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Ms Annette Reynolds
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Dear Ms Reynolds,

Thank you from the Health Performance Council and Flinders Rural Health South Australia

I'm writing on behalf of the Health Performance Council (HPC) and Flinders Rural Health South Australia (FRHSA) to thank you for hosting afternoon tea for us in your office on Wednesday, 12 September 2018.

It was a pleasure to meet with you and your team. We heard firsthand about the hard and vital work that Life Without Barriers (LWB) does supporting people in the Riverland with issues of homelessness, mental health, alcohol and drugs with:

- Homelessness support programs
- Psychosocial disability support services
- Alcohol and other drugs counselling.

We discussed the event at a full meeting of the HPC the next day, noting priorities and key issues that we heard from the meeting:

1. The drivers of homelessness are complex, varied and interlinked: domestic violence; poor mental health; housing affordability; alcohol, drug and substance abuse; unemployment and financial security; family breakdown; and incarceration.
2. Homeless people in the Riverland, including people sleeping in public places and others at risk of homelessness, are supported by LWB with assertive outreach, intensive case management programs and other services such as on-site laundry facilities and a weekly foodbank.
3. In the last 12 months, LWB has supported over 300 homeless persons in the Riverland with more than 270 assistance packages. Assistance includes support for people living in makeshift accommodation along the riverbank and in extreme weather conditions. One in three of those supported had experienced domestic violence and two in five reported mental health issues.
4. We heard your concerns that there are significant challenges in moving high-needs clients, multiple-needs clients, and psychosocial clients who have functional capacity to the National Disability Insurance Scheme (NDIS).
5. We also heard your concerns with being able to recruit and retain an adequate local workforce in this challenging environment.

6. HPC noted other areas of concern such as waiting lists and gaps in resourcing of local services resulting in people feeling forced to attend hospital emergency departments for help, but that mental health hospital services in the Riverland are full.



Thank you once again for your valuable insights and the opportunity to assist HPC be better informed about regional issues.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Steve Tully', is written over a horizontal line.

Steve Tully
Chair, Health Performance Council

20 September 2018