

WORKING WITH VETERANS

A Toolkit for Community Housing Organisations

Photo: The former Commanding Officer of HMAS Parramatta (IV), Captain Anita Nemarich, Royal Australian Navy, salutes as the "Last Post" is sounded at the Australian War Memorial's Last Post Ceremony, held to commemorate the loss of HMAS Parramatta (II) during the Second World War. Photographer: POIS Bradley Darvill

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Toolkit Introduction

It is acknowledged that some of the information and principles included in this Toolkit are generic in nature and will be relevant to applications and/or tenants who are not veterans (particularly for those with complex needs), such as using a Trauma Informed Care approach, linking applicants and/or tenants with services etc. However, the intention of this Toolkit is to highlight the considerations that should be made for veterans based on consultations undertaken for the design and development of this Toolkit.

It is important to note that not all ex-serving Australian Defence Force (ADF) members identify as veterans. For the purpose of this toolkit, the term veteran will be used throughout, acknowledging that for some ex-serving ADF members, they will not identify with this term.

This Toolkit also includes a literature review in order to set the context of the Toolkit and to highlight housing specific matters relating to veterans.

It is acknowledged that ‘one size does not fit all’. Therefore, it is not implied that everything included in this Toolkit is relevant for every veteran. The Toolkit includes considerations for community and affordable housing providers to make in relation to veterans.

We would like to acknowledge and thank the veterans who contributed to the design and development of this Toolkit via the consultation process:

- Shirly Mooney OAM
- Jodie Bradley
- Anthony Canala
- Duncan Bainbridge
- Ian Boyle
- Andrew Foreman
- Dean Reynolds

We would also like to acknowledge and thank the individuals and organisations who contributed to the design and development of this Toolkit (some of whom are also veterans):

- The community housing organisations who tested the toolkit and provided valuable advice to refine and strengthen the resource:
 - Community Housing Ltd (SA and QLD)
 - Bridge Housing (NSW)
 - Housing Choices (WA)
 - Westside Housing (SA)
- The support services who partnered with the community housing organisations in pilot sites to test the opportunities to work together to effectively house vulnerable veterans:
 - Andrew Russell Veterans Living (SA)
 - Open Arms (SA / WA / QLD / NSW)
 - Homes for Heroes / RSL Lifecare (NSW)
- Department of Veterans’ Affairs
- Australian Defence Force – Assistant Director, ADF Transition Strategy and Governance, Defence Community Organisation, Defence People Group
- Australian Housing and Urban Research Institute (AHURI)
- RSL Care SA – Andrew Russell Veteran Living
- The Salvation Army
- RSL DefenceCare
- RSLs across Australia
- Coast2Community Housing (QLD)
- Access Community Housing (QLD)

- Community Housing Council of South Australia
- Housing Contact Centre – Department of Communities and Justice (NSW)

We would like to acknowledge and thank the Community Housing Industry Association (CHIA) NSW for allowing us to utilise their Toolkits (funded by the Department of Communities and Justice through the Industry Development Scheme), including the following:

- Working with Older Tenants Toolkit
- Working with Perpetrators of Domestic and Family Violence Toolkit
- Responding to Domestic and Family Violence Toolkit
- Creating Sustainable Tenancies Toolkit.

Toolkit will be using the specialist homelessness services definition of what constitutes a veteran, which is:

‘A current or former Australian Defence Force (ADF) member. This includes both full-time and part time ADF members. This does not include non-Australian defence forces, or reservists who have never served full-time in the ADF.’¹

¹ <https://www.aihw.gov.au/about-our-data/our-data-collections/specialist-homelessness-services-collection/shs-data-definitions>