

Regroupement des organismes
communautaires québécois pour
le travail de rue

ROCQTR



ROCQTR -ATTRueQ Memory

Presented to the Ministry of Employment and Social Solidarity

As part of the public consultation for the development of the fourth action plan

The European Commission's Green Paper on the fight against poverty and social exclusion

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PRESENTATION

Presentation ROCQTR:

The *Regroupement des Organismes Communautaires Québécois pour le Travail de Rue* (ROCQTR – Group of Québec Community Organisms for Street Work) has been a dynamic community since 2007, bringing together over 55 community streetwork organizations committed to preserving, enriching and promoting the practice of streetwork across 14 regions of Quebec.

As guardians of professional ethics, the ROCQTR positions itself as a strategic watchdog, carefully to develop the tools and training essential to the enlightened management of organizations dedicated to street work. We protect the practice by offering solid support, enabling our members to evolve with confidence and success.

As experienced representatives of our members, we are the privileged spokespersons for their concerns, defending their interests with various government departments.

their concerns, representing their interests to the various ministries. Thanks to our valued members, we shed light on the realities they face. Proudly committed, we assume the responsibility of carrying their voice and defending their rights with an unwavering stance.

As leaders in associative life, the ROCQTR fosters a rich experience of belonging, breaking down the barriers of isolation. We create a dynamic regional synergy, enabling every regions to flourish and actively participate in our common mission.

We are passionate ambassadors for those touched by our unique practice. At the heart of our commitment, we strive relentlessly to amplify their voice, publicize their reality and raise public awareness of the crucial importance of street work. Every action we take is another step towards greater recognition of this essential practice.

What's more, hard-hitting initiatives are implemented to introduce the public to the practice of street work, making society aware of its importance and positive impact.

As such, the ROCQTR proudly stands as a key player, uniting Quebec's street work community organizations in a shared vision of collaboration and social inclusion.

The mission of the ROCQTR :

The mission of the *Regroupement des Organismes Communautaires Québécois pour le travail de rue* (ROCQTR) is to promote, defend and support the practice of street work in Quebec. Our objective is to ensure the recognition and enhancement of this approach to working with people in vulnerable situations, by promoting its development, growth and influence. We are committed to providing a forum for exchange, sharing and collaboration between member organizations, and to represent and defend their interests in dealings with government and social social players. Through our actions, we aspire to improve the living conditions of marginalized people and to make their voices heard in society.

Presentation of ATTRueQ:

Founded in 1993 by a group of twenty committed practitioners, the ATTRueQ is now a growing association with over 400 members in Quebec. ATTRueQ's main members are street workers, but it also welcomes other outreach practitioners, such as community workers. such as community workers. All these professionals share the particularity of integrate into people's living environments to provide social support.

To encourage exchanges and the sharing of experiences, we regularly organize regional meetings, where our members come together to discuss issues related to street work. Within our association, we have a Board of Directors made up of regional representatives. regional representatives, who coordinate ATTRueQ's activities and ensure we achieve our mission. Our close collaboration with ROCQTR, the *Regroupement des Organismes Communautaires Québécois* strengthens our collective action in favour of the recognition and consolidation of street work.

ATTRueQ doesn't stop at the provincial level. In fact, we are also involved in the International Network of Street Social Workers, actively participating in the network's pilot group.

In this way, we contribute to the drafting of methodologies for street work on a global scale our expertise and our desire to promote this essential practice.

Our mission is clear: to be a place of analysis, reference, and development for street work practice.

We aspire to foster respect for the rights and interests of this practice, by offering appropriate support to our members. The dissemination of information on street work and its various dimensions is also a central aspect of our mission.

As an association, we encourage exchanges and meetings between street workers in Quebec. We believe in the importance of creating a strong community, where practitioners can share their experiences, challenges and achievements, in order to strengthen their skills and practice.

To achieve these goals, we place great emphasis on ongoing training. We accredit and/or develop training courses tailored to the needs identified by street workers, their professional development, and their ability to meet the complex challenges of their practice.

For 30 years, ATTRueQ has played an active and valuable role in strengthening street work in Quebec.

Our association strives to enhance the value of this essential practice, which is often overlooked. We believe in the importance of a long-term commitment to building bonds of trust with social disruption. That's why we place at the heart of our actions the development of tools for renewal of our practitioners, while strengthening our expertise and impact in the field.

PREAMBLE

A COLLECTIVE VOICE OF THE ROCQTR - ATTRUEQ

The ROCQTR and L'ATTRueQ would like to express our gratitude to the government for taking our opinions into account of our opinions and we salute their willingness to fight poverty and social exclusion through the implementation of this action plan dedicated to these issues. This approach demonstrates the importance of these issues and the need to act to create a more equitable and inclusive future.

We are deeply committed to the fight against poverty and social exclusion, crucial issues that affect so many people in our society. In response to a request from the Ministère de l'Emploi et de la Solidarité sociale to gather our opinions and proposals, we have undertaken an in-depth process to shed light on this issue an in-depth process to shed light on this essential debate.

To better understand the issues and concerns of all our members, we conducted a survey with the questions found in the thematic questionnaires.

Their opinions and experiences provide us with a wealth of valuable food for thought and guide us in developing concrete recommendations. The results of our survey revealed a diversity of issues and perspectives among our members.

They reflect the complexity and variety of situations experienced by people living in poverty and social exclusion. These results have enabled us to better identify the specific needs of different and to formulate recommendations for an action plan that is truly inclusive and that responds to current challenges.

Poverty and social exclusion persist as major challenges for many people in our society. That's why it's essential to adopt concrete, inclusive measures to reduce inequalities, strengthen social safety nets and guarantee equitable access to opportunities and resources for all individuals. We would like to stress the importance of listening to and taking into account the voices of those directly affected by poverty and social exclusion. It is through a participatory and collaborative approach that we can develop effective policies and measures to create a more just and equitable fairer and more equitable for all.

We firmly believe in the possibility of creating a more inclusive and equitable Quebec, where every individual has the opportunity to flourish and participate fully in society. By joining forces and working together, we can build a better future for all.

This brief is therefore a unique opportunity to shed light on the challenges faced by people living in poverty and social exclusion, while also proposing solutions to overcome these obstacles. We are determined to make the voices of those concerned heard and actively contribute to building a fairer, more caring society.

Together, we can make a difference and create a Quebec where poverty and social exclusion are no longer the predominant reality but a distant memory.

DEVELOPMENT

GENERAL RECOMMENDATIONS

Strengthen financial support for community streetwork organizations :

Provide community streetwork organizations with adequate funding to ensure the continuity of their prevention activities in the field.

Recognize the effectiveness of street work in establishing ties with people experiencing poverty and social exclusion, and invest accordingly.

Promote close collaboration between networks and community streetwork organizations.

Ensure regular communication between organizations, keeping them informed of the various services available.

Enable streetwork organizations to pass on information effectively to the people they accompany to help them access the services they need.

Consultation of community organizations: Systematically involve community streetwork organizations in consultation processes prior to the adoption of government policies, government policies, projects or services. Recognize and value the expertise of community streetwork organizations, which have in-depth knowledge of the realities on the ground.

Prejudice and stigmatization: Develop large-scale public awareness campaigns to inform the public about the difficulties and issues faced by people living in poverty and social exclusion. Promote better understanding and greater social inclusion by combating prejudice and stigmatization.

INCOME AND EMPLOYMENT

INCOME AND EXPENSES

In this section, we look at the major obstacles faced by people living in poverty and exclusion when it comes to covering basic expenses with their income.

Rising cost of living: The rising cost of living is a major obstacle for people living in poverty. Essential expenses such as groceries, gas and housing have risen significantly, limiting people's ability to cover these basic needs. Rents have become particularly unaffordable, absorbing a large proportion of disposable income. As a result, people often find themselves in a precarious situation, unable to make savings or build up an income to make savings or build up a financial safety net.

Accessing and staying in housing : Access to affordable housing is a major challenge for people in poverty and social exclusion. The housing crisis, the scarcity of affordable or social housing, and rising rents all contribute to making this situation more precarious. Individuals have to devote a significant proportion of their income to housing, leaving little to cover other essential expenses. In addition, people living in poverty situation can face problems such as isolation, lack of resources and stigmatization, which make access to decent housing even more difficult.

Food insecurity : Food insecurity is a reality for many people living in poverty. The high cost of healthy food, combined with the difficulty of accessing grocery stores offering affordable products, create a real challenge for these individuals. Some find themselves find themselves in food deserts, where access to nutritious food is limited or non-existent. This food insecurity has consequences for their physical and mental health.

Access to housing Long-term impacts: In addition to immediate obstacles, poverty and social exclusion have long-term impacts on people and communities. Families living in poverty face additional difficulties, particularly in terms of raising children and preparation for adult life. Inequalities of opportunity are perpetuated from one generation to the next, making the social ascension and integration into the community harder. What's more, people living in poverty often encounter prejudice and stigmatization that affect their ability to find employment opportunities, and to obtain justice in situations of inequity, abuse or fraud.

Conclusion: Covering basic expenses is a major challenge for people experiencing poverty and social exclusion. The rising cost of living, difficulties in accessing housing and food insecurity are just some of the obstacles they face on a daily basis.

Solutions and courses of action to improve disposable income and living conditions of people experiencing poverty and social exclusion:

Reinforce incomes: Revise the social assistance system to guarantee a minimum level of income for recipients in Quebec, taking into account their commitment to the community and financially financial recognition of this commitment.

Eliminate barriers to access to employment insurance and reduce processing times for claims, to respond quickly to claimants' needs.

Increase the minimum wage, as well as Quebec Pension Plan, Old Age Security and Guaranteed Income Supplement benefits.

Affordable housing: Encourage the government to mandate and financially support construction of low-cost housing, while maintaining affordable rents for a minimum period of 25 years.

Allow people on social assistance to work more without having their benefits cut.

Increase funding for community organizations, and specifically for street work organizations that play a crucial role in helping people in vulnerable situations, given their in-depth knowledge of the realities on the ground.

Awareness and support: Raise awareness and inform Service Québec employers of the challenges faced by people living in poverty and social exclusion, in order to promote better inclusion in the job market.

Develop work-by-the-day and work-by-the-task projects, such as Projet MARC at Rue Action Prévention Jeunesse (RAP Jeunesse de Montréal) or TAPAJ (alternative paid work by the day), to offer flexible employment opportunities tailored to the needs of people in precarious situations.

Relax eligibility criteria for last-resort assistance, to facilitate access to benefits for a greater number of people. Provide stable, recurring financial support to community groups that accompany vulnerable people, to strengthen their capacity for action.

Transport accessibility: Improve public transport accessibility, in particular by developing appropriate inter-municipal connections, to facilitate access to resources and services for people in precarious situations.

In conclusion, these proposals highlight the importance of strengthening incomes, promoting awareness and community support, as well as improving transport accessibility. We believe that implementing these measures will help create a more inclusive legislative framework, responding to the needs and challenges faced by people poverty and social exclusion.

EMPLOYMENT AND ACCESS TO THE JOB MARKET

People experiencing poverty and social exclusion face a range of difficulties when it comes to employment and the labour market.

Here are some of these difficulties:

Precarious jobs and inadequate pay: Many of the jobs available pay minimum wage, which is often insufficient to cover basic need, in particular for single parents. This situation contributes to keeping these people in poverty, and their prospects of improving their living conditions.

Lack of accompaniment and support : People experiencing poverty and social exclusion face a lack of guidance and support in their search for employment. The services are often inadequate or difficult to access, which limits their ability to prepare adequately and secure stable employment.

Other employment-related issues: Transportation, schooling and work-life balance issues are also difficulties for these people. The often irregular work schedules difficult to reconcile with family responsibilities are particularly problematic for single-parent families. There are also a number of courses of action and solutions that could improve living conditions for these individuals. Here are a few proposals to consider:

Raising awareness and combating prejudice : It is essential to make employers, governments and chambers of commerce to the reality of people living in poverty and social exclusion. This would help counter the stigma and prejudice associated with these individuals. Hiring criteria should be revised so as not to unfairly penalize job seekers from disadvantaged backgrounds.

Accompaniment and professional reintegration: It is crucial to put in place more programs to help people in precarious situations find a job.

Work-by-the-day or work-by-the-task projects, such as Projet MARC or TAPAJ mentioned above, can offer alternative work opportunities and promote social reintegration. Develop and expand the system of accredited street schools (RÉRAQ - Regroupement des Écoles de la Rue Accréditées) to provide people living in poverty and social exclusion with a viable and accessible alternative to the public education network.

Financial support and working conditions : Eligibility conditions for last-resort assistance should be made more flexible, enabling people experiencing poverty to try their luck on the job market without immediately losing their rights.

Stable, recurring financial support for community groups that accompany vulnerable people is needed to reinforce their action.

Training and access to employment : We need to facilitate access to vocational training, in order to develop the skills and qualifications of people experiencing poverty and social exclusion.

Informing employers and raising their awareness of the importance of offering employment opportunities to people from disadvantaged backgrounds can contribute to greater openness and a reduction in discrimination.

Balance between Work family and inclusion:

Implementing measures to promote work-family balance, particularly for single-parent families, is essential to enable people living in poverty to reconcile their work and family life.

Promoting advantageous working conditions, such as decent salaries, benefits and recognition for work accomplished, is crucial to improving the quality of life of these people.

By adopting these courses of action, it is possible to create a more equitable and inclusive environment in the labor market, offering better employment opportunities and helping to improve living conditions of people experiencing poverty and social exclusion.

BASIC NEEDS

FOOD SECURITY

People living in poverty and social exclusion face many difficulties when it comes to food security. Here is a list of the obstacles they face:

High costs and limited supply: Rising food costs make it difficult for poor people to buy the purchase of nutritious products for people living in poverty.

Convenience stores, which are often an essential resource for these individuals, may and may not always be able to meet the growing demand.

Limited access to food : Some people living in poverty live in food deserts where there are few or no grocery stores offering affordable food nearby. The food banks may require a permanent address with a postal code, which excludes from these essential services.

Eligibility criteria constraints : Meeting eligibility criteria for food aid can be complicated for some people, especially when they need to provide proof of income they don't have.

Some food assistance programs do not provide perishable foods, such as meat, milk and cheese, to homeless people.

Lack of equipment and culinary skills : The lack of adequate equipment to store and cook food, such as a refrigerator, freezer or oven, is an obstacle for people living in poverty. Some people may also lack basic cooking skills, which limits their ability to prepare healthy, affordable meals. Difficulties related to transportation: Access to transportation to the grocery store can be problematic, especially in areas where public transportation options are limited. Those people living in poverty may be forced to choose grocery stores that are closest even if they don't necessarily offer the most affordable prices.

Here are a few courses of action and solutions that could improve the living conditions of people living in poverty and social exclusion in terms of food security:

Education and culinary skills: Promote learning and training programs to teach people economical and affordable cooking skills.

Integrate cooking and nutrition courses into school programs to raise awareness of healthy, economical eating.

Regulation and responsibility of large banners : The State should act and legislate to encourage responsibility on the part of large grocery chains with regard to the accessibility of local and affordable

products. Implement measures to prevent food waste through regulations and encourage the redistribution of surplus food.

Promote urban agriculture projects and edible landscaping : Encourage the development of small-scale urban agriculture projects, such as community gardens, to enable communities to grow their own food. Encourage the creation of edible amenities accessible to all, where fruit and vegetables can be harvested free of charge.

Financial support for community groups : Provide stable, recurring financial support for community groups that help people in vulnerable situations, particularly in terms of food security. Recognize and value the work of emergency food agencies, and give them more resources to meet growing needs.

Create community grocery stores and collective kitchens : Encourage the establishment of community grocery stores where affordable, nutritious food is accessible to all. Promote collective kitchens where individuals can come together to prepare meals, share costs and culinary skills. (Such as the Regroupement des cuisines collectives du Québec)

Easier access to food : Implement organized, free transportation initiatives to supermarkets, particularly in regions where access to grocery stores is limited. Develop more grocery stores and convenience stores to fill food deserts.

Destigmatize the use of emergency food services: Raise awareness of the importance of emergency food and destigmatize its use, so that people living in poverty feel more comfortable using these resources in times of need.

Price freeze and access to affordable fresh food : Implement measures to freeze the prices of basic foodstuffs to make them more accessible to people living in poverty. Promote access to fresh, nutritious food at affordable prices, by encouraging initiatives such as local farmers' markets and bulk-buying programs.

These courses of action are likely to help improve food security and quality of life for people living in poverty and social exclusion.

TRANSPORT

People living in poverty and social exclusion face many difficulties when it comes to transport.

Here are some of the difficulties they face :

Lack of public transport in rural areas : The absence or lack of public transit services in rural areas limits the mobility of people living in poverty, making access to essential services such as food, employment and community involvement.

Cost of transport : The high cost of transport is a financial burden for vulnerable people. They often find it difficult to buy monthly transport passes and have to spend a significant amount of money each day to get around.

Limited access to transportation schedules : Public transit schedules are not always adapted to the specific needs of the population. For example, people who work at night may have difficulty finding adequate transportation options to get to their workplace.

High cost of car ownership : Owning a car represents a significant financial burden for people living in poverty. Expenses related to gasoline, registration maintenance and repairs can be difficult to afford, making access to a personal vehicle impossible for some people.

Insufficient or inadequate public transport : In some regions, public transport service is insufficient or poorly adapted to the needs of people living in poverty. Schedules may be limited or incompatible with daily obligations, making it difficult to plan trips. These transportation difficulties hinder the mobility of people living in poverty and social exclusion, limiting their access to employment, essential services and community involvement. It is crucial measures to remedy these problems and ensure better accessibility and availability of affordable availability of affordable transport options in all regions.

Here are some potential solutions and courses of action that could improve the living conditions of people living in poverty and social exclusion:

Expand partnerships with school buses and other actors : Collaborate with school bus services and other partners to extend accessible transport options to more people. This could involve the use of school buses outside school hours to respond to the travel needs of community members.

Improve public transport : Continue to invest in and improve existing public transit services, making the network more extensive, frequent and accessible. This could include expanding routes and schedules, particularly in rural or underserved areas.

Develop community transportation strategies : In areas where traditional mass transit is difficult to maintain, explore alternatives such as community transport. This may involve setting up local shuttles, organized car-sharing programs or on-demand transportation services to meet specific community needs.

Introduce social pricing or free transport : Study the possibility of introducing income-based social fares, or even free transport services for people experiencing poverty and social exclusion. This would reduce the financial burden and facilitate access to essential services.

Encourage employer participation : Work with large employers to ensure that they offer transportation solutions for their employees, such as bus between workplaces and city centers. This would reduce transportation costs for workers and improve their access to employment.

Develop a public transit network adapted to remote regions : Invest in the development of a public transit network that adequately serves regions from city centers. This would enable people living in these regions to have equitable access to employment opportunities, essential services and community involvement.

By implementing these courses of action, it would be possible to improve the accessibility, availability and affordability of transport for people living in these areas enabling them to better meet their basic needs and participate fully in society.

HOUSING

People experiencing poverty and social exclusion face a range of difficulties when it comes to housing.

Here are some of these difficulties :

Lack of affordable housing : The supply of affordable housing is often insufficient, making it difficult for people on low incomes to find housing that meets their needs without compromising a significant part of their budget.

Owners' discrimination and prejudice: Owners may discriminate when selecting tenants, which limits opportunities for people experiencing poverty and social exclusion. Criteria such as cultural origin, presence of children, criminal record or possession of animals can play a role in this discrimination.

Rising rental costs : Rental costs are rising steadily, putting additional pressure on low-income earners. This makes it even more difficult for them to find affordable housing and maintain residential stability.

Lack of social housing : The number of social housing units available is often insufficient to meet demand, creating shortages and long waiting lists. People living in of poverty are faced with waiting times that are often discouraging before they can be social housing.

Insalubrity and precarious housing conditions: Some people living in poverty are forced to live in insalubrious, overcrowded or precarious housing conditions, which their well-being and health.

Here are a few ideas for action and housing solutions that could improve living conditions of people experiencing poverty and social exclusion :

Increasing the supply of social and affordable housing : It is essential to develop more social housing and sympathetic owners willing to rent to people in poverty. This can be achieved by encouraging the construction of new social housing, renovating existing housing and facilitating access to it for those who need it most.

Counter discrimination and profiling by owners : Owners need to be made aware of the problems of discrimination and profiling when selecting tenants. Stricter legislative measures can be put in place to counter these practices and ensure that people living in poverty have equal access to decent housing.

Combating "renovation-victions": Renovation-victions are practices whereby owners use housing renovations or conversions as a pretext to evict low-income tenants. It is important to develop policies and regulations to protect tenants against these abuses and ensure their right to stable housing.

Increase housing subsidies: It is important to provide additional subsidies and financial aid to help people in poverty pay their rent. This can help make housing more affordable and reduce the financial burden on these individuals.

Promote alternative housing and self-help housing : Encourage initiatives such as shared affordable housing can offer more flexible and accessible housing solutions. It's also important to reduce tax and other regulations that could hinder these initiatives.

Raising awareness and informing key players : Increasing awareness among owners, tenants and government organizations can help foster a more inclusive and equitable housing environment. Information workshops on the rights and duties of tenants and owners can be organized to reinforce understanding of housing rules and regulations.

Housing support : It is important to provide housing support resources, such as housing search assistance, rental mediation and support services for tenants in difficulty. These services can help people living in poverty to find and maintain sustainable housing. By implementing these courses of action, it is possible to significantly improve the living conditions of

people living in poverty. This requires a holistic approach involving collaboration between governments, owners, community organizations and the people concerned themselves.

HEALTH AND SOCIAL SERVICES

People living in poverty and social exclusion face the following difficulties in accessing health and social services :

Limited access to doctors : People living in poverty and social exclusion face difficulties access to doctors, particularly family doctors. This situation leads to a lack of regular medical follow-up, which can compromise their health and delay the detection of health problems.

Difficulty in obtaining care within the required timeframe : Access to medical care within the timeframe to avoid a deterioration in their state of health is a major challenge. People in precarious situations often find it difficult to benefit from preventive and wellness care, as well as to access mental health treatment, psychology and dental care.

Barriers linked to social status and stigmatization : People experiencing poverty and social exclusion may fear being judged for their addictions or lifestyles that do not fit social norms. The lack of a fixed address and telephone also making medical appointments or obtaining test results.

Lack of resources and support : Health and social services are often overwhelmed, which long waiting times for necessary resources and services. The needs of people experiencing poverty and social exclusion are not always met, especially in outlying regions, where access to health services is even more difficult.

Profiling and discrimination: Some people face profiling and discrimination when seeking access to care and services. This can lead to further marginalization and exclusion, as well as a reduction in the quality of care received.

Administrative barriers : Registration procedures with the *Régie de l'assurance maladie du Québec* (RAMQ – Québec Health Insurance Direction) can be difficult and time-consuming for people in precarious situations, particularly those with an immigrant background or who are homeless. This creates additional obstacles to accessing healthcare services.

In short, people living in poverty and social exclusion face many difficulties in accessing appropriate medical care and social services. The saturation of the waiting lists, lack of family doctors, the cost of medication and the sometimes inappropriate treatment they receive are all factors that contribute to this problem.

Here are some ideas for action and solutions relating to health and social services that could improve the living conditions of people experiencing poverty and social exclusion :

Strengthening ties with healthcare organizations : Better collaboration between community organizations and the *Centres intégrés de santé et de services sociaux* (CISSS – Integrated Health and Social Services Centres) is essential to better meet the needs of people in precarious situations. This could include greater coordination of services, more effective referrals and better communication between the various players.

Community health promotion: A community health approach would recognize the importance of mental and dental health in the same way as other health problems.

Rehabilitation of local services : It is crucial to rehabilitate local clinics to make them more accessible and adapted to the needs of people in precarious situations. The important thing is that there are healthcare

professionals available on site, not just providers like Aires Ouvertes, we're already there creating links with people on the street. This could include setting up mobile clinics to reach out to vulnerable people, as well as mailbox and telephone messaging services for the homeless people.

Training and awareness-raising : It is important to train health and social services professionals in the realities, challenges and situations experienced by people living in poverty and social exclusion. This could be achieved through internships with these populations, or through the development of special programs in universities or community-based training. In addition, the entire healthcare network needs to be made aware of the importance of offering more humane and respectful services to these people.

Expanding services and funding : We need to broaden access to physical and psychological health care by expanding the social safety net and increasing funding for community organizations working in the field of health prevention.

This could include the creation of an insurance scheme enabling people to access private services free of charge when waiting lists are too long. In addition, the expansion of home-based services, such as long-term care, would help improve the quality of life of people in precarious situations.

By implementing these courses of action, it would be possible to improve the accessibility, quality and equity of health and social services for people experiencing poverty and social exclusion, thus offering them better living conditions and better support in their health care journey.

PROXIMITY AND SOCIAL INCLUSION

TERRITORIAL APPROACH

In our neighbourhood or municipality, as well as at regional level, people experiencing poverty and social exclusion face a number of major difficulties.

Here are just a few of these difficulties:

Lack of knowledge about services: People experiencing poverty and social exclusion may find it difficult to access available services due to a lack of information or awareness about them. It is essential to implement communication and awareness to inform these people about the services available to them, and to support them in accessing these resources.

Geographic isolation: In municipalities farther from major centers, available services may be limited or non-existent. The distances involved and the lack of regional or inter-regional transport make access to services even more difficult for people in poverty and social exclusion. We need to develop transport solutions adapted to these realities in order to reduce geographical barriers.

Lack of funding for community organizations: Community organizations seeking to offer prevention services to marginalized populations face a lack of recurrent funding. This lack of financial resources limits their ability to meet the growing needs of these populations. It is important to ensure adequate financial support for community organizations in order to strengthen their capacity to offer essential services and programs.

Poor infrastructure : Rural and outlying areas can face challenges such as poor public transportation, a lack of accessible food outlets and a concentration of services in central neighborhoods. These deficient infrastructures limit access to essential resources for people experiencing poverty and social exclusion. We need to develop solutions adapted to these territorial realities in order to fill these gaps.

By taking into account the specific difficulties encountered in our environment, our municipality or our region, it is possible to develop adapted solutions aimed at improving the living conditions of people experiencing poverty and social exclusion, by promoting their access to essential services, reducing geographical barriers, strengthening regional organizations and promoting an inclusive and supportive society.

Here are a few ideas and solutions for territorial interventions that could improve the living conditions of people experiencing poverty and social exclusion across the territory:

Inter-municipal service agreements : Municipalities can set up agreements to collaborate and share resources to provide transportation, health and other essential services to people experiencing poverty and social exclusion. This collaboration better meet needs across the territory and promote greater accessibility to services.

Funding regional or inter-regional public transport : It is crucial to adequately fund regional or inter-regional public transport to facilitate travel for people living in poverty. This helps to reduce geographical barriers and promote access to services, employment education and other important resources.

Strengthening autonomous community organizations (OCAs) : OCAs in remote areas must receive adequate financial support. These organizations play an essential role in providing direct services to people experiencing poverty and social exclusion. Increased them to respond more effectively to the specific needs of their communities. Street work is becoming an effective means of transmitting service information to people far from networks, it's important to develop links with community streetwork organizations.

Raising public awareness : It is important to raise awareness of the realities of people living in poverty the realities of poverty and social exclusion. This helps combat prejudice prejudices and foster a climate of mutual aid and solidarity. Ministerial orientations should take into account the opinions of those working in the field, in order to adapt decisions to the real needs of the community.

Welcoming immigrants : The government must ensure that it supports and responds to the entire process of welcoming immigrants, ensuring that they can arrive and settle in with dignity. This means meeting their essential needs from the very first weeks, particularly housing, health, employment and social integration. By implementing these actions and promoting an integrated territorial approach, it is possible to significantly improve the living conditions of people experiencing poverty and social exclusion.

GOVERNMENT SERVICES

People experiencing poverty and social exclusion face many difficulties when it comes to accessing government services. **Here are some of these difficulties:**

Lack of transport : Lack of transport is a major obstacle for these people, preventing them from accessing government services. The distances involved and the absence of regional or interregional transport make access difficult, especially for those living in remote areas.

Communication difficulties : People with low literacy levels or difficulties with the language may have difficulty understanding government documents and staff explanations. This makes access to government services complex and limits their ability to exercise their rights and get the support they need.

Complex formalities : The complexity of administrative procedures, the many steps to follow and the need to provide numerous documents are obstacles for people experiencing poverty and social exclusion. These

formal procedures can be difficult to navigate and to complete, hampering their access to government services.

To improve access to government services for people experiencing poverty and social exclusion, there are several possible courses of action:

Establishing close service points : It is important to establish government service points closer to marginalized communities, to reduce travel distances and facilitate physical access to services. Street work is a good way to reach people in precarious situations, who can then bridge the gap with government services.

Raising awareness and training professionals : It's essential to raise awareness of the realities of homelessness among the staff who work with these people about the realities of poverty and social exclusion, in order to promote a welcoming and provide adequate support. Training can also enable professionals to acquire the tools they need to provide effective support to these people.

Simplifying procedures and documents : Administrative procedures need to be simplified, make forms more accessible and provide clear, understandable information. Translating documents into different languages can also facilitate access to government services.

Personalized support : Offering personalized support to people experiencing poverty and social exclusion can help overcome difficulties in accessing government services. This can include interpretation services, support in understanding documents and procedures, and access to technology.

By implementing these solutions and committing to making government services more accessible, it is possible to improve access and participation for people experiencing poverty and social exclusion, enabling them to take full advantage of the rights and services.

SOCIAL PARTICIPATION AND INCLUSION

People experiencing poverty and social exclusion face many difficulties when it comes to social participation and inclusion. These difficulties include :

Lack of mobilization : People experiencing poverty and social exclusion may face barriers to their mobilization and social participation. The lack of opportunities adapted to their needs, as well as a lack of support and resources to actively engage in community life, can hinder their participation.

Limited access to information : Access to information plays a key role in social participation. The people experiencing poverty and social exclusion may face a digital divide and have difficulties in accessing relevant information on activities, services and participation.

Survival priorities : People experiencing poverty and social exclusion face daily challenges in meeting their basic needs, such as food and housing. The struggle for survival can absorb their energy and time, leaving few resources available for active involvement in society.

To improve the social participation and inclusion of people experiencing poverty and social exclusion here are a few possible courses of action and solutions :

Inclusion in community planning: It is essential to include people experiencing poverty and social exclusion in the planning of activities, services and policies at the municipal and provincial levels. Their voices and needs must be taken into account from the outset of the process to ensure true inclusion.

Places for citizen participation : We need to create genuine places for citizen participation, where people experiencing poverty and social exclusion can express themselves, share their experiences and actively participate in decision-making. These spaces must be inclusive, accessible and respect the missions of community organizations.

Access to information and support for community organizations : It is vital to facilitate access to information for people living in poverty and social exclusion using resources that are adapted to their needs. It is also essential to provide financial support to community organizations that work with these populations, recognizing their expertise and enabling them to fulfil their mission effectively.

Meeting basic needs: To promote social participation, it is crucial to ensure that individuals have access to their basic needs, such as food, housing, and healthcare. When these needs are met, people are more likely to become actively involved in society.

By implementing these courses of action, it is possible to improve the social participation and inclusion of people living in poverty and social exclusion, enabling them to fulfil their potential as active and committed members of society.

JUSTICE

People experiencing poverty and social exclusion face many difficulties when they have to go to court. Among them:

Lack of accessibility and fear of justice: People experiencing poverty and social exclusion may face barriers in accessing justice. Legal procedures can be complex and intimidating, which can lead to fears and reluctance to engage legal system.

Lack of support and information: A lack of appropriate support and information is often encountered by these people when they have to go to court. They sometimes struggle to understand their rights, to navigate legal procedures and to access adequate legal aid resources and services.

Two-speed justice system: People experiencing poverty and social exclusion may perceive the justice system as inequitable, with differential treatment depending on their socio-economic status. This can call into question their confidence in the system and their access to fair justice.

Lack of credibility: People experiencing poverty and social exclusion may be confronted with prejudice and doubts about their credibility when giving evidence or defending their rights before the courts. Their voices and experiences may be minimised or ignored, which compromises their access to fair justice.

To improve access to justice for people living in poverty and social exclusion, here are some possible courses of action and solutions:

Accompaniment and support: It is essential to provide appropriate accompaniment and support to people experiencing poverty and social exclusion when they have to deal with the legal system. This can include legal advice services, free advice and resources to inform them about their rights and guide them through the process.

Greater accessibility: Justice needs to be made more accessible by creating more community justice centres and increasing access to legal information. This can include initiatives such as ad hoc legal aid tables in communities, education programmes on the justice system in schools and in the organisations, and efforts to reduce administrative and financial barriers.

Legal aid reform: It is important to review the operation of legal aid to ensure that it meets the needs of people experiencing poverty and social exclusion. This may involve revising eligibility criteria, expanding the services offered and ensuring fair access to quality legal representation.

Recognition of value and credibility: It is essential to recognise the value of the voices and experiences of people experiencing poverty and social exclusion. This can be done by paying particular attention to their testimonies, avoiding prejudice and stereotypes, and ensuring that they are treated with respect and fairness throughout legal proceedings.

By implementing these courses of action, it will be possible to promote fairer access to justice for people experiencing poverty and social exclusion, enabling them to assert their rights and to benefit from fair and inclusive justice.

In conclusion, the fight against poverty and social exclusion requires concrete actions to create a fairer and more inclusive society for all.



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