

OPENING DOORS PROTOCOL FOR LOCAL AREA SERVICE NETWORKS & ENTRY POINTS

People Exiting Prison

1. Overview
2. Aim of Protocol
3. Context – Opening Doors Framework
4. Principles
5. Terms of Protocol
6. Accessing Services Through Entry Points
 - 6.1. Prison Exit Initial Assessment & Planning (IAP) workers
 - 6.2. Referrals into Entry Points
 - 6.3. Role of Corrections Victoria
 - 6.4. Role of the Adult Parole Board of Victoria
 - 6.5. Housing Establishment Fund (HEF)
 - 6.6. Prioritisation process
 - 6.7. Transfer of client information
 - 6.8. Collecting data
 - 6.9. Confidentiality and Duty of Care
 - 6.10. Dispute resolution

Appendix 1 –Joined-Up Initiatives for people exiting prison, on bail or before the courts

Appendix 2 –Post Release Issues for Diverse Groups

Appendix 3 –Sex Offender Protocol (Under Review)

Appendix 4 –Local Area Service Networks

Appendix 5 –Prison Exit Initial Assessment & Planning Workers

1. Overview

The purpose of this agreement is to enhance collaborative working relationships between the housing and homelessness service system and Corrections Victoria in order to improve the response to people who are at risk of homelessness when exiting correctional facilities.

There is well established evidence that people exiting prison without stable accommodation are at higher risk of re-offending, as well as being at high risk of ongoing homelessness.

In order to prevent people exiting prison from becoming homeless, and to reduce recidivism, effective planning and coordination of services is needed.

In recognition of this, the Department of Justice (DoJ) and Housing & Community Building (H&CB) established the Transitional Housing Management (THM)-Corrections Housing Pathways Initiative (CHPI). The CHPI provides for three discrete programs for eligible offenders to provide case management, housing information and a linked housing and support response post-exit:

- Link Out - for men exiting prison;
- Women's Integrated Assistance Program (WISP) - for women exiting prison; and
- Konnect for Indigenous prisoners exiting prison,

Refer to Appendix 1 for more information on these pathways initiatives and the community based support service consortia providing Link Out & WISP.

This protocol is designed to assist agencies within the homelessness service system to respond appropriately to the needs of those people who are at risk of becoming homeless after exiting prison, including those who may be assessed in prison as requiring assistance to access housing and support, but who may not necessarily meet the criteria for, or have access to the targeted pathways program.

The practices outlined in this protocol are intended to make access to homelessness and housing services clearer, more equitable in terms of need, best match to meet need, and to inform homelessness services about the specific issues associated with post-exit housing. This work involves assessing for and planning exits within the context of significantly limited service system resources and supply of affordable housing.

For more information on issues specific to people exiting prison see Appendix 2.

Initial assessment for housing and homelessness assistance is undertaken by Initial Assessment and Planning (IAP) workers funded by H&CB to deliver services on site in all Victorian prisons, ideally a minimum of three months prior to exit. For the purposes of this Protocol, prison based IAP workers will be referred to as Prison Exit IAP workers.

2. Aim of Protocol Agreement

The primary aim of this protocol is to establish a response by which Entry Points, Prison Exit IAP workers and Corrections Victoria programs can work together to improve responses that will reduce homelessness amongst people exiting prison.

Other aims include:

- to improve the transitional experience of people exiting prison;
- to provide a seamless transition from prison into housing; and
- to collect data on the housing needs of people exiting prisons to assist with quantifying the extent and range of housing needs amongst the prison population.

This protocol is designed to improve access to housing and housing support services for people exiting prison, not to replace the prison exit housing pathways programs - Link Out and WISP. See *Appendix 1 for more detail on the pathways initiatives.*

3. Context - Opening Doors Framework

The Opening Doors Framework offers the opportunity to improve access to homelessness and housing services for people who are at risk of homelessness, including people exiting prison.

Opening Doors is an area-based service coordination framework for a practice and systems approach to providing timely and effective access to homelessness and social housing services.

Local Area Service Networks (LASNs) are established in all Department of Human Services (DHS) regions across the state. All LASNs and local Opening Doors models/Entry Points commenced operation in early to mid 2010.

Each LASN has a number of visible Entry Points through which people who are homeless or those at risk can access the homelessness service system. IAP workers are located at each Entry Point and undertake initial assessment, prioritisation and resource allocation for the local network.

Whilst Prison Exit IAP workers are based in the prisons, they are linked to the Entry Point services they are employed by.

The initial assessment focuses on:

- assistance to maintain current housing, including public or community based housing tenancies;
- options for housing for the day of release;
- other immediate homelessness related needs and risks;
- assessment of immediate and longer term support needs; and
- options for medium and long-term housing.

It is generally acknowledged that the prison exit pathways programs, which are intended as an additional system for a particularly vulnerable group, do not currently have the capacity to meet demand for post-release housing. This protocol aims to facilitate improved access to the homelessness and broader service system for those who cannot access the pathways programs, or who may not be eligible, but are still in need of housing assistance.

It is important to note that this protocol cannot guarantee access to housing through the Opening Doors Entry Points for everyone seeking assistance. It is anticipated that increased awareness amongst homelessness assistance services of the issues experienced by people exiting prison will improve opportunities for this group to access the service system.

4. Principles

The principles underpinning this protocol include:

- a consumer-focused and strengths-based approach to service provision;
- equity and clarity of access to homelessness service system resources;
- collaboration and partnerships between agencies and DHS; and
- maximising available homelessness resources.
(*Opening Doors Framework*; Vic Govt; 2008:1)

Key aims underpinning effective service responses are:

- provision of safe, secure, appropriate and affordable housing;

- provision of resources in a neutral, impartial and non-judgemental manner;
- provision of services in a manner which does not discriminate on the basis of ethnicity, gender, language, ability, religious or political beliefs, sexuality, family status, age, class, background or health status;
- upholding service user rights to confidentiality and privacy;
- provision of high quality services that maximise opportunities for self-determination and autonomy;
- transparency and accountability in prioritising and allocating homelessness and housing support resources;
- flexibility to respond to one-off complex cases, e.g. to accommodate high profile offenders and to undertake environmental scans prior to housing placement; and
- collaboration between stakeholders – Prison Exit IAP workers, case managers, Corrections Victoria staff and Entry Point workers and housing providers.

5. Terms of Protocol Agreement

The Protocol agreement will be reviewed annually and when practice and policy changes occur within service systems, DoJ and H&CB.

6. Accessing Services through Entry Points

6.1 Prison Exit Initial Assessment & Planning (IAP) workers

Prison Exit IAP workers will receive training on completing the Opening Doors initial assessment form.

The assessment and referral process for pre-release access to housing support comprises the following:

1. As part of the reception/orientation into prison process, Corrections staff will identify prisoners on short-term sentences who have current public or social housing tenancies. Those who do are referred to the Prison Exit IAP worker to arrange for rental payments in accord with H&CB policy. Tenancies may be extended for up to six months for public and long-term social housing tenancies and up to three months for transitional housing.
2. Prisoners identified as suitable for Link Out, WISP or Konnect assistance, are referred to the appropriate program for assistance up to four months prior to release. Prisoners assessed as ineligible for these programs are referred to the Prison Exit IAP worker for assistance with access to homelessness service system resources and/or other housing options through Entry Points and long term social/ public housing. This should occur up to three months prior to release or immediately for prisoners on short sentences.
3. Initial assessment undertaken by the Prison Exit IAP worker will include completing Entry Point referral forms focussing on pre and post release circumstances. The forms are then forwarded as hard copy by fax to the Entry Point services most appropriate to the locational, housing, support and social needs of people exiting prison. Referrals are received by Entry Point services and held for prioritising at an appropriate time – generally determined by final confirmation of a person's release from prison, ideally two weeks prior to that date.
4. Referrals are generally made to Entry Points three months prior to an estimated release date which is based on the Earliest Eligibility Date, confirmed parole date, or sentence lapse date where parole has been denied.

5. Assessments should only be sent to a limited number of Entry Points in the interests of more appropriate consideration of preferred locations for clients, and of streamlining assessment and referral processes. Assessment of appropriate areas will consider connectedness with family, social links, access to services, as well as areas to avoid which may be connected to offending history or other negatively impacting issues for individuals.
6. Prison Exit IAP workers assist with Segment 1- Recurring Homelessness applications and general public housing applications prior to release.
7. Prison Exit IAP workers follow up with either Prison Programs staff or caseworkers regarding pending exit dates, and will be responsible for notifying the referral Entry Point/s as early as possible prior to exit. At this point prioritisation can occur for appropriate resources.
8. Where a prisoner does not have appropriate accommodation on the day of release, the Prison Exit IAP worker is responsible for assisting with access to accommodation options, with follow up to ensure that the Entry Points receiving referrals are aware of current accommodation details of referred clients and have begun the prioritisation process for access to housing and/or support resources.

6.2 Referral into Entry Points

Procedures for referral into Entry Point services include the following tasks:

- Prison Exit IAP workers will fax completed IAP Referral forms to nominated Entry Points during business hours.
- Entry Points will accept referrals and will consider estimated or confirmed release dates for prioritising accordingly. By providing confirmed release dates as early as possible, Entry points can plan for prioritising to appropriate resources close to release dates. Any earlier is not practical given the significantly high demand for resources.
- Entry Points must note that post release clients may not have photo identification at the time of initial contact. Confirmation of identity is arranged through the Prison Exit IAP workers as a notice accompanying referral documentation on the relevant prison letter head and signed by a prison official. This is now Public Housing policy for the purpose of receiving applications for access to public housing.
- Where Entry Points are unable to provide housing and support resources, they may offer an interim response (eg. HEF assistance to access short term accommodation options see section 6.5). Ideally such responses should be arranged by the Prison Exit IAP workers prior to exit.
- Prison Exit IAP workers should provide all exiting prisoners, regardless of release status (parole or straight release), with detailed instructions on how, when and where to access Entry Points. Maps including public transport routes will be useful.

6.3 Role of Corrections

Corrections Victoria is responsible for identifying prisoners with housing needs and referring them to Prison Exit IAP or Link Out, WISP or Konnect Intake & Assessment Workers, where the following is identified:

- a current public or community housing tenancy is in place and the prisoner will be incarcerated for less than 6 months;
- the prisoner has come from unstable housing and/ or has a history of homelessness;
- the prisoner is eligible or ineligible for Link Out, Konnect or WISP; or
- the prisoner has no housing to return to upon exit.

6.4 Role of the Adult Parole Board of Victoria

The role of the Adult Parole Board is to make independent and appropriate decisions in relation to:

- the release of prisoners on supervised conditional release (parole or pre-release permit);
- the cancellation of orders and return of offenders to prison custody; and
- the submission of reports to the Minister for Corrections as required by legislation.

In making its decisions, the Parole Board considers the interests of both the community and the prisoner, the position of the victim, and the intentions of the sentencing authority. Further, suitability of the prisoner's intended housing upon release is considered.

Where possible, the Board will interview each prisoner prior to parole to assist in its deliberations. The board uses guidelines to assist its decision-making. However, each case is considered on its own merits.

Adult Parole Board of Victoria Contact Details

4/444 Swanston St

Carlton VIC 3053

Tel: 03 9094 2111

Fax: 03 9094 2125

Interpreter Service: 131 450 and ask for the Adult Parole Board

Email: apb.enquiries@justice.vic.gov.au

6.5 Housing Establishment Fund (HEF)

- Prison Exit IAP workers will access HEF where available to assist people exiting prison to access interim accommodation arrangements where resources through Entry Points are not immediately available on the date of release.
- A person presenting at any Entry Point service for housing assistance, who has recently exited prison and is not being assisted by a Prison Exit IAP worker, must not be refused HEF assistance on the basis of 'place of origin' or referred to a service based on a former address held prior to entry into prison. The area may no longer be appropriate or relevant.
- A local response will be provided where possible.
- Statewide or multi-area services may assist where a local response cannot be provided, or may add to a HEF allocation within available resources where a top up is required to provide an appropriate response.
- All Entry Points will be required to list available HEF on regional Resource Registers. *See Appendix 4 for a list of Local Area Service Networks and subregions covered*

6.6 Prioritisation process

The prioritisation process for allocating resources should apply the following principles:

- Entry Points will prioritise all assessments using the Opening Doors prioritisation grid. *See Appendix 2 for specific issues relating to diverse target groups exiting Corrections Facilities.*
- Entry Points will prioritise and allocate when a resource is available.
- Entry Points will use best match and first eligible referral to determine allocation of an available resource.
- When an available resource is offered to a client, the service which holds that resource will advise the referring service.
- The Entry Point responsible for prioritising the resource will contact the Prison Exit IAP worker or the client post release to inform them if the referral is successful or unsuccessful.
- The referring service will be responsible for providing an interim response to the client until housing and support resources are available, ideally to be arranged by the Prison Exit IAP worker prior to a confirmed release date.

6.7 Transfer of client information

People receiving an IAP service whilst in prison should always be asked how much detail to include in their referral/s - specifically if there is anything they do not want to be passed on to a referral service. A signed copy of a client consent form must accompany any information being transferred between services. The summary of information should include:

- identified needs and risks;
- housing assistance provided or planned; and
- support needed or arranged.

LASNs, statewide and multi-area services will negotiate the transfer of information based on the process each service has in place. This process must comply with the *DHS Information Privacy Act 2000* Guidelines.

HCB in partnership with the LASNs will continue to work towards developing an improved system for transferring client information – this may include an on-line system or e-referral. For the interim, fax and phone communications apply.

6.8 Collecting data

All organisations funded by H&CB to deliver homelessness assistance services are required to collect data for SMART National Data Collection Agency and/or Client Management System (CMS) and the Victorian Homelessness Data Collection (VHDC) as part of their Service Agreement.

The VHDC captures broad information needs at the program level, with a focus on the client receiving assistance and the nature of assistance they receive. The VHDC seeks to provide an evidence base for researchers, peak bodies, service organisations and government to understand more about specific issues related to homelessness in Victoria. The following information is gathered:

- number of people assisted by the homelessness service system;
- forms of assistance being delivered;
- client pathways through the homelessness service system;
- geographic areas in which people receive assistance;
- resources (inputs) and outputs; and
- outcomes achieved for clients.

The VHDC will provide the necessary data to demonstrate the level of demand for housing and homelessness support services from people exiting prison, the types of services most commonly required, access to a resources and most importantly client outcomes achieved.

6.9 Confidentiality and Duty of Care

Legislation related to protecting private information is provided in:

1. *The Information Privacy Act 2000*, which applies to the treatment of all personal information collected about clients; and
2. *The Health Records Act 2001*, which applies to the treatment of any health information collected about clients.

Confidentiality of information relating to clients is acknowledged and observed:

- All service organisations will be fully compliant with *The Information Privacy Act 2000* and *The Health Records Act 2001*.
- All information collected should be with the client's informed consent about how this information will be used.

- Clients should be asked about providing consent for the use of their information at the end of the initial conversation, which includes consent for referrals (using the Entry Point referral form and the CMS or SMART consent form).

Information relating to the client will only be exchanged between services/workers in the following circumstances:

- For clients who have given consent (verbal or written), consent forms will be used and made available by the referring services. Client Consent forms are provided through either CMS or SMART client recording systems.
- Information must be relevant to the service/s being provided.
- Information is relevant to the safety of clients and workers.
- Information is relevant to duty of care considerations of the client.
- For clients who do not give consent for the transfer of their information, the assessing service will advise them of how they can contact the services they need themselves and advise of other options available.

6.10 Dispute Resolution

Service organisations must include their own dispute resolution protocols or apply the following principles taken from Opening Doors Service Coordination Guide:

- As a first step, dispute resolution is the responsibility of the relevant service organisation managers, in conjunction with their representatives on the LASNs.
- As the second step, dispute resolution is the responsibility of the relevant CEO's.
- Each party agrees to raise any issues quickly and the other to respond quickly.
- Disputes may be raised with the LASNs when statewide or multi-area services are represented on those LASNs, but only when the above steps have been followed.
- During the term of any dispute, the parties will continue to meet their obligations under this protocol.
- The dispute may be referred to the Department of Human Services region when not able to be resolved at the service level.
- Learnings and issues raised during a dispute resolution process should be reviewed by the relevant LASNs.
- All parties to this Protocol will be open to receiving client grievances and will make every attempt to resolve them according to organisational policy.
- While one party to the Protocol may act as an advocate for a client making a complaint, parties will make every attempt to work together to resolve/respond to the grievance.

Appendix 1

Joined-Up Initiatives for people exiting prison, on bail or before the court

Under the umbrella of the Victorian Homelessness Strategy 2000, Housing & Community Building (H&CB) negotiated eight cross government initiatives to assist groups identified as particularly vulnerable to ongoing homelessness.

These initiatives provide planned pathways out of homelessness for people with a history of homelessness, or who are at risk of homelessness. Of these a range of programs were jointly developed in partnership with Department of Justice - Corrections Victoria and Court Services.

Prison Exits Corrections Housing Pathways

H&CB works in partnership with Corrections Victoria and the funded services sector to provide service responses that address the needs of people exiting prison who require accommodation and integrated support.

Corrections Housing Pathways Initiative comprises responses for men and women in prison:

- WISP (Women's Integrated Support Program) – a consortium of community based support services comprising Melbourne City Mission, Jesuit Social Services – Brosnan Centre and Victorian Association for the Care and Resettlement of Offenders (VACRO). This program covers the two women's prisons with nomination rights to 13 Transitional Housing Management (THM) program properties through Women's Housing Ltd in metropolitan and region Victoria.
- Link Out - a consortium of community based support services comprising Australian Community Support Organisation (ACSO), Jesuit Social Services- Brosnan Centre, Salvation Army Adult Services and VACRO. This program covers the 11 men's prisons across the state, including two assessment prisons with nomination rights to 48 THM properties currently provided through 12 THM providers statewide.
- Konnect – consortium of community based support services comprising ACSO, Jesuit Social Services- Brosnan Centre, Salvation Army Adult Services and VACRO. Managed by Jesuit Social Services Konnect provides a specific response for Indigenous male and female prisoners across the Victorian prison system.

Bail Support Program

H&CB works in partnership with Corrections Victoria, Court Services and the funded service sector to provide linked transitional housing and support to men and women assisted through the CREDIT/Bail Support Program, who are homeless or are at risk of ongoing homelessness. H&CB provides 20 THM properties and clients are supported by HomeGround Services to assist referred clients to meet their bail conditions

Court Integrated Services Program (CISP)

H&CB works in partnership with Corrections Victoria, Court Services and the funded service sector to expand housing and linked support responses to men and women on court orders in metropolitan Melbourne. H&CB provides 20 THM properties and clients are supported by HomeGround Services to assist referred clients to meet court order conditions.

Better Pathways Program

H&CB works in partnership with Corrections Victoria, Melbourne Magistrates Court and the funded service sector to provide linked transitional housing and support services to women assisted by the CREDIT/Bail Support Program who are homeless. The project includes linked housing and support for Indigenous women in rural Victoria. H&CB provides 12 THM properties managed by Women's Housing Limited.

Drug Court Program

H&CB works in partnership with Corrections Victoria, Dandenong Drug Court and the funded service sector to provide linked transitional housing and support services to People assessed as appropriate for Drug Treatment Orders and sentenced through Dandenong Drug Court, who are homeless or at risk of homelessness. H&CB provides 30 THM properties managed by WAYSS and supported by the Dandenong Drug Court.

Neighbourhood Justice Centre

The Neighbourhood Justice Centre (NJC)/THM program is a collaborative project between NJC, an initiative of the Magistrates Court, H&CB and funded THM services, to provide transitional housing and support to NJC clients who are homeless or at risk of homelessness. This collaboration forms one component of the NJC suite of services and programs, which aims to provide:

- a one-stop multi-jurisdictional court;
- on-site support services for victims, offenders, civil litigants and local community;
- and
- mediation and crime prevention programs for the City of Yarra.

Appendix 2

Post Exit Issues for diverse Target Groups

Indigenous People Exiting Correctional Facilities

In recognition of the particular difficulties Indigenous people exiting prison experience in finding suitable post release accommodation, Prison Exit IAP workers in assessing housing need and providing advice and appropriate referrals for Indigenous people in prison, may be assisted further by liaising with Aboriginal Wellbeing Officers to identify appropriate post exit housing and support options including referral of eligible prisoners to the Konnect program.

The Konnect Program provides pre release assessment and planning, and post release support to Indigenous men and women. Support is based on holistic, culturally competent best practice and is provided on an outreach basis with a community focus. Up to 65 participants are engaged per annum, 50 men and 15 women.

The Konnect Program also aims to build the capacity of mainstream service providers through strong links to Aboriginal organisations to better meet the needs of Indigenous men and women exiting prison. The Program is continuing to build partnerships with organisations and communities. Konnect is currently delivered by The Brosnan Centre and sub-contracted by the Link Out consortium.

The contact for Konnect is Marie Murfet, Manager, Indigenous Policy and Services Unit, 8684 6528.

Women Exiting Correctional Facilities

Women exiting prison may have experienced a combination of the following circumstances:

- lack of support networks in specific areas;
- past illicit drug activity in specific areas;
- survived violence and abuse;
- persecution by authorities (Police);
- past negative experience with services;
- unsafe accommodation;
- poor reputation in the community;
- limited understanding of budgeting;
- requirements of government departments (DHS Child Protection, Corrections Victoria);
- limited availability of affordable private accommodation in specific areas; and/or
- need of appropriate housing to enable women to maintain/regain the care of their children.

Men Exiting Correctional Facilities

Men exiting prison may have experienced a combination of the following circumstances:

- difficulty finding suitable accommodation;
- lack of support networks in specific areas;
- being single with housing priority assessed accordingly;
- past illicit drug activity in specific areas;
- persecution by authorities (Police);
- past negative experience with services;
- poor reputation in the community; and/or
- limited understanding of budgeting.

Other Factors Impacting on People Exiting Prison

Men and women exiting prison continually face the challenge of accessing appropriate short, medium and long term housing options.

Whilst the Link Out and WISP support several hundred people exiting prison per year, there are only 61 THM properties allocated. As for many other people accessing THM housing, the turnover is impacted on and limited by low availability of affordable exit options and significant waiting times for public housing.

Prison Exit IAP workers and IAP workers in Entry Points should consider these and the following issues when assessing people exiting prison.

- *Shared accommodation is often not appropriate*

Shared housing post release is also often unsuitable due to the impact of imprisonment.

- *Numerous appointments to attend to fulfil parole requirements*

These may include alcohol and drug counselling, general counselling, attending appointments with the parole officer, doctor's appointments, pick up of medications, appointments with support and housing workers, and completion of community work.

- *Mental health and alcohol and drug addiction issues*

Statistically, a high proportion of prison populations comprise people with diagnosed mental illnesses and /or alcohol and drug addiction related issues.

- *Financial hardship*

Centrelink Crisis Payments made to people exiting prison are generally insufficient to cover basic living and accommodation costs.

- *Proof of identity and rental histories*

People exiting prison will not have adequate personal identification, including photo ID, to enable them access to a range of services and programs. They may not have recent tenancy references which can exclude them from accessing private rental housing, which may ultimately impact upon custody arrangements for children.

Appendix 3

Sex Offender Protocol

Background:

In May 2004, a Protocol was established to enact when dealing with applications for public housing from convicted high risk child sex offenders who are due for release from prison on either straight release, parole or Community Corrections Services orders.

The Protocol is undergoing a process of review. Corrections Victoria and Housing & Community Building (H&CB) are collaborating to establish a new protocol that will include reference to child and adult victim sex offenders, the Serious Sex Offenders (Detention and Supervision) Act 2009, and the Sex Offender Registration Act 2004. The scope of this new protocol is currently being determined and an update will be provided in due course to be added to the Prison Exit Protocol. The new protocol's primary aim will be to reduce the risk of inappropriate allocations while continuing to assist offenders in housing need.

Introduction of the Serious Sex Offender (Detention and Supervision) Act 2009 came into effect in January 2010 with the primary aim of enhancing community protection. The Act requires offenders who have served custodial sentences for certain sexual offences and who present an unacceptable risk to the community, be subject to ongoing detention or supervision. The secondary purpose of the Act is to facilitate the treatment and rehabilitation of such offenders.

Response for sex offenders entering the homelessness service system:

Anecdotal evidence suggests that approximately half of the offenders exiting prison each year seek assistance from the community housing and homelessness service sectors. A significant proportion of these are provided with Housing Establishment Funds, and it is estimated that 20-40% seek assistance through homelessness assistance service system.

In order to minimise the risk of inappropriate allocations to offenders, THM providers and other H&CB programs need to share information regarding applicants with history of sex offending in accordance with privacy principles and most importantly where clients provide signed consent for this information to be shared with other services.

Prison Exit Initial Assessment & Planning workers will continue to assess sex offenders prior to exiting prison who are in need of housing assistance, with the exception of those deemed to be high risk and requiring supervision - access to appropriate housing for such individuals will be facilitated through the Sex Offender Protocol.

Appendix 4

Local Area Service Networks

Region	Local Government Areas in Catchment
Barwon South West Barwon	Greater Geelong, Colac Otway, Surf Coast, Queenscliffe
Barwon South West South West	Warrnambool, Corangamite, Moyne, Southern Grampians, Glenelg
Eastern Metropolitan	Maroondah, Yarra Valley, Monash, Whitehorse, Manningham, Knox, Yarra Ranges, Boorondara
Gippsland West Gippsland	West Gippsland, Latrobe Valley, South Gippsland, Bass Coast and Wellington
Gippsland East Gippsland	East Gippsland
Grampians Central Highlands	Ballarat, Golden Plains, Moorabool, Hepburn, Pyreness
Grampians Central/Wimmera	Horsham, Ararat, Northern Grampians, West Wimmera, Hindmarsh, Yarriambiack
Hume Wangaratta	Wangaratta, Alpine, Benalla, Mansfield, Moira (Yarrowongga/Cobram), Strathbogie (Violet Town/Euroa)
Hume Wodonga	Wodonga, Indigo Towong
Hume Shepparton	City of Greater Shepparton, Moira Shire(Nathalia/Numurkah/Barmah)
Hume Seymour	Seymour, Mitchell Shire Council, Murrindindi Shire, Strathbogie (Nagambie)
Loddon Mallee Loddon	Bendigo, Mount Alexander, Macedon Ranges, Campaspe, Central Goldfields
Loddon Mallee Mallee	Mildura, Swan Hill, Ganawarra, Buloke
North and West Metropolitan North Sub Regional	Hume, Moreland, Glenroy, Whittlesea, Nillumbik, Darebin, Banyule, Whittlesea, Yarra, Melbourne (Carlton, Parkville, East Melbourne, CBD, Southbank and South Yarra)
North and West Metropolitan Western Sub Regional	Melton, Brimbank, Hobson's Bay, Maribyrnong, Moonee Valley, Wyndham and Melbourne (Kensington, North Melbourne, West Melbourne, Flemington, PortMelbourne)
Southern Metropolitan Inner/Middle	Port Phillip, Stonnington, Glen Eira, Bayside, Kingston
Southern Metropolitan Outer/Peninsula	Casey, Cardinia, Frankston, Dandenong, Mornington



OPENING DOORS ENTRY POINTS

Statewide Entry Point contact: 1800 825 955

	Generalist	Youth	Family Violence	Indigenous	Other	Total
BSW	5	2				7
EMR	5					5
Gippsland	8	1	1	2		12
Grampians	5					5
Hume	5	4	4	1		14
Loddon Mallee	11	1	3	5	1 (mental health)	21
NWMR	7		2			9
SMR	5	1		1		7
Statewide entry points		1	1		1 (women's housing)	3
Total	51	10	11	9	2	83

Appendix 5

Prison Exit IAP Workers – Subject to Staffing Changes

PRISON	LOCATION	SECURITY	WORKER	AGENCY	CONTACT DETAILS	MOBILE	DIRECT LINE
Barwon Prison	Lara	MAX	Maree O'Neill	SASHS Barwon	maree.o'neill@justice.vic.gov.au		5220 8256
Marngoneet Correctional Centre	Lara	MED	Stuart Icely	SASHS Barwon	stuart.icely@aus.salvationarmy.org		5282 0777
Port Phillip Prison	Laverton	MAX	Tanya Brown	Salvation Army Adult Services	tanya.brown@aus.salvationarmy.org		9217 7211
Melbourne Assessment Prison	Metro	MAX	Dana Dane	Salvation Army Adult Services	dana.dane@aus.salvationarmy.org		9329 8547
Melbourne Remand Centre	Ravenhall	MAX	Dana Dane		-		
Fulham Prison	Sale	MED/MIN	Rick Bradley	Community Housing Ltd	rick.bradley@chl.org.au		5120 4808
Loddon Prison	Castlemaine	MED	Judy Carter	Loddon Mallee Housing	judyc@lmhs.com.au	0407 413 623	5471 1278
Ararat Prison	Ararat	MED	Claire Bereton	Wimmera Uniting Care	claireb@wimmera.unitingcare.org.au	0409 512 388	5358 3922
Langi Kal Kal Prison	Trawalla	MIN	Raelene Leach	Wimmera Uniting Care	raelenel@wimmera.unitingcare.org.au	0428 322 792	5358 3922
Dhurringile Prison	Murchison	MIN	Joel Board	Rural Housing Network	jboard@rhnl.org.au		5833 1005
Beechworth Correctional Centre	Beechworth	MIN	Heidi Wilke	Rural Housing Network	hwilke@rhnl.org.au		02 6055 9013
Judy Lazarus Transition Centre	Metro	MIN	Oscar Fuentes	Metro West Housing	oscar@infoxchange.net.au		9689 2279
Dame Phyllis Frost	Deer Park	MAX	Kayla Ta	Womens Housing	kaylat@womenshousing.com.au	0402 889 836	9412 6868
Tarrengower Prison	Maldon	MIN	Kayla Ta				

Notes