



HAYMARKET FOUNDATION LIMITED

ABN 24 001 397 986

CARING FOR HOMELESS AND DISADVANTAGED PEOPLE

The Haymarket Foundation provides services to people who are homeless or socially and economically disadvantaged within inner Sydney. Most clients have complex needs including alcohol and other drug (AOD) disorders, mental health disorders or co-morbid mental health/AOD disorders. They may be in crisis, intoxicated or 'at risk' when accessing our services.

The Haymarket Foundation Services

The *Haymarket Clinic* provides primary health care and welfare services for homeless people in the inner city of Sydney.

The *AOD Counselling Service* employs a clinical psychologist who provides one to one counselling to clients with AOD and co-morbid disorders, and facilitates a weekly Relapse Prevention Group.

The *Bourke Street Project* provides a housing and living skills program for 15 male clients following AOD rehabilitation. Clients can stay in the program for up to 12 months.

The *Haymarket Centre* provides a residential and outreach service for homeless people with complex needs. It provides an opportunity for people to stabilise their health by receiving assistance to access AOD and specialist health services (mental health and physical health services). The Centre has 10 beds for intoxicated clients and 20 hostel beds. It is staffed 24 hours per day, seven days a week.

The *AOD Integrated Care Program* provides four beds at the Haymarket Centre for clients who are homeless, HIV positive and have AOD disorders or co-morbid mental health/AOD disorders. The aim is to medically stabilise the clients before they move to supported housing.

The *Homelessness Intervention Project* is a 'housing first' project where long term homeless clients with complex needs including AOD, mental health and co-morbid disorders are provided with permanent housing. The clients are and supported intensively by case workers with the aim of slowly withdrawing support as clients are linked into community support services.

Project Overview

The Improved Services Initiative at the Haymarket Foundation has developed a focus on five key areas:

- Updating policies and procedures to include a co-morbidity focus
- Review of staff skills and development of a training program
- Yearly DDCAT assessment and development of follow up work plans to address identified needs
- Yearly client profile to develop a greater understanding of clients accessing Haymarket Foundation services.
- Partnerships with mental health and social housing services.

Project Highlights

Policies and procedures developed or updated to encompass co-morbidity include:

- Overarching policy for The Haymarket Foundation
- Medication policy
- Care Plan proforma for The Haymarket Centre
- Critical Incident Management including Mental Health First Aid
- Guidelines for the prevention of suicide and self-harm

Training in alcohol and other drugs, mental health, co-morbidity, motivational interviewing, HIV/AIDS

The development of *partnerships* with mental health services has led to the provision of on-site clinical mental health care for clients of the Haymarket Foundation.

2010 Project Activities

Policies and procedures including:

- Develop procedures for psychiatric emergencies and crisis management to complement the Mental Health First Aid Charts and address access to appropriate services
- Develop an information brochure for Haymarket Centre that includes co-morbid disorders and update Bourke Street Project brochure to include co-morbid disorders
- Review access by clients to external co-morbidity support groups – identify effective groups, support required by clients to attend, continuing access following discharge
- Develop discharge planning processes for Homelessness Intervention Program and Bourke Street Project
- Review documentation of case reviews and develop policy and procedures to ensure documentation is regular and comprehensive

Training - more advanced mental health and co-morbidity training including:

- Mental Health Risk Assessment and Crisis Management
- Supporting Recovery from Mental Health Problems
- Working with Clients with Complex Needs
- Managing Aggressive and Violent Behaviour.

Contact Details

For more information about the Improved Services Initiative at The Haymarket Foundation please contact Susan Johnston, Project Officer on 02 4360 1941 or sgjohns@ozemail.com.au