# Audio file

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# Transcript

**Speaker 1**

Now, a major initiative to combat homelessness has been launched in France in as part of last week.

**Speaker 1**

National Homelessness Week established by the Frankston City.

**Speaker 1**

Strategic housing and Homelessness Alliance, a strategic collaboration of 14 agencies.

**Speaker 1**

Frankston 0 is a combination of two years of intensive planning to address the rising rates of rough sleeping homelessness in the.

**Speaker 1**

Joining us to chat a bit more about Frankston. 0 service manager for Nimoy National Towards Home plus, Amanda Williams good morning, Amanda.

Speaker 2

Good morning, thank you so much for having me.

Speaker 3

Amanda, it's our.

Speaker 3

Pleasure homelessness in all of its forms represents a critical issue facing the community now. Frankston City has seen a 388% increase in rough sleeping and homelessness since 2016. These numbers Amanda are alarming.

Speaker 2

They are.

Speaker 2

They're extremely alarming and.

Speaker 2

Because of those numbers, the state government has recognized Frankston City as one of nine rough sleeper hotspots in Vic.

Speaker 2

So Niemeyer, West super proud to have launched Frankston Zero last week during homeless next week, and as you mentioned, it is part of the Franklin City Strategic Housing and homelessness.

Speaker 2

Iron and it is bringing 14.

Speaker 2

I must support organisations together, including Niemeyer and Frankston City Council, so it's a fantastic initiative.

Speaker 1

It is a great initiative.

Speaker 1

I mean, I think it's something homelessness is there in front of all our eyes.

Speaker 1

And whether we choose to acknowledge it or whether we just don't have a full understanding of such a a major problem.

Speaker 1

As Cindy said, 388% increase in rough sleeping homelessness since 2016 is is terrible I guess for our listeners point of view also.

Speaker 1

To give them a bit of background, can you tell us a little bit Watney my national towards home plus issue the service manager what?

Speaker 1

What exactly is your role, Amanda?

Speaker 2

Yeah, so I'm the service manager of the wonderful towards home plus initiatives. I started at Nima in 2018 to commence this program and it's a collaborative approach. My team is comprised of a launch housing case manager, Uh Bolton, Cartner Uniting region.

Speaker 2

I had a clinician we have any my social, emotional well being worker and a Community rehabilitation support worker and Melbourne City mission youth worker.

Speaker 2

So what we do is work collectively to engage with rough sleepers and people who experience homelessness in all its.

Speaker 2

Form to wrap services around them to tailor it for their needs and we have met some amazing community members who for no fault of their own, has fallen into rough sleeping.

Speaker 2

It can happen to anybody.

Speaker 3

This this is just.

Speaker 3

Unbelievable, I mean, we think about.

Speaker 3

It's having nowhere to go.

Speaker 3

So you know just feeling that helplessness.

Speaker 3

Now for instance zero goal is for every person sleeping rough to have services tailored to their needs and to get them into safe housing as quickly as possible.

Speaker 3

What does that look like when you when you talk about tailoring?

Speaker 3

To then there.

Speaker 2

OK, So what we've

Speaker 2

Started in June, we created what is called a by name list.

Speaker 2

Now that list is having people who are experiencing life sleeping in Frankston by name.

Speaker 2

On the list we are meeting weekly.

Speaker 2

The the Service Coordination group Meet Weekly to work on that list collectively.

Speaker 2

So we look at individuals.

Speaker 2

And we look at specific cohorts. So right now on that by name list, we have 65 individuals. Keep in mind that's just scratching the surface, but we have 65 individuals on that list who we sit down.

Speaker 2

And we talk about every week and we look at who is working with them.

Speaker 2

What's the port needs?

Speaker 2

Do they do they need?

Speaker 2

And how do we get them?

Speaker 2

So an example is we had three young people sleeping rough in Frankston.

Speaker 2

Two of them were 17.

Speaker 2

Now that was particularly alarming for us, but together we work towards getting them off the street and we were successfully able to do that and get them into emergency accommodation.

Right?

Speaker 3

I just want to say that doesn't I both reacted to the fact that two was 17 that doesn't discount?

Speaker 3

Anyone else have any other age that is doing this rough but 17 is very very.

Speaker 2

Oh, that was shocking to all of us, and we've got a group of experienced individuals working in the service coordination group and that for us was particularly alarming.

Speaker 1

Amanda, we know with COVID right now and lockdowns COVID certainly does not discriminate.

Speaker 1

We know that.

Speaker 1

Yeah, I'm assuming probably correctly, that COVID is not discriminating against homelessness either.

Speaker 1

What sort of impact has COVID and the lockdowns had on homelessness and also your ability and the alliances ability to be able to serve as such a.

Speaker 1

Terrible situation.

Speaker 2

Now throughout coronavirus my team has been particularly busy, including the service Coordination Group and the Strategic Alliance at Frankston City.

Speaker 2

What we find is it certainly does not discriminate what Kovid has done is actually highlighted.

Speaker 2

The vulnerability of people.

Speaker 2

Experiencing any forms of homelessness.

Speaker 2

So not only are they already socially isolated.

Speaker 2

During lockdown, they're even more so socially isolated, but we've seen an increase in mental health support and increasing family violence.

Speaker 2

People experiencing trauma and on the flip side of that, what we found is that the service sector can response really rapidly when there is funding around.

Speaker 2

And during any lockdown we get out there and try to have anyone experiencing rough sleeping into motel accommodation and that is obviously because they are meant to be, you know, locked in, like we all are.

Speaker 2

So we are.

Speaker 2

Able to offer people some rest fights for those couple of weeks that we are in love.

Speaker 3

This is just.

Speaker 3

Absolutely alarming.

Speaker 3

It's, you know, we think about ourselves in our homes.

Speaker 3

And you know what?

Speaker 3

We're all struggling.

Speaker 3

You know, in our warm houses with heating and you know family and food and all of these things.

Speaker 3

Each one of these people that you are helping each week.

Speaker 3

They have their own story, obviously in different circumstances, but it really is.

Speaker 3

It's a reminder.

Speaker 3

That just one life event can result in a person becoming homeless.

Speaker 2

That's right, and that's

Speaker 2

The key these.

Speaker 2

People that are experiencing homelessness in any form.

Speaker 2

They are individuals just like you and I with goals just like you and I and anything could have happened to get them to where they are and we like to think of them as our neighbors.

Speaker 2

They're our community members and we are incredibly, incredibly.

Speaker 2

Privileged in our team, particularly in particular to be able to meet with these individuals, get to know their story and help them the best way we can, depending on what it is they know.

Speaker 2

And we we really do feel like it is a privilege to work with our people and and we are very our felt privileged in our own home.

Speaker 2

You know we are blessed so we get out there and we really try to help. Listen to people's stories, link them in every single one of our consumers in particular have experienced extreme.

Speaker 2

Trauma throughout their life and so through.

Speaker 2

No fault of their own.

Speaker 2

Had they found themselves in this terrible situation.

Speaker 1

It's quite inspiring Amanda really.

Speaker 1

And looking at, there's a special online launch event last Friday, attended by close to 70 people.

Speaker 1

I tell you what it's when you've got a great events and a worthy cause.

Speaker 1

No struggle getting some big hitters involved with your launch was there.

Speaker 2

I know it was wonderful we had such a great event.

Speaker 2

We had Minister Richard when we had Reverend Tim Costello.

Speaker 2

We had a lot of other great people attending, including local members and we were.

Speaker 2

Just you know, astounded at the level of commitment that everybody is putting into Frankston 0 because we are making a real difference to the service sector and we know that we are we're grabbing people who are on the street who are disengaged from the normal service sector.

Speaker 2

They feel left.

Speaker 2

Down by society and our goal really is to build relationships with these people, build trust and work out what it is they want.

Speaker 2

It's not what we think they need.

Speaker 2

It's working out what they need and what they want, and we work really hard in getting that for them.

Speaker 3

Amanda, I want to thank you for your for what you and your team do for these vulnerable people in in the community.

Speaker 3

You are obviously doing such a brilliant job and really helping those that otherwise could have been forgotten.

Speaker 3

So if people would like more information or some resources, where would they head to for that information?

Speaker 2

Certainly to Frankston City Council they've got a page that are speaking directly about the strategic housing and homelessness alliance.

Speaker 2

You can also check out near my national, but I would certainly head to the Frankston City Council and you know, thank you for acknowledging us and our team and the service coordination.

Speaker 2

Group because we have got amazing individual to have compassion and empathy and are really are great at what they do and get in there and get the job done.

Speaker 1

Please let us know how we can help in future.

Speaker 1

Amanda Amanda Williams, service manager for knee.

Speaker 1

My national towards home.

Speaker 1

Plus great having you on the show and well done on the work you're doing so far, and any support you need from your local station near let us know please.

Speaker 2

Yeah, we certainly will.

Speaker 2

Thanks so much guys.

Speaker 2

Have a great day.

Speaker 2

Hi hey man.

Speaker 3

Yeah, you have a great day too and to your entire team does.

Speaker 3

It's really interesting because there's so many people out there that are, you know, doing it really tough so well, we need to.

Speaker 3

Be really grateful for what we've got.

Speaker 1

So what a great issue?

Speaker 1

Well done Frankston senior devs be Friday morning.