Neami National
WADAMBA WILAM (Renew shelter)

✔ Critical success factors and ✗ inhibitors
Consortium model – utilising staff from clinical, community mental health, drug and alcohol and Aboriginal health services to provide holistic wraparound supports for people moving out of homelessness into secure tenancies. Consumers receive the supports they need and can draw on the benefits of strong connection to each staff member’s home organisation, with decreased reliance on external referrals. This results in more integrated and seamless provision of support and creates opportunities for healing.

Focus on consumers
The service holds hope for positive growth and change for all people we work with, while acknowledging the extreme disadvantage and trauma experienced by many. Improved wellbeing and a meaningful life of one’s choosing is the ultimate goal of the program.

Implementation ideas for other organisations
The consortium model, drawing staff from a range of organisations into a single team, is well suited to address multiple, intersecting needs that are unlikely to be effectively met by single organisations. Where a service delivery challenge or problem includes, for example, siloed service provision, involvement of multiple services, or complex and unmet needs, a consortium could be constructed to draw relevant staff together into a single team with a clear focus to address the complexity. Neami National is trailing similar approaches in the PHN space where more flexible approaches are being commissioned to address unmet need across the stepped model of care. One example of this is connecting young people with emergent mental health issues with relevant supports, with a goal of minimizing delays into support and disruption of social, educational and vocational roles.

Consumer perspective
Andrew, an Aboriginal man, is a consumer of Wadamba Wilam who consented to sharing his experience of the service. This quote reflects how obtaining safe and secure housing with consistent wraparound supports over three years has enabled his shift from 18 years of homelessness, to a stable life where he is “getting a lot done. Like the Hep C cure. I wouldn’t have done that without Wadamba Wilam. Now I’m Hep C free. I’m on the right medication, my mental health is good. I can cook. I have organized my teeth and I take responsibility for my dog and my house. I’ve started studying on Wednesdays and want to get a job, helping others in the drug and alcohol sector. I have a car and a license and registration, before I never cared about those things. Now I have freedom and I can go wherever I like. Everything is different now.”

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