

Under One Roof

Responsively addressing
the increasing legal needs
of Victorians experiencing
homelessness

May 2023

Over the last 12 months, Justice Connect Homeless Law (Justice Connect) has seen the ongoing impacts of COVID-19 on people experiencing or at risk of homelessness across Victoria. Despite moving to a 'COVID-normal' or 'recovery phase', rising pressures related to the housing and cost of living crises are causing more Victorians to experience housing insecurity, including pushing vulnerable people housed during COVID-19 back into homelessness. The continued increase in demand for Justice Connect's specialised, integrated legal services highlights that many Victorians are facing heightened risk of homelessness.

Thanks to the strength of Justice Connect's embedded community partnerships and colocations through our Under One Roof project, we have been able to responsively adapt and grow our services in the last 12 months. Through this collaborative model, we have delivered a combination of intensive legal and social work assistance to Victorians with complex needs who would have otherwise fallen through the cracks.

Demand for legal support through our Under One Roof project has continued to rise, with 290 new legal enquiries this year (June 2022 - May 2023), which represents a 97% increase since COVID-19 started. Since the project commenced in 2015, we have seen an incredible 368% increase in legal enquiries. This reflects the strength of our embedded partnerships with Launch Housing, Sacred Heart Mission, and cohealth, which have enabled us to provide Victorians experiencing homelessness with seamless wrap-around legal services.

Access to Justice Connect's integrated criminal law help has also increased, with our senior criminal lawyer providing high-intensity assistance through 138 new client files. Of these, 44% of clients reported having slept rough and 53% were connected by our Under One Roof partners. Justice Connect's Homeless Persons' Liaison Officer also provided tailored, integrated social work support to 117 people with 448 non-legal issues (up by 50% from the previous year), which were holistically addressed alongside their legal needs.

INNOVATIVE RESPONSES TO MEET RISING LEGAL NEEDS DURING COVID-19 AND THE ONGOING RECOVERY PHASE

As the COVID-19 recovery phase continues, we have focused on addressing the priority legal needs that emerged due to the pandemic, including evictions into homelessness and the criminalisation of poverty. These issues, and our response to them, have evolved within the context of rising legal needs of the community and the increased complexity of legal matters faced by people experiencing homelessness.

In the last 12 months, we have been able to innovate and adapt our multi-channelled, multi-intensity service delivery model in three key ways:

01 **Multi-disciplinary approaches to addressing the increasingly complex legal needs of people experiencing or at risk of homelessness.**

We have seen first-hand an increase in legal need, driven by the acute shortage of affordable housing and the rising cost of living, where more Victorians are at risk of homelessness than ever before. We have also seen through our partnerships the complexity of moving from long-term homelessness to housing, and the range of legal needs this raises. Now more than ever, our embedded community partnerships and multi-disciplinary legal and social work services through Under One Roof play a key role in impactfully supporting Victorians facing homelessness.

02 **Using digital technology to build the capacity of our frontline homelessness and community-health partners to strengthen their understanding, identification, and referral of legal needs through:**

- Delivering a customised online training program for our partners, which directly enhances the capabilities of frontline workers; and
- Building an online workers resource hub that provides our community partners and the wider-sector with practical and comprehensive support to help workers better understand, identify, and refer clients with legal needs.

03 **Strengthening and growing our specialised list in the Magistrates' Court for people experiencing homelessness.**

The 'Homeless List' we have developed with the Magistrates' Court of Victoria allows our clients facing criminal charges to successfully access, navigate, and exit the justice system by providing them with a tailored process to secure more therapeutic, long-term outcomes. Building off the continued success of the 'Homeless List', our senior criminal lawyer and Homeless Persons' Liaison Officer are in discussions with key stakeholders about increasing the frequency of the sittings, improving access to this innovative, specialised response for people experiencing homelessness.





FUTURE DIRECTIONS

From our frontline work, Justice Connect knows that our community's increased costs of living disproportionately impacts on people experiencing homelessness. With housing affordability and availability at an all-time low, and with reduced rental and financial support for at-risk Victorians, the need for our tailored legal services continues to grow. Recent research showed that only 7 properties (less than 0.04%) of available properties in Victoria were affordable for a single-parent and their children on income support. No properties were affordable for a JobSeeker recipient. This deepening housing crisis places further demands on an already stretched community services sector, in both central Melbourne and regional Victoria.

Building on our established community partnerships and expertise delivering high-impact, integrated legal and social work services to people experiencing homelessness, and aligned with our recently finalised 2025 strategy, we hope to extend the reach of our digital innovation work by creating an awareness raising engagement and education campaign to further equip frontline workers in regional Victoria. We will continue to iterate and expand the resources available on our Workers Resource Hub, drawing on our extensive client-facing work. Given the ever-expanding demand on workers in homelessness and community-health agencies across the state, we see a growing need for access to practical and comprehensive support to better understand, identify and refer clients with legal needs. We will also aim to develop and implement a hybrid training program over the coming 12 months, including by delivering more in-person sessions directly to people with lived experience of homelessness about their rights and options.

We see significant potential to expand on the success of our collaborative 'Homeless List' with the Magistrates' Court, which will continue to be led by Justice Connect's specialist senior criminal lawyer and Homeless Persons' Liaison Officer. In particular, by extending its operations to increase the volume of people experiencing homelessness assisted through this therapeutic model, including by developing innovative, collaborative pathways for other free legal services.



Under One Roof

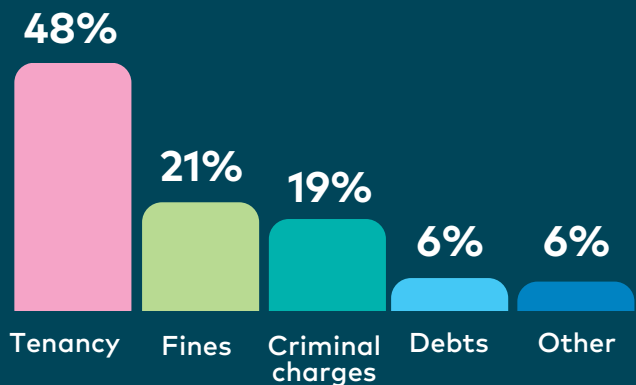
June 2022 to May 2023

12 months of increased access to holistic legal services for Victorians facing homelessness.

290 new legal enquiries

Since the project started in 2015, we have seen a **368% increase** in legal enquiries.

Legal enquiries have **increased by 97%** since COVID-19 started.



Housing type

52% Social housing

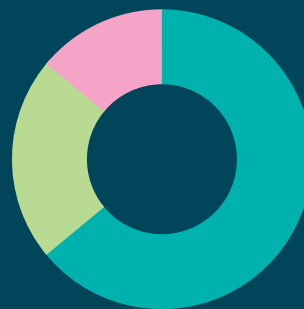
36% People sleeping rough, couch surfing & crisis housing

7% Transitional housing

5% Private rental



Legal help provided



64% ongoing advice and representation
22% targeted secondary consults
14% specialised legal information or referrals

Integrated criminal law help

138 new client files

160% increase since COVID-19 started.

117 people with **448 non-legal issues** were provided with integrated social work supports through Justice Connect's Homeless Persons' Liaison Officer

Of clients who received integrated criminal law help:



44% had slept rough



53% referred from Under One Roof community partners



93% had experienced mental health issues





TAILORED, MULTI-CHANNEL APPROACHES TO ADDRESSING THE GROWING, COMPLEX LEGAL NEEDS OF PEOPLE FACING HOMELESSNESS

As the COVID-19 recovery phase continues, we have seen first-hand more Victorians facing homelessness who are significantly burdened by the rising costs of renting and living, and have focused on tailoring our multi-channel legal services to most effectively resolve their increased legal needs.

Given the changed COVID-19 landscape over the last 12 months, we have been able to return to a more consistent in-person presence across our regular colocations with our community partners, Launch Housing, and cohealth Central City. This year we received 290 enquiries from our Under One Roof community partners (up by 6% from last year, and up by 97% since COVID-19 started), showing the ever-growing demand for our multi-disciplinary services. Of those enquiries, 60% came from Launch Housing, which reflects the impact of our expert, colocated lawyer.

Tenancy remains the most prevalent legal issue we see (48% of legal matters), as excessive rental increases cause more people to seek legal help through our frontline homelessness and community-health partners.



PREVENTING PEOPLE WHO HAVE SLEPT ROUGH FROM BEING EVICTED BACK INTO HOMELESSNESS

For people moving from homelessness to longer-term housing, there has been a marked increase in the complexity of personal circumstances and legal need.



Over the last 12 months, we have collaborated closely with our partners at Launch Housing and Sacred Heart Mission to provide specialist, high-intensity support to clients referred through targeted programs developed in response to COVID-19, including the Homelessness to a Home (H2H) programs. This is represented in our new legal enquiries, with 25% coming from H2H teams.

Many of the legal matters currently arising within the H2H program are due to the shortage of long term, affordable, social housing solutions for people who were housed due to their experience of sleeping rough during COVID-19.

Through our specialised assistance, we have been able to support many highly vulnerable clients to avoid being evicted back into homelessness, along with providing regular, evidence-based feedback to government on the issues we have seen arising through the H2H priority initiative.

Our Under One Roof partnerships continue to go from strength to strength, as we have expanded our genuine and collaborative partnerships to additional programs run by Sacred Heart Mission, cohealth, and Launch Housing, including Sumner House - Better Health and Housing. We have also established two-way referral pathways through to Sacred Heart Mission's supportive housing services for our clients whose tenancies are unable to be saved, or those who require longer term non-legal support.

The expansion of our Under One Roof partnerships has also supported our strategic focus on using digital tools and interventions to build capacity at scale for workers to tackle legal need for people experiencing homelessness.





STEPH'S STORY

Integrated legal supports help single-mother and three children to safely avoid homelessness and address fines related to family violence.

Steph* is a single mother with three young children, who engaged with Justice Connect through our community partner, cohealth, when she faced eviction into homelessness during the COVID-19 recovery phase. Steph's rental had become unsustainable due to a reduction in her income, and she was concerned about losing the care of her children if she entered into homelessness.

Justice Connect's expert tenancy lawyers advised Steph about her legal options and rights, and connected her with specialised social work assistance from our integrated Homeless Persons' Liaison Officer (HPLO). The HPLO social worker offered her extensive assistance, including vital emotional support, along with tailored connections to external services.



The rapport established by the Justice Connect multi-disciplinary team meant Steph felt able to share concerns she had about the behaviour of her current partner, and for the first time consider that behaviour in the context of family violence.

Through ongoing representation at VCAT, Justice Connect's lawyers successfully prevented Steph from being evicted into homelessness, which enabled our social worker to connect her with intensive outreach case management through a local service. This meant that Steph had appropriate wrap-around support in place when she ultimately left the property for a new, safer, and more sustainable rental. As part of this process, Justice Connect's social worker sourced financial brokerage towards Steph's removal and storage costs, and advocated for her to receive further brokerage directly from our community partner, Launch Housing, which provided funds for bond and rent-in-advance. The social worker's crucial housing and financial assistance also empowered Steph to continue the conversation she had started about family violence and to take her first steps to engaging with ongoing family violence support.

Once Steph and her children were settled in their safe new property, she was also able to begin to address other pressing legal needs, which included an overwhelming number of fines connected to her experiences of family violence. Through integrated assistance from Justice Connect's social worker and lawyers, she has been able to address her fines by accessing Fines Victoria's Family Violence Scheme, ensuring that Steph and her children can move forward with a clean slate.

**All clients' names have been changed.*





LAINNEY'S STORY

Colocated legal services ensure woman with complex history of trauma and mental health issues can meaningfully engage to avoid eviction into homelessness

Lainey* fell behind in rent after spending her limited income making necessary repairs at her rented property. Fearing eviction into homelessness during the COVID-19 recovery phase and unsure what to do, Lainey reached out to the Initial Assessment and Planning team at our community partner Launch Housing.

From the confidence built through our longstanding colocation, Launch Housing then directly connected Lainey to Justice Connect's embedded lawyer for help. After providing initial, tailored legal advice, Justice Connect's colocated lawyer engaged Lainey with our ongoing legal representation.

Lainey had a long history of trauma and mental health issues, which impacted her ability to engage effectively with social and legal supports. When Lainey first spoke with Justice Connect, she had lost trust in her mental health team and was so concerned about being placed under further legal restrictions that she was expressing suicidal ideation. Justice Connect's specialised lawyers successfully built rapport with Lainey and provided her with a more constructive perspective on her eviction matter, including by clearly explaining the legal process and her rights. Through robust, extensive legal advocacy with the housing provider, Justice Connect's lawyers secured a sustainable payment plan for Lainey, ensuring she avoided eviction into homelessness.

To alleviate Lainey's stress and financial hardship, her Justice Connect lawyers successfully negotiated for the timing of the rental payments to be changed, so they aligned with her income payments. The lawyers also remained in close contact with Launch Housing, securing financial brokerage towards Lainey's rent, so she could prioritise other essential living costs. Lainey expressed her relief at this outcome, which has ensured that she can stay securely housed and focus on her ongoing mental health recovery.

**All clients' names have been changed.*





INTEGRATED SOCIAL WORK AND LEGAL SUPPORTS ACHIEVE MORE POSITIVE OUTCOMES FOR PEOPLE EXPERIENCING HOMELESSNESS

As our community navigates an ever-changing landscape, grappling with the COVID-19 recovery phase, rising cost of living pressures and the housing crisis, our integrated Homeless Persons' Liaison Officer (HPLO) social worker remains critical to the Under One Roof project's impact.

In this environment, our HPLO has delivered essential supports in resolving Victorian court and tribunal matters for people experiencing homelessness, particularly people sleeping rough, and the community organisations that support them.

In the last 12 months, the HPLO social worker provided intensive, integrated social work supports to 117 of the most transient and isolated community members, who faced 448 non-legal issues (up by 50% from the previous year) that were holistically addressed alongside their legal needs.



Our HPLO social worker worked closely with our in-house senior criminal lawyer, who has had a 187% increase in new client files over the last two years. Of the 138 new client files in the last 12 months, 44% of clients reported having slept rough and 53% were referred from our Under One Roof community partners. The well-established partnership between our Under One Roof community partners, the HPLO and our senior criminal lawyer is vital when responding to the growing complexity of clients' non-legal needs, such as family violence, housing, mental ill-health, and substance dependence issues. Further highlighting the complexity of needs, 71% of new clients also received assistance from Justice Connect to resolve a civil law matter.

The benefits of this deeply integrated, multi-disciplinary assistance are reflected by the following direct client insights:

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"You're the best [HPLO social worker]! Can't thank you enough...always there when I really needed it."

"I've never come across a [senior criminal lawyer] that is so competent and kind."

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"Thank you so much. We were in a very distressing time and you didn't let us down... Keep it up [HPLO social worker]...you helped us and gave us support. We won't never ever forget it."

"Everything was 10 out of 5 stars. I can't speak for others but for me there is no fault in the [senior criminal lawyer's] service. Any questions I asked I got direct answers."

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"If Justice Connect wasn't there, then I wasn't in a good condition - I got justice because of [HPLO social worker and senior criminal lawyer], end of story."



YASMIN'S STORY

Multi-disciplinary legal and social work assistance ensures that single mother with complex trauma can successfully access and exit the justice system.

Yasmin* is a 34-year-old woman who has experienced complex trauma and extensive family violence in both her childhood and adult life. In that context, Yasmin has been diagnosed with Post-Traumatic Stress Disorder and generalised anxiety disorder, and she has often struggled to engage with different services, including legal services. Yasmin had been seeing a psychologist regularly each month, but she found this increasingly difficult during COVID-19, which caused her both financial and personal hardship.

Yasmin is also a loving parent, who has raised her daughter as a single mother. Yasmin and her daughter had lived in a rental property for over 6 years, but when she first engaged with Justice Connect through our community partner, Launch Housing, Yasmin was on the brink of eviction due to alleged conflict with her neighbours during Victoria's COVID-19. Justice Connect's tenancy lawyers provided advice, negotiations and VCAT representation for Yasmin across several eviction matters, along with linking her to Justice Connect's specialist HPLO social worker, and successfully prevented her from being evicted into homelessness. Yasmin and her daughter also had their core needs met by the HPLO social worker, who secured financial brokerage to cover food and other essential living costs, and actively engaged them with additional, external non-legal supports.

Through the trust built by these multi-disciplinary supports, Yasmin also disclosed criminal charges directly connected to her complex vulnerabilities, so the social worker engaged her with Justice Connect's senior criminal lawyer. Yasmin had been charged with assaults after responding to some threatening behaviour towards her daughter, along with some minor driving charges. Our senior criminal lawyer provided tailored, ongoing legal advice and representation to Yasmin, who expressed having concerns about the ongoing impacts of trauma on her life and feeling overwhelmed about going to court.



Ultimately, Yasmin's matters were heard in Justice Connect's 'Homeless List' with the Magistrates' Court, where Yasmin felt she could have a voice and that her complex circumstances could be appropriately considered. Due to the expert advocacy of Justice Connect's senior criminal lawyer and social worker, the Magistrate placed Yasmin on a 12-month Community Corrections Order. Yasmin had been asking for a therapeutic program with mental health rehabilitation treatment for many years, so she expressed great relief at this outcome.



Given that Yasmin's legal issues are now behind her, she has been able to prioritise her mental health recovery process, and she has also started to proactively apply for new jobs, as she hopes to return to the workforce.

**All clients' names have been changed.*





SECURING BETTER, THERAPEUTIC OUTCOMES THROUGH OUR SPECIALISED MAGISTRATES' COURT LIST FOR PEOPLE EXPERIENCING HOMELESSNESS

In close collaboration with the Magistrates' Court of Victoria, our specialised 'Homeless List' for people experiencing homelessness was developed to provide therapeutic criminal justice system options during COVID-19.

Since its inception, we have represented 34 people to resolve 97 sets of charges. In the last 12 months, over five afternoon sittings, we supported 21 clients (up by 61% from the previous year) with complex vulnerabilities to deal with 54 sets of charges. Of these clients:



- 95%** reported having mental health issues.
- 76%** received non-legal support from our integrated HPLO or Under One Roof partner organisations.
- 71%** of clients also received help with civil legal matters from Justice Connect.
- 48%** reported having slept rough.

Justice Connect's multi-disciplinary approach is essential in ensuring the success and appropriateness of this specialist list.

We are in discussions with the Magistrates' Court of Victoria about increasing the number of sittings, evidencing the success of our innovative approach. We are also exploring new collaboration opportunities with other free legal services to potentially increase access to this impactful, therapeutic justice model for Victorians facing homelessness.



The following direct client insights highlight the impact of this tailored approach for Victorians who are experiencing homelessness:

"The 'Homeless List' is definitely a good program, it got me out of a deep hole...took all the stress and anxiety out of attending court."



"Forever grateful as at this time I feel I almost lost all hope, and fear had really begun to set in. Thanks for being so accommodating at this time in my life, you're a little silver lining in amongst what is now ever so apparent to me as my clouds."

"Better outcome? Definitely - without that help, if [senior criminal lawyer and HPLO social worker] weren't there, I was losing that case, 100%. I was on the phone, full on stressed, no-one was willing to help, but when I contacted you guys you helped."





EVA'S STORY

Family violence victim-survivor breaks cycle of rough sleeping and successfully exits the criminal justice system through specialised Homeless List model.

Eva* had been in an unhealthy and violent relationship for two years, which had a significant impact on her mental health during COVID-19. In fleeing her experience of family violence, Eva was pushed into sleeping rough.

While experiencing homelessness, Eva had been charged with several drug possession offences. She had also been charged with trespass and assaulting police in an incident where she was being evicted from her crisis accommodation back into rough sleeping.

During COVID-19, Eva engaged with wrap-around support from Justice Connect's community partner, Sacred Heart Mission, and as part of the H2H program, she transitioned into safe, longer-term housing. After connecting with Justice Connect through her support workers, she was offered our integrated legal and HPLO social work assistance. This led to Justice Connect's senior criminal lawyer advising Eva about her rights, and then successfully advocating for several of her charges to be withdrawn. Through the trust that Justice Connect had built with Eva, she was pleased to engage in the 'Homeless List' for her remaining legal matters, where the senior criminal lawyer secured her a short, adjourned undertaking without conviction, and the embedded HPLO social worker provided further assistance in relation to Eva's essential needs. This positive justice system interaction has reinforced Eva's continued engagement with her ongoing support workers, empowering her to focus on her long term safety and housing security.

**All clients' names have been changed.*



WORKERS RESOURCE HUB: USING INNOVATIVE DIGITAL TOOLS TO STRENGTHEN THE CAPACITY OF FRONTLINE COMMUNITY WORKERS

Community-based caseworkers are key in connecting people experiencing homelessness with legal help. However, given the complexity and breadth of the legal needs, caseworkers and the people they assist often face challenges in accessing legal services.

Justice Connect's new Workers Resource Hub is a searchable, intuitive online resource designed for workers on the frontline of supporting people facing homelessness.

The hub will strengthen the capacity of workers in assisting highly transient, isolated Victorians to address their legal needs in a more timely and effective manner.

The current design and functionality of the hub is the result of an extensive user-centred design process involving specialist workers from across our embedded community partners. After an in-depth design and development period, the Workers Resource Hub has now been built and is ready to be launched through a strategic engagement and education strategy with workers at the frontline of Victoria's housing and cost of living crises.

PROACTIVE, PRACTICAL LEGAL GUIDANCE AND INTUITIVE WEBSITE DESIGN

The new Workers Resource Hub marks a key opportunity for Justice Connect to extend our support for workers through a scalable digital platform. With the hub, caseworkers will be able to identify priority legal problems affecting their clients, and support them in taking proactive steps towards resolving these problems, including connecting with Justice Connect's wrap-around legal supports.

The hub will deliver relevant information that is easy to navigate, understand, and share. To reduce workers' cognitive load when understanding legal processes, the hub focuses on practice-based guidance and preferences using human stories and thoughtful visual design to structure legal information, along with adopting language that workers are familiar with.

The hub is designed to accommodate multiple ways of navigating and finding resources. Many workers told us that they would share information found through the hub with a client and were likely to access the hub 'at the time of need' on their computer or phone. In response, we have made it easy to print and share pages and optimised the site for mobile use.

Workers also told us that support finding legal help for their clients is a priority when coming to the hub. Across all our resources, we have included customised referral information either to Justice Connect, or other targeted support services, to encourage seamless referrals.

The hub will be launching with 15 bespoke resources, covering housing and tenancy, fines, debts, and criminal charges. We will also continue to iterate the hub to further address gaps in accessible and practical legal information for homelessness and community support workers across Victoria.

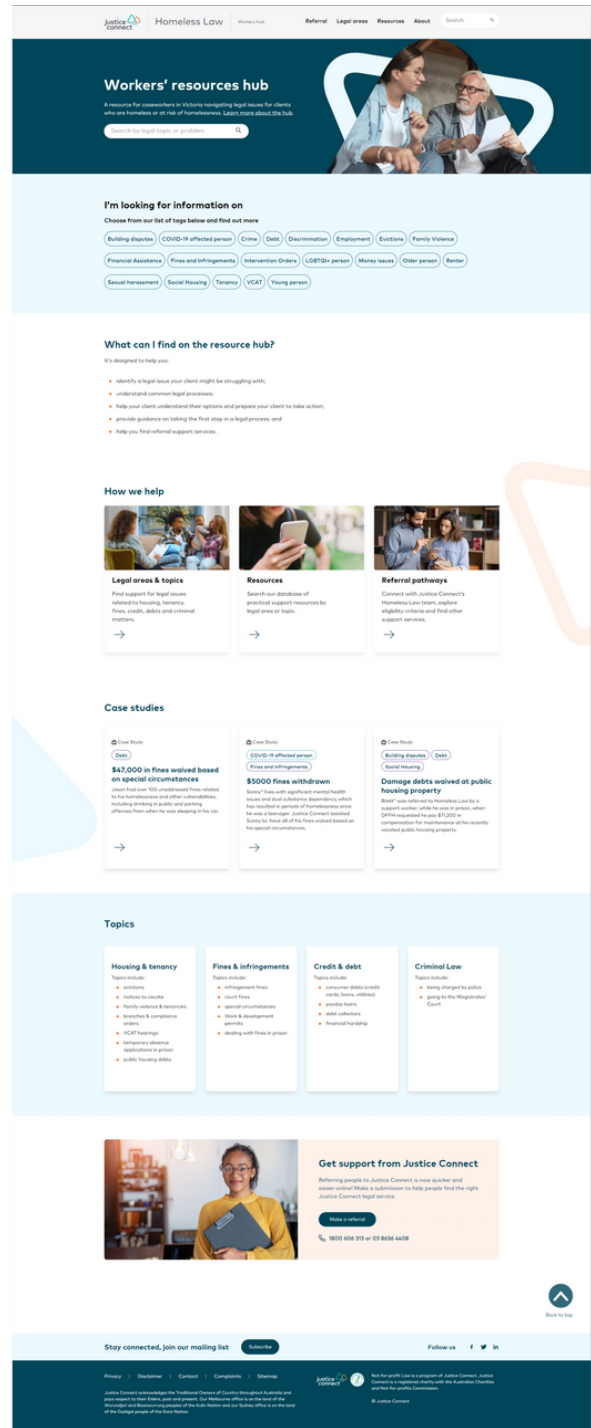


Fig. 1: Screenshot of Workers Resource Hub homepage



IMPROVING OUR REACH ACROSS THE VICTORIAN HOMELESSNESS AND WIDER-COMMUNITY SECTOR

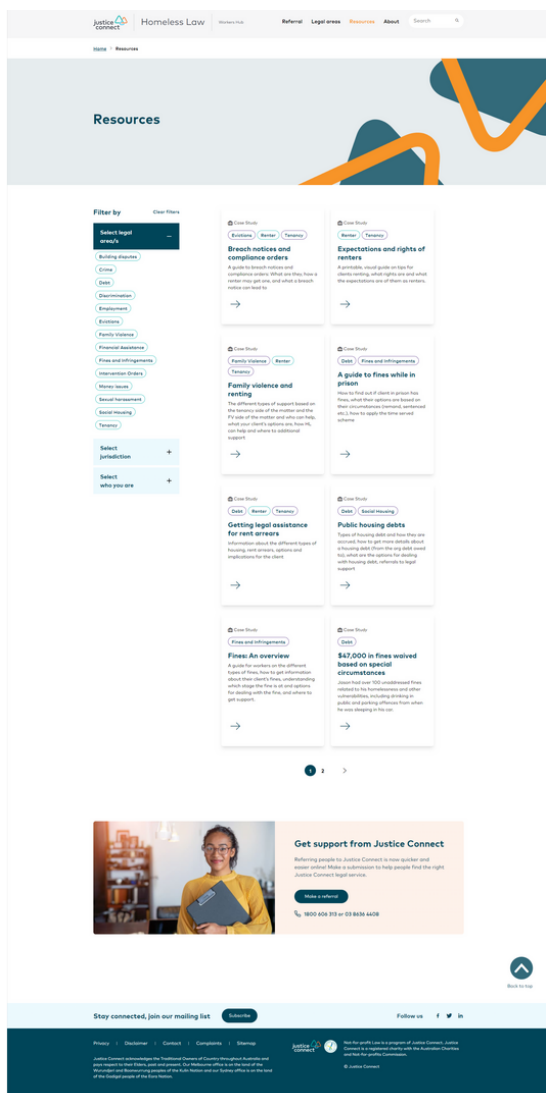


Fig. 2: Screenshot of Workers Resource Hub resource page

The Workers Resource Hub is a living platform that will inform and respond to Justice Connect's intensive legal and social work services provided through Under One Roof. As we roll it out into the Victorian homelessness and wider-community sector, including with our embedded partners Launch Housing, Sacred Heart Mission, and cohealth, we will establish digital feedback channels for workers to quickly provide feedback on their experiences of the hub.

We will focus on refining and tailoring the content based on the feedback of workers and common legal enquiries we receive from our community partners.



Over the next 12 months, we plan to conduct further testing of the hub directly with our community partners to find out how workers are using the resources, what can be improved, and what impact the hub has had for workers and their clients facing homelessness. User testing will be complimented by regular monitoring of website analytics to track how people are using the hub, and the types of legal needs they are searching for.

As our partnerships through Under One Roof continue to expand, we aim to keep utilising the hub to enhance the capacity of community workers across Victoria in identifying legal needs with their clients, so more people experiencing or at risk of homelessness can access appropriate legal services.





CAPACITY BUILDING THROUGH CUSTOMISED TRAINING AND RESOURCES

In the last 12 months, we have maintained our longstanding, impactful focus on capacity building for frontline workers. In particular, we developed and delivered eight targeted training sessions to 148 workers (up by 31% from the previous year) from our embedded community partners. Our training sessions focused on Justice Connect's areas of expertise including fines, criminal charges, debts, and tenancy law.

The sessions and related resources aim to better equip workers to spot legal issues and increase workers' confidence when supporting clients navigating legal problems by helping attendees understand processes and procedures, and to know referral pathways to suitable legal support.

We continue to deliver the majority of our training via an online platform that we transitioned to due to COVID-19 as the flexibility makes the sessions more accessible. Most sessions are recorded to further increase our reach, with our community partners being able to watch them on demand or revisit them at a later date. We aim to develop and implement a hybrid training program over the coming 12 months, including by delivering more in-person sessions directly to people with lived experience of homelessness about their rights and options.

Justice Connect continues to receive extremely positive feedback from our targeted training program, with workers who attended sharing:

“

"Justice Connect do great work and our partnership is so valuable – thanks!"
- Case worker, Launch Housing

"I really enjoyed the training...All the information's easy to understand. Thank you!"
- Case worker Greenlight, Sacred Heart Mission

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"I have a lot of admiration for the Justice Connect staff and the work they perform."
- Case worker, cohealth



IT'S TIME TO END HOMELESSNESS



ACKNOWLEDGEMENTS

FUNDING & PARTNERSHIPS

Justice Connect extends our sincere thanks to the Portland House Foundation for their significant and long-term support of Under One Roof, and the difference this continues to make for Victorians who are experiencing or at risk of homelessness, particularly in the context of COVID-19 and the recovery phase.

We would also like to thank our key project partners Launch Housing, Sacred Heart Mission, and cohealth for their invaluable collaborative work through Under One Roof to improve the lives of our mutual clients.

CONTACT



Cameron Lavery

Head of Community Programs | Homeless Law
cameron.lavery@justiceconnect.org.au



Steve Grace

Manager | Homeless Law
steve.grace@justiceconnect.org.au



Katie Ho

Senior Project Lawyer | Homeless Law
katie.ho@justiceconnect.org.au



Jemma Donaghey

Lawyer | Homeless Law
jemma.donaghey@justiceconnect.org.au

justiceconnect.org.au

PO Box 16013
Melbourne VIC 8007
DX 128 Melbourne
T +61 3 8636 4400
ABN | 54 206 789 276

