

## Haven Torquay fact sheet

**Updated – 23 July 2024**

### **What is Haven Torquay?**

Haven Torquay will provide long-term housing with support for people with long term mental health challenges who will benefit further from day-to-day support to maintain their daily routine. A key goal of the Haven Foundation model is to provide people who have mental health challenges with a stable, long-term home in their local area, so they are close to their loved ones.

Haven Torquay will comprise 12 self-contained one-bedroom units for residents, as well as common kitchen, dining, recreation and meeting areas, and facilities for its on-site support staff. It is purpose-designed to look and function like any other well designed residential development.

The Haven Foundation's residences create a stable and supported living environment for people in the local community who can otherwise be at risk of homelessness and of not getting the support they need. Mind Australia staff provide day to day support and also support residents into education, training and employment.

Haven Torquay is one of a growing number of residential developments created by The Haven Foundation, a charitable organisation established by a group of families to create stable, supported living environments for their family members. The Haven Foundation is a subsidiary of Mind Australia.

### **Why was 26 Silvereve Street chosen as the preferred location?**

We identified the site of Haven Torquay as a suitable location that meets the needs of Haven residents. The site was chosen taking into consideration multiple elements including the unmet need in the existing community for supported housing and reasonable proximity to services and facilities for residents - all the usual things that are required to enable people to live a good life.

The Haven Torquay site provides residents with reasonable access to shopping centres and other services, and to public transport if required.

Public transport is one of a number of transport options Haven residents access in the community. Haven Torquay is located within 11 minutes' walk of a bus route that takes people to the heart of Torquay, to access supermarkets, cafes, post office and other shops and services.

The Dunes Village Shopping Centre is one kilometre away. Its amenities include a supermarket, medical centre and dental practice.

It is important to note that many Haven residents experience better access to transport and their community than they have had in their previous circumstances.

The Haven Foundation evaluates sites for Haven residences with great care, taking into consideration the needs of Haven residents and the suitability of the development for the surrounding area. The Haven Foundation was aware of the location of the preschool centre and primary school centre when it was evaluating the site for Haven Torquay.

### **What care and supervision do residents receive?**

Mind's caring and professional qualified mental health practitioners are on site 24 hours seven days a week, to support the residents with activities of daily living.

Staffing is individualised to the needs of each resident. The staff work closely with carers and families, who have high levels of involvement in their loved ones' lives. Haven residents are linked into the local mental health service and receive mental health support as necessary.

Mind is one of the country's leading community-managed specialist mental health service providers. We have been supporting people dealing with the day-to-day impacts of mental health challenges, as well as their families, friends and carers for over 45 years.

We are extremely proud of the professionalism and commitment of Mind Australia's staff and the standard of support Haven residents receive from Mind Australia.

We know from our extensive experience providing residential support, with 10 Haven residences up and running across Victoria, that Haven residences are staffed appropriately for this model of housing with support.

### **Does Haven Torquay pose any risk to local residents?**

We carefully assess the suitability of all applicants for Haven residences including their fit with the mix of people in that particular residence and the local neighbourhood and community.

The existing Haven residences have a great record for sitting peacefully and harmoniously within their neighbourhoods, providing stable housing, support and safety for people from the local community, who may otherwise be highly vulnerable.

Haven's on-site staff help to ensure residents' daily routine is kept up and that they are consistently receiving any mental health services they are connected with. Some residents may also take medication to support with managing their mental health condition; staff are on hand to support this.

Residents have to adhere to residential tenancy agreements and service agreements with the housing and support provider.

### **Will the residents of Haven Torquay be from the local area?**

Haven residents will be people already living in or with a strong connection to the Torquay or South Coast Shire. A key goal of The Haven Foundation model is to give people with

mental health challenges a stable long-term home in their local area so they are close to loved ones.

The Haven Foundation residences support the local community by ensuring that people with mental health challenges who already live in the area have secure housing and receive better, round the clock support to maintain their mental wellbeing and live with dignity and purpose.

Some people who make a Haven residence their new home have lived with their parents all their life. Their parents are ageing and are looking to secure a safe future for their family member, when they are no longer able to support them. Other Haven residents have previously tried to live independently and found that they require a greater level of support to manage their day to day needs.

### **When will construction start and when will the residence open?**

The construction date is yet to be confirmed. The estimated construction period is approximately 12 months and the residence will open shortly afterwards.

### **Will Haven Torquay create parking or traffic issues?**

The Haven Foundation has built a number of equivalently sized Haven residences in a variety of regional and metropolitan settings across Victoria. Our experience with each of these has shown us that the traffic flow from Haven residences is low and that situating Haven Torquay at 26 Silvereve St would not constitute a traffic issue on this street, nor on streets in the surrounding area.

Like all Haven residences Haven Torquay will have off-street parking. Traffic will be predominantly limited to visiting staff and family members.

### **Is Haven Torquay close enough to emergency services?**

Yes. Our considerable experience with the 10 existing Haven residences reflects that Haven residents have not been high frequency users of emergency services.

Importantly, many people experiencing mental health challenges are significantly safer and have significantly better access to medical support, including emergency services if needed, as Haven residents than they experienced in their previous circumstances in the community.

### **What review process has Haven Torquay been through?**

Victorian planning laws provide exemption to the usual local government planning application process for projects developing community care accommodation. The Haven Foundation residences are granted this exemption.

The exemption is for the application process only: the development still had to meet all the usual building standards and planning requirements for such things as height, boundaries,

access and egress, parking and shading. All planning laws have been adhered to through the planning process.

The residence will be built to a high quality standard and The Haven Foundation goes to great lengths to ensure that residences are complementary to the neighbourhood.

We have met with neighbours to discuss any planning concerns they have and are happy to make reasonable adjustments where necessary.

### **Why wasn't Haven Torquay announced as soon as the site was purchased?**

Mind and The Haven Foundation fully recognise that local communities have an interest in knowing what is being built around them and we believe it is in everyone's best interest for this information to be confirmed as early as possible.

We announce upcoming Haven developments to local communities as soon as we are permitted to do so by our funding agencies: we cannot do so earlier because of confidentiality requirements set by these agencies.

### **How can people apply to live at Haven Torquay?**

Visit The Haven Foundation page on the Mind website - [mindaustralia.org.au/haven-foundation](http://mindaustralia.org.au/haven-foundation) - for information about eligibility requirements and how to apply.

### **What is the eligibility criteria for Haven Torquay?**

We carefully assess the suitability of all applicants for Haven residences for this model of support and for their fit with the mix of people in that particular residence. This work is undertaken by a team of skilled professionals with psychology focused qualifications.

We evaluate applicant's suitability, in consultation with other health and support services, and, where applicable, applicants' families and carers. Residents have to adhere to Residential Tenancy Agreements and service agreements with the housing and support provider.

### **Is Haven Torquay a mental health facility?**

Haven Torquay is not a mental health facility. It is social housing for people with mental health challenges. Residents are tenants in their own right and receive general on-site support with activities for daily living if and when they need it.

Haven Torquay is owned and operated by The Haven Foundation as a Community Housing Provider. Community Housing Providers are highly regulated, not-for-profit organisations that specialise in providing housing for people on low incomes and who may have diverse needs.

It's important to remember that social housing is housing provided for people with low incomes or particular needs, including mental health challenges.

### **Would the site of the proposed Torquay Hospital be a more suitable location for Haven Torquay?**

Our model of housing with support is predicated on giving people living with mental health challenges the support they need to live independently in established residential communities, enjoying the same rights and connection to community as other citizens. Haven residents also need to be in suitable proximity to a range of amenities including shopping centres, public transport and recreational spaces.

In both respects, the site of Haven Torquay on Silvereve Street is significantly more appropriately located than the site of the proposed Torquay Community Hospital (110 South Coast Road). This area is undeveloped and isolated. It would be manifestly unsuitable for Haven residents and would only exacerbate their isolation and lack of community connection.

### **Are Haven Torquay residents going to be smokers?**

Like any other neighbouring property, it is possible the residence will include people who smoke. As a provider of community mental health supports, Mind works closely with the people we support to help them achieve better outcomes around their physical health, this includes promoting smoking cessation.

### **Are Haven residents high frequency users of emergency services?**

Our considerable experience with Haven residences reflects that Haven residents have not been high frequency users of emergency services. Importantly, many people experiencing mental health challenges are significantly safer and have significantly better access to medical support as Haven residents, compared to their previous circumstances in the community.

### **What is the current status of Haven Torquay? Why is it taking so long?**

Construction at Haven Torquay is expected to commence soon, and some preparatory work has already taken place at the site. Haven Torquay is fully funded and a builder has been appointed.

The estimated construction period is approximately 12 months and the residence will open shortly afterwards.

### **Learn more about The Haven Foundation and Mind Australia's housing with support**

- Housing with Support webpage: <https://www.mindaustralia.org.au/housing-with-support>
- [www.mindaustralia.org.au](http://www.mindaustralia.org.au)
- [www.havenfoundation.org.au](http://www.havenfoundation.org.au)



**Haven residents share their stories**

To hear from Sam, Jenni, Matt, Cuchulainn and other Haven residents, visit  
[mindaustralia.org.au/stories](http://mindaustralia.org.au/stories)