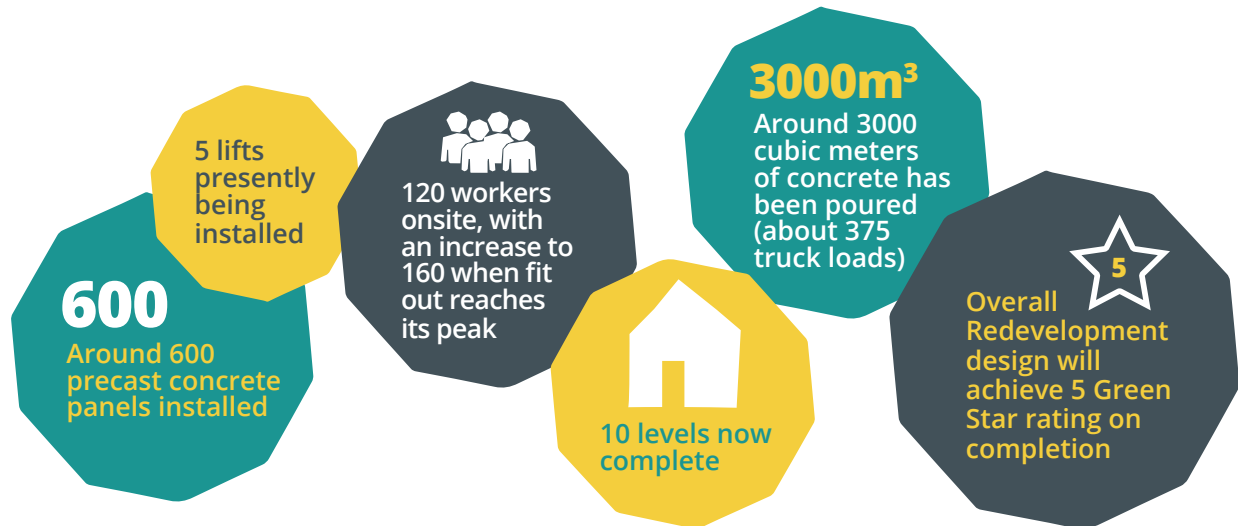
When asked about recovery, Garry draws on the analogy of a good doctor treating patients – diagnosing and treating their ailments, not just turning everyone away with the same treatment plan. "It's the same with someone who is homeless...the issue or problem should be treated on a case-by-case basis," he explains.

Every day, VincentCare provides direct support to thousands of clients, each with unique stories like Garry's. Garry's story demonstrates how personalised care – building on individual strengths while addressing problems - can turn lives around. Garry's journey isn't over, but things are getting better, and he calls on others to do their part to help homeless Victorians.

"I have been exposed to a world that I was previously shielded from. I wish that everybody could understand what homelessness is and that everybody, regardless of their situation, needs support from others. This support can be close or at arms-length."

Capital works update

The Ozanam House Redevelopment represents innovation and best evidence into action in more ways than one. Not only will it provide improvements in the quality of amenities and care, it has also been an enormous capital works endeavor. A lot of hard working people are on-site each day, and this figure will grow in the final construction and fit out stages. Here are some details that provide an insight into the structure itself, and what has been involved to get to this point.



Celebrating the Topping Out

On Friday 1 June, a small group of staff, contractors and supporters came together to celebrate a major milestone for the redevelopment, as the new building reached maximum floor height (10 floors). For those not familiar with the construction industry, this event is called a “Topping Out” or “Topping Off” – a ritual to mark the final physical height of the structure, while expressing hope, growth and well wishes for secure completion, and for all future inhabitants. This occasion marked tremendous hard work and dedication to detail by the construction and project management teams. VincentCare CEO, John Blewonski and members of the Board were on hand to thank

representatives from ADCO Constructions, MGS Architects, Accuraco and Irwinconsult and to highlight their excellent quality and safety records. VincentCare was also pleased to welcome the major funders who are making this development possible. Representatives from the Department of Health and Human Services attended the site for a personalised tour and briefing, to update them on the progress being achieved with vital government funding. Special guests from Gandel Philanthropy, Lord Mayor’s Charitable Fund, Perpetual and Energy Australia were also welcomed, to acknowledge and showcase the significant impact their grant funding and partnerships are achieving.



Philanthropy at work

Introducing Major Funding Partner - Gandel Philanthropy

The site at 179 Flemington Road Melbourne has recently reached full floor height. This is a major milestone and progress has been timely and positive, but there is still some way to go. As we embark on the final construction elements and eventual fit out, VincentCare draws on the generosity of grant funders like Gandel Philanthropy to ensure this project achieves its maximum impact for our beneficiaries – Victoria’s most vulnerable and marginalised men and women.

Gandel Philanthropy is one of Australia’s largest independent family philanthropic funds. VincentCare are grateful to have welcomed them onboard as a Major Funding Partner via their Flagship Grants program. The recent \$500,000 grant from Gandel Philanthropy will contribute significantly, with a particular focus on the fit out of our Homeless Resource Centre - co-located with our short, medium and long-term accommodations. The Homeless Resource Centre is expected to cater to an additional 250 people each day. The grant will contribute towards the costs of clinical rooms, activity rooms, training facilities and office spaces that will facilitate a range of wrap-around care for homeless Victorians, such as allied health services, medical care, therapies, social support and vocational programs. These facilities will enable a best practice approach to supporting each client with the unique mix of services to meet their needs, harness their strengths, and set them on the pathway to a permanent exit from homelessness.

Based in Melbourne, Gandel Philanthropy are able to witness first-hand the world class facilities that their funding is contributing to. Their interests in preventative programs, innovation, sustainability and community linkages, were greatly aligned with this program, and with VincentCare’s recovery based model and client-centered care.



John Blewonski, CEO VincentCare, Vedran Drakulic OAM, CEO Gandel Philanthropy and Rod McDonald, Board Chair VincentCare

Vincent Care CEO, John Blewonski was pleased to welcome Gandel Philanthropy Chief Executive Officer, Vedran Drakulic OAM at the recent “Topping Out” ceremony and site tour on Friday 1 June. At this event representatives from both organisations were able to share their expectations and aspirations for this program, and to assess some of the unique features of the buildings.

We thank Gandel Philanthropy for their generous and engaged support, and look forward to keeping them up-to-date as this project progresses. As one of our major funders their contribution will have an impact for decades to come.

VincentCare invites any trusts, foundations, corporate organisations, businesses or individuals who are inspired by this program to contact us to discuss a partnership of suitable level and focus.

Please refer to page 8 for further details about funding support still required.



Team member in focus

Danny Tilkeridis, Inner Melbourne Hub Manager, VincentCare Victoria.



Each issue we introduce you to one of our team from behind the scenes and on the front-lines of community care. This month we took some time to sit down with Danny Tilkeridis, Inner Melbourne Hub Manager.

Danny has worked with VincentCare for 18 years and at present, manages three vital sites across Melbourne – including Ozanam House. This places Danny and his staff at the centre of this major project. While there is a lot of hard work ahead, they are looking forward to the opportunities that the new site will provide. “By consolidating and growing our resources, we will be promoting a more efficient and collaborative response across the Hub. The new site will provide me with the opportunity to explore innovative service models, such as peer support programs, and partnerships with key internal and external stakeholders.”

During his time with VincentCare, Danny has worked in various roles and seen first-hand the growth towards a more targeted and informed response to homelessness. This development demonstrates the way that VincentCare is adapting services to meet real community need. “The most innovative aspect will be the application of a service response that engages with different client cohorts, whilst introducing varying levels of service provision along the client’s journey of recovery. For example, the accommodation site will cater to both male and female clients, which is a significant shift for a site

that has traditionally catered to male clients only. Having a Resource Centre co-located on the same site as the accommodation setting also improves accessibility for both residential and drop-in clients.”

The new facilities will cater to men and women, from all walks of life, no matter where they are in their journey. “Most excitingly, we will be able to offer three tiers of housing; crisis, recovery and growth. This approach to housing is quite innovative and moves away from a one dimensional crisis housing response.”

The new holistic response, based on the Homelessness Recovery Model, utilises tailored client-based care within state-of-the-art facilities. These facilities will enable more wrap-around services to address individual needs. “I am most looking forward to a new infrastructure that caters to the growing client needs...The new site will actively promote a health platform via the introduction of consulting suites and co-location of a health service response. This will include; a dental chair, nursing services, podiatrist, general practitioner, optometrist and clinical counselling services in the areas of alcohol and other drugs, and financial support. We will also be enhancing our planned activities, peer support model and vocational supports.”

Danny and his staff are actively working towards the opportunities the new Hub and Resource Centre will present, alongside the challenges that any large-scale change initiative may bring. One of the things that is important to all of them, is that the level of client engagement and face-to-face contact be maintained, even within a much larger facility. Danny expresses sincere consideration and empathy for his clients, many of whom he says have highly complex needs or who cannot access other mainstream services, and will require ongoing support.

Leadership from staff like Danny has been integral to ensuring continuity for both staff and clients. Working groups and extensive consultation ensures that their extensive experience is taken into account, and that staff and client ideas continue to be heard as we make this monumental step towards a new, world-class, best practice facility.

Funding and partnership update



Calling on Corporates – Major Partners still being sought

With construction rapidly progressing, we are moving quickly towards various internal fit out components and plans for the site's external areas. These are the components that will really make the Hub the innovative and world-class facility that it is due to become.

All requirements have been carefully specified and costed, and we are seeking additional major partners that can assist with funding or supply for any of the following major requirements over the next six months.

Partnership Category Options:

- **Lighting** - accommodation and Homeless Resource Centre
- **Hot Water Systems** - accommodation and Homeless Resource Centre
- **Commercial Appliances and fit out** - kitchen, laundry, apartment appliances
- **Technology and Technical Equipment** – for Homeless Resource Centre
- **Interior Furniture** - furniture items for rooms, lounges, resource areas
- **Integrated Art** - accommodation and Homeless Resource Centre
- **Outdoor Spaces** - courtyards, landscaping and plantings
- **Security/CCTV** - accommodation and Homeless Resource Centre
- **Signage** - accommodation and Homeless Resource Centre
- **Library & Digital Inclusion** - clients and Homeless Resource Centre visitors
- **Community Health and Wellbeing** - gymnasium, multipurpose area fit out, health and medical clinical rooms fit out, counselling and therapy breakout rooms
- **On-site café/social enterprise** - fit out including kitchen equipment, joinery and furniture

If your organisation is interested to partner with VincentCare to deliver this significant response to homelessness in Melbourne, please contact:

Shannon Anderson, Fundraising Manager

Email: shannon.anderson@vincentcare.org.au or phone: (03) 9611 9257

Increase the reach of your tax-time donation in 2018

The Ozanam House Redevelopment will deliver a substantial response to homelessness in Melbourne. Your donation by 30 June this year will get us one step closer the completion of this major project by the end of 2018. We still have some way to go to reach our fundraising goal, and every donation counts. Please consider VincentCare's Ozanam House Redevelopment for your charitable donation in 2018.



Can you support our major response to homelessness in Melbourne in 2018?

Please donate



Visit www.vincentcare.org.au

To fundraise or for more information, contact VincentCare's Fundraising Team:

Email: fundraising@vincentcare.org.au or

Phone: 03 9611 9257

Donations to VincentCare Victoria are tax deductible.