OUR PURPOSE

We are a safe place of welcome where people experiencing homelessness and disadvantage are nourished, experience belonging and are supported to achieve their full potential.

OPEN ACCESS

- We are an open access service. We prioritise people who are most vulnerable.
- We are non-judgmental and build trusting relationships with service users to show we care and to help us understand their most pressing needs.
- We provide purposeful, individualised and group support and work towards realistic service user outcomes.

SERVICES & SUPPORT

- Our core services target the basic needs of people for nourishment hygiene, safety and social connection.
- We fulfill our role to provide individual risk and needs assessment and provide interim support, referral services and emergency relief for people experiencing homelessness and persistent disadvantage and our NDIS participants.
- In the provision of our services we are conscious of service users' mental health and their needs arising from substance abuse, disability and social isolation.
- Where the needs of people fall outside our scope or expertise, or where their needs could be better met by others, we assist them to access suitable support services.

WORKING SMARTER

- We collaborate with service users to co-create our services and use our resources wisely using industry partner.
- We measure our engagement, operational efficiency and our service user service effectiveness.
- We value accountability, capability development, teamwork, and workplace safety.
- We collaborate with our supporters, our Catholic network and tertiary service providers.
- We advocate to influence policy, and improved outcomes.

RESPECT · RELATIONSHIPS · WELCOMING · HOPEFULNESS · RESPONSIVENESS

SMHOW Service Model Framework is a strength based, trauma informed, evidence-based model based on Maslow's Heirarchy of Needs. We work to:

Provide a safe and welcoming environment • Build relationships and connection • Support and coach in emotional regulation

M — Our Mission

Welcome Relief
Nutritional support.
Breakfast/Lunch - Mon to Fri

Look Good Feel Good

Emergency relief Food parcels

Showers/ Hygiene

Clothing

Laundry facilities

Wellbeing packs

Phone charging

H — Our Homelessness program
Open access and engagement centre

you, me, everything is welcome...

Our Community Support Workers provide:

- Time to connect and be in a place of Welcome
- Information
- Specialist referrals – mental health, alcohol, other
- Housing options – referrals to specialist housing agencies and emergency accommodation
- Assistance to complex service users

Engagement services provided on site:

- **Mental Health** – Clarendon Homeless Outreach psychiatric Service
- **Hairdressing** – Biba salon
- **Legal Advice** – Fitzroy Legal Service
- **Immunisation and health checks** – St. Vincent's Melbourne
- **Services Australia** – ID support and social security advice
- **Optometry** - Australian Optometry Services
- **Funded programs**
  - Gardening Club
  - Cultural awareness walks
  - Social inclusion activities
  - Community BBQs
  - Wellbeing groups
  - Education

Our Community

People at risk and/or experiencing:

- Homelessness
- Complex Mental health
- Psychosocial disability
- Trauma
- Social isolation
- Substance misuse
- Chronic health conditions
- Long term unemployment
- Reintegrating from prison

FUNDING SOURCE

- Engagement Service
- SMHOW Mission contribution
- Government
- Donors/Grants
- NDIS

N — Our SMHOW NDIS program
Registered NDIS Provider

We ❤ ndis

Our staff offer:

- Individual skill development
  - Improved living arrangements and accommodation
- Group activities
  - Social and skills development on site by exploring groups in the centre including art and crafts, cooking, wellbeing, mindfulness/yoga and computer skills
  - Providing opportunities for fitness, community access and attendance at social events off site
- Support Co-ordination
  - Understanding and using plans to persue personal goals
  - Connections with other NDIS providers
  - Building confidence and skills to better utilise and coordinate supports
  - Specialist support co-ordination – psychosocial recovery mentors
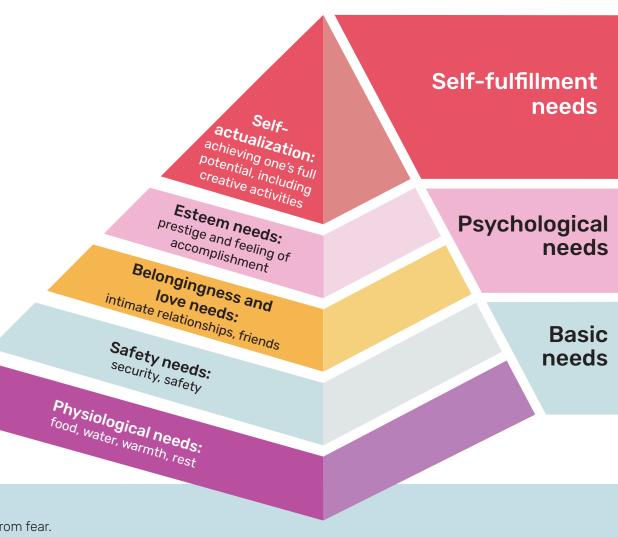
DESCRIPTORS

SELF-ACTUALIZATION NEEDS
Realising personal potential, self-fulfillment, seeking personal growth and peak experiences. A desire 'to become everything one is capable of becoming'.

ESTEEM NEEDS
Which Maslow classified into two categories: (i) esteem for oneself (dignity, achievement, mastery, independence) and (ii) the desire for reputation or respect from others (e.g., status, prestige). Maslow indicated that the need for respect or reputation is most important for children and adolescents and precedes real self-esteem or dignity.

BELONGINGNESS AND LOVE NEEDS
After physiological and safety needs have been fulfilled, the third level of human needs is social and involves feelings of belongingness. The need for interpersonal relationships motivates behavior. Examples include friendship, intimacy, trust, and acceptance, receiving and giving affection and love. Affiliating, being part of a group (family, friends, work).

SAFETY NEEDS
Protection from elements, security, order, law, stability, freedom from fear.

PHYSIOLOGICAL NEEDS
These are biological requirements for human survival, e.g. air, food, drink, shelter, clothing, warmth, sex, sleep. If these needs are not satisfied the human body cannot function optimally. Maslow considered physiological needs the most important as all the other needs become secondary until these needs are met.

Self-actualization: achieving one's full potential, including creative activities

Esteem needs: prestige and feeling of accomplishment

Belongingness and love needs: intimate relationships, friends

Safety needs: security, safety

Physiological needs: food, water, warmth, rest

Self-fulfillment needs

Psychological needs

Basic needs