

## Inquiry into Homelessness in Victoria

Ms Mellissa Edwards

**Organisation Name:**Loddon Mallee Homelessness Network

**Your position or role:** Co-ordinator

### SURVEY QUESTIONS

**Drag the statements below to reorder them. In order of priority, please rank the themes you believe are most important for this inquiry into homelessness to consider::**

Housing affordability,Services,Rough sleeping,Public housing,Mental health,Family violence,Indigenous people,Employment

**What best describes your interest in our Inquiry? (select all that apply) :**

An advocacy body

**Are there any additional themes we should consider?**

### YOUR SUBMISSION

**Submission:**

**Do you have any additional comments or suggestions?:**

### FILE ATTACHMENTS

**File1:** [5e5b5db4299df-Submission to Parliamnetary Inquiry on Homelessness .pdf](#)

**File2:**

**File3:**

**Signature:**

Mellissa

## **Introduction**

The Loddon Mallee Homelessness Network comprises sixteen organisations that provide a homelessness response to residents in the ten shires that make up the Loddon Mallee region.

The member organisations vary in size and structure, with some large dedicated homelessness providers and specialist services to smaller programs operating out of multi-disciplinary services. All are funded through Department of Health & Human Services, Specialist Homelessness Services (SHS).

Oftentimes there is a perception that homelessness and housing affordability is less of a problem in rural areas.

The reality is that the social problems experienced here in the Loddon Mallee region are the same. Just like their city counterparts, once people in this region wear out their welcome with family, friends or associates through couch surfing they too become homeless.

Also, there are an uncharted number of people experiencing homelessness who reside in temporary dwellings, tents, caravans and cars on the outskirts of towns, on riverbanks, in bushland and parks, effectively hiding homelessness on a large scale.

In contrast to their city counterparts, the much larger geographic areas result in people being more isolated and because of the limitations of public transport and the costs associated with private transport, it is that much harder to even get to a service to seek support.

In addition, services here in the Loddon Mallee region are stretched and resources are scarce.

Our understanding of homelessness has changed too, whereby it is recognised that although systemic issues such as unaffordable housing and inadequate financial supports are significant drivers of homelessness, trauma has long lasting impacts that contribute to people's inability to maintain housing and this complex causal factor requires a more comprehensive response from homelessness services.

This submission will address issues germane to the social conditions, policy and practices that impact on delivery of services to people experiencing homelessness in the Loddon Mallee region.

## Housing Affordability

### Private Rental

There is a significant shortage of affordable housing for all people in the Loddon Mallee region and this is especially hard for people living on fixed or low incomes.

The DHHS Rental Report examined over the period 2015-2019<sup>1</sup> indicate that there is a decline in available affordable private rental properties across all ten Local Government Areas (LGAs) in the Loddon Mallee region.

Noticeably, the small number of affordable rentals available across all LGAs in the Loddon Mallee region represent a small percentage of the property market in comparison to the population of people on fixed and low incomes in across the region, indicating a clear shortfall in affordable housing.

An example of this is that there were approximately 4231 people in Bendigo LGA<sup>2</sup> on Newstart Allowance as at June 2018, while there were just 5 new affordable rental properties in that same quarter<sup>3</sup>.

Examination of affordable housing across all LGAs reveals that in some areas affordable housing is non-existent, signalling greater financial and social inequity in some shires of the Loddon Mallee region.

The DHHS Rental Affordability Index shows that Macedon Ranges Shire has had just one new affordable housing property available annually from 2015 until 2019, while the has not been any affordable one-bedroom properties recorded in the Mount Alexander Shire since 2015.

### Social Housing

The number of priority applicants for Social Housing in Bendigo, Mildura and Swan Hill has increased annually from 2017-2019<sup>4</sup>. Yet, there have been no matching increases social housing stock over the same period.

Because data provided by DHHS about Social Housing applications is only broken down by the area office which manages allocation of properties across a range of townships, it is difficult to determine what areas are most in demand.

However, increased demand for homelessness support across agencies in Echuca, Castlemaine and Kyneton, combined with the significant deficit in affordable housing in those locations, indicates a need for further infrastructure development in those areas outside of the larger centres, Bendigo and Mildura.

<sup>1</sup> DHHS Quarterly Rental Reports, Affordable Lettings for Local Government Areas

<sup>2</sup> ABS LGA data

<sup>3</sup> DDHS Rental Report June quarter 2018

<sup>4</sup> Victorian Homelessness Register social housing applications 2016-2019

## **Sector Resources**

In discussion with Program Managers and Homelessness Support staff across a range of services in the Loddon Mallee a number of common themes were identified around the limited availability of resources used to respond to people either at risk of becoming homeless or experiencing homelessness.

### Crisis Accommodation

The system for providing crisis accommodation by all services involves support staff brokering accommodation with their local accommodation providers- motels, hotels and caravan parks. This system is constrained both by the availability of funding to pay for accommodation and the pool of accommodation providers willing to accept referral of Specialist Homelessness Services clients.

All SHS program staff identify that they are reduced to brokering accommodation with a minimal number of accommodation providers due to either the provider's perceived reputational risk or actual experience of property damage, socially unacceptable or criminal behaviour of people referred.

This can be a particularly difficult hurdle to overcome in small towns and SHS staff commonly work hard to maintain mutual good will and foster positive relationships with accommodation providers to ensure continued access to accommodation for clients.

However, this already tenuous scenario is then further undermined by the competing demands of business for accommodation providers, particularly where a significant portion of major and smaller town economies are derived from tourism, which then affects both availability and cost of accommodation.

SHS staff are then faced with the prospect that at certain times of the year, during major events, there will be no accommodation available and if accommodation can be located, the rate will be higher to reflect inflation caused by business capitalising on the influx of tourists.

In other cases workers must also contend with large scale infrastructure development or seasonal work in towns, such as road works, wind-farm installation, train line maintenance, which then require large scale of occupation of accommodation by an influx of workers that might continue for weeks or even months.

In the past most services had access to at least one or more caravan parks to provide the temporary accommodation required in crisis situations, however this is no longer an option for the majority of services due to the closure of multiple caravan parks or the move by caravan parks towards a business model that focuses on tourism and work related accommodation. (Attachment A, *'Caravan Park Closures Leave Pensioners Scrambling for Affordable Homes'*.)

The impact of caravan park closures on people already experiencing marginal conditions due to their often-uncertain tenure, has been acknowledged as contributing to the overall increase in the numbers of people experiencing homelessness in Victoria. (Attachment B, *'Compensating Residents Forced Out by Park Closures'*.)

Alongside the loss of caravan parks, there are now very few rooming houses operating in the Loddon Mallee due to the need for providers to comply with stricter maintenance and registration requirements and the increasing competition from online accommodation booking services such as Airbnb.

This has resulted in numerous rooming house closures and although there is often debate in the homelessness sector about the suitability of this type of accommodation, rooming houses have traditionally filled a need and their absence has also contributed to the increase in homelessness. (Attachment C, *'Rooming House Closed'*.)

In addition to the difficulties in finding crisis accommodation, the two main funding options- Housing Establishment Funds or Flexible Support Packages, are a finite resource for agencies that must also be used to pay for a range of other client needs, so paying for accommodation is a very short term response at best and when those funds are expended, no emergency accommodation can be provided by the service and the person is once again homeless.

### Transitional Housing

All services identified a lack of available transitional accommodation managed by community housing providers. The reasons for this are twofold. Firstly, there is simply not enough transitional housing. Secondly, a shortage of available affordable private rental properties and the high number of people already on the social housing waiting list results in tenure of transitional housing stretching out for months and years, because tenants have nowhere to go.

### Workforce Capability

The inability to provide either crisis accommodation or transitional housing, preparatory to people then being able to access long term accommodation not only leaves a significant gap in services, it has a cumulative negative effect on workers at the front line of service provision, that contributes to worker burnout and turnover of staff. The lack of resources also results in high levels of client dissatisfaction sometimes expressed in verbal abuse of staff, further impacting of worker well-being and morale.

In rural areas the loss of staff in small homelessness programs is compounded by the difficulties inherent in recruitment into roles, due to the scarcity of appropriately qualified and experienced workers. The extended time taken to recruit new workers then has a knock-on effect to existing workers left to deal with an increased workload and complex service response tasks.

An important element in supporting workers to effectively address the complex scenarios presented by people seeking assistance is provision of tailored training and education.

However, the majority of specific SHS training is provided through Wodonga Institute of TAFE in Melbourne and therefore costly to attend in respect of travel, possible overnight accommodation and the lack of backfill support in the worker's absence.

At present DHHS has a training travel and accommodation cost reimbursement scheme, however the restrictions on workers around eligibility means that the vast majority of SHS workers in the Loddon Mallee do not qualify. (Attachment D, '*DHHS Specialist Homelessness Sector Training Reimbursement Policy*'.)

### **Systemic Impacts**

Outside of the major systemic contributors of economic policy influencing the housing market across both private and government accommodation, resulting in a scarcity of bricks and mortar resources, there are a number of other systems issues that are contributing to the housing crisis.

#### Regional Population Growth

The State Government Regional Centres of the Future Program is aimed at equalising population growth throughout the state, rather than being focused just on the Melbourne metropolitan area. The predicted expansion of population will mean growth for Mildura, Bendigo, Kyneton, Echuca, Castlemaine and Swan Hill<sup>5</sup> and all of these towns currently have organisations that provide a homelessness response.

Given the increasing demand on these services at present, there needs to be a matching increase in homelessness support services and material resources.

#### Inadequate Centrelink Benefits

The issue of Centrelink benefits (particularly Youth Allowance and Newstart) not keeping up with the cost of living has been raised in a range of forums already and is currently the subject of a Federal Parliamentary inquiry, so needs no further discussion here, other than to underscore its complete inadequacy in assisting people, but rather being a tool to keep them in poverty.

#### Care Leavers

There are a significant number of young people regularly leaving care, who without required support end up in the homelessness system, indicating that the issue could readily be addressed through preventative programs and is evidenced by existing services such as Home Stretch.

<sup>5</sup> Loddon Mallee North and Loddon Mallee South Regional Growth Plan at [www.dtpli.vic.gov.au](http://www.dtpli.vic.gov.au)

### Women's Economic Disadvantage

One of the fastest growing cohorts of people experiencing homelessness and housing crisis is older women<sup>6</sup>.

This issue is well documented with an established link to wage inequity as a key contributor to women experiencing homelessness and many solutions to the current issues focus on expansion to existing homelessness programs, awareness raising and alternative models of housing finance<sup>7</sup>. However, what appears is not so well promoted is the need to address the gender pay gap for women that are currently working as a means to prevent future homelessness.

### Program Funding

The short cycle of funding for established homelessness support programs creates uncertainty for agencies and program staff and this combined with shortfalls in funding due to increased demand on services, makes it difficult for agencies to provide the best possible response to people experiencing housing crisis and homelessness.<sup>8</sup>

Furthermore, inadequate governmental policy and funding arrangements at both the federal and state levels must be urgently addressed and there needs to be an acknowledgment that the increased distance required for service coverage and program management in rural areas comes at a greater financial cost to agencies.

### Program Support

One of the difficulties inherent in advocating for more housing is evidencing the assertion that homelessness is on the rise. At present there is an over-reliance on ABS data to demonstrate levels of homelessness, when this forms only part of the overall picture of the real levels of homelessness experienced by people in Australia.

Here in Victoria we have the SHIP (Social Housing Information Platform) data collection system, initiated by DHHS and used by the majority of Specialist Homelessness Services for reporting to the Australian Institute of Health and Welfare.

Although this data collection system has been in place for a number of years now, it is only relatively recently that DHHS has been releasing data back to organisations to provide a clearer picture of presentations to SHS programs.

Alongside this obvious gap in creating a more nuanced understanding of homelessness, is the fact that internal DHHS homelessness support programs have decreased significantly in staffing levels as the result of rolling restructures, which has had the net effect of erasing knowledge of homelessness systems, structures and policy, and undermines relationship building, coordination and communication with the homelessness sector

<sup>6</sup> Women and Homelessness, Council to Homeless Persons at <http://chp.org.au/homelessness/>

<sup>7</sup> Older Women's Risk of Homelessness: Background Paper at <https://www.humanrights.gov.au/our-work/age-discrimination/projects/risk-homelessness-older-women>

<sup>8</sup> A Fairer Funding and Service Agreement: VCOSS report to the service agreement working group, 2019. <https://vcoss.org.au/wp-content/uploads/2019/05/VCOSS-A-Fairer-Funding-and-Service-Agreement-2019.pdf>

## **What is Working**

The homelessness service sector has a range of current programs that provide appropriate and successful responses to housing crisis and homelessness.

It is widely acknowledged that a quick response, backed up with access to financial, infrastructure and staff resources, minimises the traumatic impacts of exposure to homelessness and helps to prevent re-entry into the homelessness system.

### Private Rental Assistance Program

This program meets needs quickly by assisting people to move into the private rental market and then by supporting them to sustain housing long-term, however the program needs to have secure recurrent funding.

### Bond Loan Scheme

Also assisting people to move into the private rental market, however this is hampered due to the increased cost of private rental but may work well again if the relevant Centrelink benefits are increased, to enable an increase in the amount of rent paid.

### Sidney Myer Haven Program

This local program, managed by Haven; Home Safe supports people on a transitional basis with not only community housing accommodation, but ongoing support to enable people to develop skills that will support them to maintain housing in the long-term.

### Wintringham Supported Accommodation

Wintringham provides a homelessness and housing response to people aged 50 and over, with properties in this region at Maryborough and Castlemaine.

Workers support people in housing crisis in an ongoing way, along with support once they are housed in Wintringham housing or other accommodation.

## **What Will Help Now**

Aside from the abovementioned, there are numerous programs that work well as response mechanism and would work even better if they were more adequately funded on a recurring basis, which will of course require an ongoing program and policy commitment.

## **Existing Program Expansion**

Expansion of the aforementioned programs or similar programs that provide a rapid and ongoing response to not only meet the needs of people in crisis, but to ensure that they do not re-enter the homelessness service system by providing appropriate support, skill development and education.

### **Increased Social and Community Housing**

More funding allocated to building social and community housing to address crisis situations, transitional support and long-term sustainable housing needs, particularly in Bendigo, Castlemaine, Echuca, Kyneton, Maryborough, Mildura and Swan Hill.

### **Workforce Capacity**

Accessible, relevant and accredited training for rural workers to address the complexities of situations that they are faced with that is provided locally or funded to enable access to metropolitan based training.

### **Increased Material Aid and Emergency Accommodation Funding**

Increases in Housing Establishment Funding and Flexible Package Funding programs to ensure that a quick and tailored response is available to people in need and keeps pace with the rising cost of accommodation and material goods, alongside the increase numbers of people seeking assistance.

### **Summary**

In closing, it is hoped that by presenting a picture of the specific social and economic conditions contributing to homelessness and impacting on SHS program provision in this region, the Loddon Mallee will not only be viewed as vastly different to metropolitan Victoria, but also just as important, when considering how homelessness and its effects on the lives of Victorians should be addressed now and into the future.

## Attachment A

### Caravan Park Closures Leave Pensioners Scrambling for Affordable Homes

ABC News Breakfast By James Hancock

Updated 22 Nov 2018, 1:56pm

Across the country caravan parks are closing down, leaving many residents who turned to them as a place of last resort now scrambling for new affordable homes.

Peter Morris and Wayne Iremonger are among the latest facing an uncertain future, and time is running out for the neighbours.

The pensioners are living at the Capel Caravan Park, south of Melbourne, which is set to close in at least a year.

Mr Iremonger has looked around and more than 20 other caravan parks in the area are full.

"There's nowhere for us to go," he said. The men rely on the age pension of a little over \$400 a week, and through divorce and unfortunate financial circumstances their situation has become dire.

"I just couldn't afford anywhere else," Mr Morris said.

Three years ago, Mr Morris found a home he could afford.

The former cabinet maker spent \$12,000 doing up a rundown caravan. It now costs him about \$120 a week to lease a powered site at the park. "It's terrible," he said. "Everyone there is in the same boat, there's people depressed there."

In December last year, residents got a letter from the caravan park operator saying it had been sold and they had a "minimum of a further two years" to live at the park.

"Future plans for the park" are being considered, the letter said. The park manager declined to comment on the closure.

The clock is now ticking for residents to be out by next Christmas. "There's a developer that's bought it," Mr Iremonger said. "He wants to develop it into a village, a retirement village."

A village the retired 67-year-old cannot afford to buy into. "When you get a pension ... there's not a lot of options for you."

What is happening in Victoria is just a small example of a much bigger issue.

Australians with first-hand experience of homelessness tell ABC Open what it's like living without a permanent home and what needs to change to get people off the streets.

Homelessness is on the rise nationally, and it will come as no surprise that a lack of affordable housing is part of the problem.

With property prices soaring in recent years, more people are competing for a shrinking pool of cheaper rentals.

The Council to Homeless Persons (CHP) warns affordable options are drying up.

"We're seeing hundreds and hundreds of people turfed out of caravan parks, rooming houses, other marginal accommodation every year," CHP CEO Jenny Smith said.

On the Mornington Peninsula, the council's analysis shows pensioners could not afford to rent a one-bedroom property. That is bad news for Mr Iremonger and Mr Morris.

Making matters worse, Ms Smith said at least six caravan parks have recently closed in Victoria, with each one sheltering up to 200 people.

The solution, in Mr Iremonger's eyes, is for government to make public land available for affordable housing.

He has suggested several local sites the council has rejected as "not suitable".

In the bigger picture, Ms Smith recommends a swag of changes, including scrapping investor tax breaks.

"So that we're not making housing a commodity — we don't think of it as shelter anymore," she said.

In the meantime, Mr Morris has signed up for public housing. The wait will likely be long, with more than 80,000 people on the list.

<https://www.abc.net.au/news/2018-11-22/caravan-park-closure-leaves-pensioners-seeking-affordable-homes/10503926>

## **Attachment B**

### **Compensating Residents Forced Out by Park Closures**

Minister for Consumer Affairs, Gaming and Liquor Regulation

5 April 2019

Consumer affairs

Media Release

The Andrews Labor Government is making life easier for caravan and residential park residents, who now may be eligible to receive compensation in the event of a park closure, under new reforms coming into effect today.

There has been a spate of park closures in the past few years, often leaving the state's most vulnerable people facing homelessness.

Under the changes to the Residential Tenancies Act 1997, if a park is due to be closed, park owners must apply to the Victorian Civil and Administrative Tribunal (VCAT) to determine the compensation payable to residents who own fixed dwellings in the park.

The amount of compensation an eligible resident is to receive will cover reasonable relocation costs if their dwelling is going to be moved, or compensation for loss of residency if the dwelling is not going to be relocated.

Previously, operators did not have to provide compensation to residents of caravan parks, who were often left vulnerable by a closure because they had invested their savings into fixed dwellings that are very costly or impossible to relocate.

Park operators who lease the land on which the caravan or residential park is located will not be required to apply to VCAT or be liable to pay compensation if the park closure is due to the head lease ending.

Other reforms include laws enabling the suppression of addresses of certain crisis accommodation from the public Rooming House Register, which will improve protection and support for family violence victims living in residential rental housing.

A new tenancy agreement for long-term leases will also commence today, providing additional benefits for tenants and landlords renting for more than five years.

A package of more than 130 rental reforms passed the Parliament in September 2018, with the changes to come into force progressively by 1 July 2020.

Quotes attributable to Minister for Consumer Affairs Marlene Kairouz

"This is about ensuring some of the state's most vulnerable aren't left homeless and out of pocket because of changes outside their control."

"If a park is closing, owners will now have to provide compensation to eligible residents for the loss of residency or relocation costs."

"We're also supporting family violence victims by restricting details of crisis accommodation so their addresses are not publicly available."

Quote attributable to Minister for Prevention of Family Violence Gabrielle Williams

"Everyone deserves to feel safe in their own home — it's only right that details of crisis accommodation will now be restricted to protect people who have experienced family violence."

<https://www.premier.vic.gov.au/compensating-residents-forced-out-by-park-closures/>

## Attachment C

### Rooming House Closed

Sep 27, 2018

The former rooming house at 117 Mitchell Street.

A HALFWAY house at the top of Mitchell Street has closed and is unlikely to resume the role as a refuge or source of affordable accommodation in Bendigo without work to make it comply with registered standards.

The property at 117 Mitchell Street is owned by the Department of Health and Human Services, and has been a rooming house for more than 25 years.

The department has said the house is not for sale, but local real estate agents in Bendigo have the building on their radar, given its prime location and size.

The heritage building has 12 bedrooms and is in a precinct prized for its proximity to the Bendigo Railway Station, retailers and within walking distance of the city centre.

It looks down over Bendigo's central heritage buildings.

"The department is in the process of assessing the future use of the property, since the contract with Community Housing Victoria Limited ended in July," a DHHS spokesperson said.

"The property at 117 Mitchell Street, Bendigo, is not currently for sale."

Community Housing Victoria is a not-for-profit manager of housing services in Australia, Chile and East Timor.

Shari McPhail, the organisation's Victorian manager, confirmed it had managed the Mitchell Street house for more than two decades.

"Community Housing Ltd was the long-term manager of this rooming house on behalf of DHHS which has been a fantastic resource for the local community for over two decades," Ms McPhail said.

"Over time it has needed to have significant refurbishment to bring it up to standard to retain it as a rooming

house and we handed it back to the Director of Housing as it no longer met habitation standards."

There is a public register that lists all rooming houses within a local government area that comply with minimum standards for privacy, security, safety and amenity, and tenants are advised to check that a rooming house is registered before signing an agreement or moving in.

A rooming house is a building where one or more rooms are available to rent, and four or more people in total can occupy those rooms.

"The decision whether to invest such resources for refurbishment or to sell and re-invest in other housing is with the owner, the Director of Housing," Ms McPhail said.

"We are not aware of the sale of the said property but we hope that the government would make an investment in replacing it with new social housing in Bendigo that would be a great outcome for the local community and the wider Bendigo region.

"We have an ongoing relationship with the department and would be open to working with them on possible solutions."

[https://chl.org.au/wp-content/uploads/Rooming-house-closed\\_Bendigo-weekly.pdf](https://chl.org.au/wp-content/uploads/Rooming-house-closed_Bendigo-weekly.pdf)

## **Attachment D**

DHHS Specialist Homelessness Sector

### **Training Reimbursement Policy**

#### **REIMBURSEMENTS FOR SHS TRAINING CALENDAR LISTED EVENTS ONLY**

The Department of Health and Human Services training reimbursement policy is for rural and crisis accommodation staff in Specialist Homelessness Sector funded agencies to access learning and development opportunities. Reimbursements are limited to staff whose position is funded through the Department's service agreements. Generally, these workers are employed in one of the following funded programs:

- Transitional Housing Manager (THM)
- Community Managed Housing
- Housing Information & Referral (HIR)
- Homelessness Assistance Programs
- Family Violence Programs
- Social Housing Advocacy and Support Program
- Indigenous Tenancies at Risk

The reimbursement rates assist rural staff that need to travel longer distances to attend training; and for rostered staff in 24 hour crisis support services.

#### **Criteria**

Agencies need to be aware of the following criteria for reimbursements:

##### **Inclusions**

- A minimum distance of 200km one way applies to all travel, accommodation and meals reimbursements.
- Agencies MUST claim on behalf of the worker. Agencies should reimburse staff immediately for out of pocket expenses incurred for travel, accommodation and meal expenses.
- A Tax Invoice MUST accompany the relevant claim form/s.
- All claims MUST be approved by a manager/board member.
- Reimbursements are limited to maximum rates only.
- Receipts must be attached for all accommodation, travel and meals.

##### **Exclusions**

- Reimbursement for private car travel is no longer available.
- There is no reimbursement for expenditure on alcohol, mini bar, in-house movies or vehicle parking.
- Prior approval for accommodation, travel & meals is not required for claiming costs associated with events on the standard training calendar – Wodonga TAFE.
- Under normal circumstances the maximum amount reimbursable for a single event will not exceed \$500, regardless of the number of claimants.
- Due to very high purchasing costs, reimbursements will not be available for costs associated in attending Certificate and Diploma courses.
- Any workshop fees charged by a training provider (i.e. \$44 for SHS courses) will not be reimbursed.
- Claims for relief staff in crisis support services must include a Relief Staff Verification Form.

##### **Reimbursement Rates**

24 Hr Crisis Accommodation Backfill: Maximum \$200 per day

Accommodation: Maximum \$150 (metro) p/n \$110 (rural) p/n

Meals: Maximum \$40 (metro) \$31 (rural)

Breakfast: Maximum \$16 (metro)      \$11 (rural)

\*No reimbursements for expenditure on alcohol, mini bar, in-house movies or vehicle parking.

Travel: Public Transport      Economy fare only

Application process

After a training event is completed, please fill in the relevant Claim Forms and mail these with a Tax invoice and attached receipts to:

Specialist Homelessness Sector Training Calendar

Centre for Learning and Organisational Development

People and Culture Branch

Department of Human Services

Level 5 50 Lonsdale Street

Melbourne VIC 3000

Claim forms

Current Policy and Claim Forms can be obtained by emailing:

[CentreforL&D@dhhs.vic.gov.au](mailto:CentreforL&D@dhhs.vic.gov.au)