

New South Wales Project Plan

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS: SCHEDULE A

PRELIMINARIES

This Project Plan is a schedule to the National Partnership Agreement on Homelessness (the Agreement) and should be read in conjunction with that Agreement.

TERMS OF THIS PROJECT PLAN

This Project Plan will commence on 1 July 2017 or when it is agreed between the Commonwealth of Australia, represented by the Minister for Social Services, and NSW, represented by the Minister for Families and Community Services, whichever is the later, and will cease on completion or termination of the Agreement.

As a schedule to the Agreement, the purpose of this Project Plan is to provide the public with an indication of how frontline homelessness services are intended to be delivered and demonstrate NSW's capacity to achieve the outcomes of the Agreement.

This Project Plan will cover the one-year period of 2017-18.

This Project Plan may be varied in accordance with clauses 23,47,49 and 50 of the Agreement.

PART ONE: STRATEGIC OVERVIEW OF IMPLEMENTATION STRATEGY

Table 1: Strategic overview of implementation

1. What is the relevant context for New South Wales, including any reform directions being taken to improve homelessness outcomes?

Following sector wide reforms, the new Specialist Homelessness Services (SHS) commenced service delivery across NSW during 2014-15. SHS are a vital part of the service system. They intervene early to prevent homelessness and assist people who are already experiencing homelessness to break the cycle of homelessness for good. They contribute to the achievement of the following four SHS Program level outcomes:

- people who are at imminent risk of homelessness are identified and supported to remain safely in their existing housing, or to secure stable housing
- people who experience homelessness are rapidly and safely rehoused
- people who are in crisis are provided with safe and secure accommodation and supported to access stable housing
- people who are rehoused after becoming homeless are supported to stay housed.

A number of complementary homelessness Programs were also implemented in 2014-15 to support and complement the SHS services and address identified gaps. These included the Homelessness Youth Assistance Program, the Service Support Fund and the Inner City Restoration Fund.

In November 2015, the Minister for FACS announced the extension of contracts for homelessness services to 2020. The funding extension seeks to increase stability in the sector, and to strengthen and maintain existing partnerships.

The extension is also linked to a commitment to strengthen the collective focus on achieving and sustaining client outcomes. Over the course of this 2017-2020 contracting period, FACS will work collaboratively with the SHS sector to identify and test new outcome measures and performance indicators.

Key areas of focus over the next three years will be:

- agreeing and testing a set of collaboratively designed outcome measures and performance indicators for homelessness services
- building the systems to measure and monitor these agreed measures and indicators
- implementing and evaluating new and innovative approaches that incorporate financial and non-financial performance incentives
- undertaking an outcomes and economic evaluation of the homelessness system in NSW
- strengthening the capacity of the homelessness sector in relation to outcomes measurement.

The 2017-18 NPAH will continue to support the sustainable implementation and strengthening of the NSW homelessness service system and will:

- enhance client service delivery within services across NSW;
- strengthen service delivery capacity within the service system; and
- support the introduction of innovative service delivery approaches.

2. What frontline services or programmes will New South Wales deliver in 2017-18 to meet the outcomes of the Agreement.

NSW will deliver 10 programs under this project plan which will contribute to the outcomes outlined in 14(a) of the agreement. These include:

- **Homeless Youth Assistance Program** – unaccompanied children and young people who are homeless, or at risk of homelessness, will be provided with integrated support and accommodation with the aim of effectively reconnecting them with their families, wider support networks or enabling them to transition to longer-term supported accommodation.
- **Housing & Support for Rough Sleepers** - this program is being developed to address the acute and growing shortage in medium-term (transitional) accommodation to target rough sleeping. The service will provide access to an additional 120 transitional houses and support packages to target rough sleepers who are unable to access this type of housing due to a lack of capacity. This program replaces the Connect 100 program (previously funded through NPAH). Advanced payments for 2017/18 have been made to continue services for existing Connect 100 clients.
- **Restoration funding for inner city homelessness services** – continuation of homelessness funding to the inner city in recognition of concerns that the scale and pace of the SHS reforms in the inner city of Sydney need more time to ensure the sector can fully implement strategies to tackle and reduce inner city drift.
- **Service Support Fund** –which funds small to medium sized non-government organisations to deliver homelessness services across NSW to support and complement the new SHS service models.
- **Temporary Accommodation** – people who are homeless will receive emergency accommodation and access to assistance to find long term solutions to homelessness.
- **Link2home** – is the new homelessness information and referral service that operates 24 hours a day, seven days a week and brings together three previous homelessness phone lines into one single state-wide service. It supports clients who are homeless or at risk to access the information they need, get help with accommodation and be referred to local homelessness services. Link2home has access to real time vacancy information.
- **Private Rental Subsidy** – assists clients who have been approved for priority status on the NSW Housing Register, have a disability and are at risk of homelessness in their current accommodation, to access a housing solution as well as support services through Specialist Homelessness Services to ensure they can sustain their tenancy and address other issues contributing to their homelessness situation.
- **Start Safely Subsidy** – provides assistance to people experiencing homelessness as a result of domestic and family violence to secure private rental accommodation so that they don't have to return to the violent situation, or remain homeless. The program facilitates a rapid rehousing response while ensuring that clients are linked into Specialist Homelessness Services so they can access support to sustain their tenancy and address their homelessness needs.

- **Private Rental Market Assistance** – supporting clients at risk of homelessness to establish, or keep, a sustainable tenancy in the private sector. This includes brokering the establishment of individual private rental tenancies with local real estate agents and landlords, while ensuring relevant support arrangements through Specialist Homelessness Services are in place to develop tools and capabilities to sustain the tenancy and ensure they don't fall back into homelessness or prevent them from becoming homeless.
- **Staying Home Leaving Violence** – supporting victims of domestic and family violence through promoting housing stability and focusing on preventing victims becoming homeless. Services funded under the program provide women with intensive case management which is long term and needs based. The Program is based on intensive case work with key agencies such as the Police, courts, health services, social housing providers and relevant non-government organisations.

Critical to the implementation of the homelessness services system in NSW, including the NPAH funded Programs, has been the establishment of District Homelessness Implementation Groups (DHIGs), which are comprised of key specialist homelessness NGO service providers as well as other key NGO and government agencies within the homelessness service system. Funded positions support these critical governance structures as well as play an active service role in coordinating and collaborating with providers to strengthen service models and referral pathways, achieve service delivery improvements, consolidate links between relevant providers and government agencies to drive system-wide change to prevent and reduce homelessness at a local level, based on local need.

3. How will New South Wales focus on the priority outputs, including where this will draw on any new or current innovative approaches?

Under this project plan, New South Wales will allocate a combined level of Commonwealth and NSW funding of more than **\$32.5 million** towards the priority outputs 15(a), 15(b) and 15(c). This does not include state-wide programs such as temporary accommodation, Link2Home, private rental market assistance and subsidies as these are demand driven, with clients provided assistance and referral to specialist homelessness services, when the need arises.

Key programs contributing to these outputs include:

1. ***Output 15 (a) - support services for women and children experiencing domestic and family violence, including support to stay in their present housing where it is safe to do so.***

Staying Home Leaving Violence (SHLV) – SHLV is an innovative and specialised domestic and family violence program aimed at promoting victims' housing stability and preventing homelessness. The program helps women who have separated from a violent partner or family member (and their children) to remain safely in their own home, or another home of their choice.

Start Safely Subsidy – this program provides time limited assistance to those escaping from domestic or family violence who are homeless or at risk of homelessness, so that they don't have to return to the violent situation or remain homeless. Clients are linked into support from Specialist Homelessness Services and other providers who specialise in domestic and family violence.

Restoration funding for inner city homelessness services – one of the eight inner city restoration services is specifically focused on providing a rapid rehousing response for women and children experiencing domestic and family violence who are homeless, or at risk. An additional two inner city restoration services are specifically for women, with one for women with complex needs and the other for women who are survivors of childhood sexual abuse. These services complement the broader response to women, including those experiencing domestic and family violence, in the inner city through the Specialist Homelessness Services and Service Support Fund services.

Service Support Fund services – there are six Service Support Fund (SSF) services that have a specific response for women and children experiencing domestic and family violence, including:

- the *Aboriginal Women and Children Crisis Service* in the Sydney District which operates a refuge for homeless Aboriginal women and children experiencing domestic violence, and also provides support services for women engaged in the court system; and
- the *Homeless Multicultural Women Integrated Support Service Project* in the Western Sydney District which delivers case management support for women and children experiencing domestic violence from a culturally and linguistically diverse (CALD) background.

An additional four SSF services are specifically for homeless, or at risk, women with specialised responses for mental health and complex clients, drug and alcohol, asylum seekers and women exiting custody.

The SSF services complement the broader Specialist Homelessness Services response to homeless or at risk women NSW, including those experiencing domestic and family violence.

In addition to the above programs which deliver specific support services for women and children experiencing domestic and family violence, the **Temporary Accommodation, Link2Home, Private Rental Subsidy** and **Private Rental Market Assistance** programs also support this client group. These services are demand driven, with clients provided assistance when the need arises.

In 2015–16 there were 23,171 clients experiencing domestic and family violence which makes up 33% of the 69,715 SHS clients that year.

2. ***Output 15 (b) - support services to young people aged 16 to 24 years who are homeless or at risk of homelessness to re-engage with their family where it is safe to do so, and maintain stable accommodation; and***
Output 15 (c) - support services for children aged 12 to 15 who are homeless or at risk of homelessness.

In 2015-16, SHS services provided assistance to 13,743 young people (unaccompanied, aged 15 to 24), which was 20% of all SHS clients.

Restoration funding for inner city homelessness services – two of the eight inner city restoration services include a response for young people:

- The *Inner City Sydney Homelessness Service (The Salvation Army)* continues to provide crisis beds at 2013–14 levels, while a staged approach to the redistribution of congregate crisis accommodation is undertaken. It provides prevention and early intervention, rapid re-housing, crisis and transition responses and intensive responses for clients with complex needs.
- The *Inner City Sydney Homelessness Service (Mission Australia)* provides support to young people through:

- The Crossing – a long-term intensive case management service for young people, aged 18-25 years, who are homeless, or at risk of homelessness, and finding it difficult to access other support services. The service also supports young people with complex issues, multiple needs and/or challenging behaviours; and
- The Shopfront legal service - a free legal service for homeless and disadvantaged young people aged 25 and under.

Service Support Fund services – there are nine Service Support Fund (SSF) services that have a specific response for young people, including:

- *St Laurence Youth Services* which provides transitional accommodation and support for 15–18 year olds leaving crisis care in the eastern suburbs of Sydney, as well as support programs for 18–24 year olds who are homeless, but may be accommodated in other services.
- *The Helping Hand* service which provides specialist support services to young people 16 years of age and over who are homeless or at imminent risk of becoming homeless in the St George and Sutherland Local Government Areas. Priority clients are Aboriginal people and people from culturally and linguistically diverse backgrounds, including refugees and newly arrived migrants.

The SSF services complement the broader Specialist Homelessness Services response to young people in NSW.

The Homelessness Youth Assistance Program (HYAP) funds service providers to deliver targeted service responses for unaccompanied children and young people aged 12 to 15 who are homeless, or at risk of homelessness. HYAP complements the range of non-statutory responses funded or delivered by FACS to support vulnerable children and young people under 16 years of age.

In addition to the above Programs which deliver specific support services for young people, the **Temporary Accommodation, Link2Home, Private Rental Subsidy** and **Private Rental Market Assistance** Programs also support this client group. These services are demand driven with assistance when the need arises.

In 2015-16, Link2home received a total of 175,880 calls, of which 21,058 (12%) were from clients between the age of 15-24 years.

4. Which geographical area(s) will New South Wales prioritise in 2017-18 when considering expenditure on the priority outputs listed at clauses 15(a), 15(b) and 15(c) of the Agreement, and what services are being provided to these areas?

The NSW Government uses a range of methodologies to allocate expenditure towards targeted service responses for vulnerable client groups. The NPAH funding is being invested to meet service needs across the State and to complement services that are funded from other sources.

Below are examples of how expenditure is allocated towards the priority outputs listed at clause 15(a), 15(b) and 15(c) in particular geographical areas of NSW for the programs which form part of the 2015-17 National Partnership Agreement on Homelessness:

Homelessness Youth Assistance Program

HYAP funding has been distributed to FACS Districts via a Resource Allocation Model (RAM) that considers both need and demand factors. Due to the unique nature of the client group, both homelessness and child protection data sets were used in the RAM. The three components to the RAM were:

- 12-15 year olds that received assistance from Specialist Homelessness Service (SHS) providers in 2012-13 (30%);
- 12-15 year olds that were reported at Risk of Significant Harm (ROSH), where homelessness was one of the reported issues (30%); and
- Base allocation to all Districts (40%).

This approach to allocating HYAP funding ensured it was weighted proportionally to those areas of NSW where need and demand is greatest, whilst also ensuring the specific geographic challenges faced by regional, rural and remote areas were acknowledged.

Staying Home Leaving Violence Program

The methodology for selecting the SHLV locations included:

- analysis of the rates of Domestic Violence related assaults - numbers of Apprehended Domestic Violence Orders (ADVO); Breaches of ADVOs; Aboriginal population rates; and areas showing a significant increase in rates of domestic violence;
- consideration of existing local infrastructure capacity to support the program including presence of other domestic violence services; and
- consultation with FACS Districts with and government partners on the proposed locations.

Service Support Fund services were designed to complement the SHS and fill known gaps across the state, including services targeted at domestic and family violence and youth. The **Inner City Restoration services** ensure that homeless or at risk clients continue to receive services in the City of Sydney to allow a progressive implementation of strategies to tackle inner city drift (including the **Housing & Support for Rough Sleepers** initiative which will support homeless people to stay in or near their local communities), and increased access to services in regional areas created through funding increases under the SHS reform.

Start Safely specifically supports clients escaping from domestic or family violence that are homeless or at risk, on a demand and need basis across the State. The **Temporary Accommodation, Link2Home, Private Rental Subsidy** and **Private Rental Market Assistance** Programs also support clients across the State based on demand and need. This includes homeless or at risk clients escaping domestic and family violence and youth.

Examples of how NPAH funds are spent across NSW to support the priority outputs are:

Sydney and South Eastern Sydney Districts

Sydney and South Eastern Sydney Districts have a diverse population in a range of highly urbanised areas and significant pockets of disadvantage as well as areas of high economic status. There is an ongoing drift of homelessness from the western parts of Sydney to the inner city and rough sleeping continues to be a focus of homelessness levels in the inner city.

The 2011 ABS Census shows that there were 9,569 homeless people in Sydney and South Eastern Sydney which represented 34% of the total homeless population in NSW on the Census night. The District overall experience significant numbers of domestic violence incidents with 2949 domestic violence-related Apprehended Violence Orders issued by the NSW Courts in 2013 (source: NSW

Bureau of Crime Statistics and Research).

The NPAH maintains services in the inner city, to allow a staged approach to tackling inner city drift. The NPAH also funds a significant homelessness response in these Districts, particularly for young people and clients experiencing domestic and family violence, including:

Targeted Domestic and Family Violence services

- Staying Home Leaving Violence - Eastern Sydney
- Staying Home Leaving Violence - Redfern
- Service Support Fund - Aboriginal Women and Children Crisis Service
- Service Support Fund - Moving Forward (women's only service that includes a DFV component)
- Inner City Rapid Rehousing Response for Women Experiencing Domestic/Family Violence
- Provision of rental subsidy for people escaping domestic and family violence (Start Safely Subsidy Program)

Targeted youth services

- Support for unaccompanied Homeless Children and Young People under 16 years (HYAP) – Sydney District
- Support for unaccompanied Homeless Children and Young People under 16 years (HYAP) – South Eastern Sydney District
- Inner City Sydney Homelessness Extended Service (Mission Australia - a cross target service that supports youth clients)
- Inner City Sydney Homelessness Extended Service (The Salvation Army - a cross target service that supports youth clients)
- Service Support Fund - St Laurence Youth Services
- Service Support Fund - Sustainable Tenancy Support Program
- Service Support Fund - Helping Hand (a cross target service that supports youth clients)
- Service Support Fund - Innari (a cross target service that supports youth clients)
- Service Support Fund - Aboriginal Outreach Casework Project (a cross target service that supports youth clients)

Other services which respond to DFV and Youth on a demand basis

- Housing & Support for Rough Sleepers
- Private Rental Market Assistance
- Private Rental Subsidy
- Temporary Accommodation
- Link2Home

Western Sydney District

The Western Sydney District has a population of 786,000 people and includes the largest urban Aboriginal population in the state (2011 ABS Census), with a total of 11,504 Aboriginal people. Western Sydney is also one of the most culturally diverse districts in the State, with almost 35 per cent of the population reported as being born overseas in the 2011 Census.

Western Sydney has high levels of homelessness and high demand and competition for the available affordable private rental options. The 2011 ABS Census shows that there were 3,516 homeless people in Western Sydney which represented 12% of the total homeless population in NSW on the Census night.

The District overall experiences significant numbers of domestic violence incidents, with 2,768 domestic violence-related Apprehended Violence Orders issued by the NSW Courts in 2013 (source: NSW Bureau of Crime Statistics and Research).

The NPAH funds a significant homelessness response for young people and clients experiencing domestic and family violence in the Western Sydney District, including:

Targeted Domestic and Family Violence services

- Staying Home Leaving Violence – Blacktown
- Staying Home Leaving Violence – Holroyd
- Staying Home Leaving Violence – Parramatta
- Service Support Fund – Homeless Multicultural Women Integrated Support Service
- Provision of rental subsidy for people escaping domestic and family violence (Start Safely Subsidy Program)

Targeted youth services

- Support for unaccompanied Homeless Children and Young People under 16 years (HYAP) – Western Sydney District

Other services which respond to DFV and Youth on a demand basis

- Private Rental Market Assistance
- Private Rental Subsidy
- Temporary Accommodation
- Link2home

Western NSW District

The Western NSW District includes some of the state's most diverse and remote communities. The area comprises more than half of NSW in land area, however the population is only around 4% of the total population in NSW. The dispersion and remoteness of a population impact on the cost of delivering homelessness services, and the small size of some of the towns presents challenges for the delivery of effective social services.

The 2011 Census data indicates that the total Aboriginal population for Western NSW is 25,021. Communities with significant Aboriginal population include Walgett (69%), Coonamble (45%), Brewarrina (40%), and Bourke (33%).

The 2011 ABS Census shows that there were 676 homeless people in Western NSW which represented 2% of the total homeless population in NSW on the Census night. The District overall experiences significant numbers of domestic violence incidents, with 1,828 domestic violence-related Apprehended Violence Orders issued by the NSW Courts in 2013 (source: NSW Bureau of Crime Statistics and Research).

The NPAH funds a significant homelessness response for young people and clients experiencing domestic and family violence in the Western NSW District, including:

Targeted Domestic and Family Violence services

- Staying Home Leaving Violence – Dubbo
- Staying Home Leaving Violence – Orange

- Provision of rental subsidy for people escaping domestic and family violence (Start Safely Subsidy Program)

Targeted youth services

- Support for unaccompanied Homeless Children and Young People under 16 years (HYAP) – Central West
- Support for unaccompanied Homeless Children and Young People under 16 years (HYAP) – Upper Western

Other services which respond to DFV and Youth on a demand basis

- Private Rental Market Assistance
- Private Rental Subsidy
- Temporary Accommodation
- Link2home

Central Coast District

The Central Coast District includes the Local Government Areas of Wyong and Gosford.

The 2011 ABS Census shows there were 768 homeless people in Central Coast, which represented 3% of the total homeless population in NSW on the Census night. The rate of domestic violence related assault varies throughout the District, with a much higher rate of assault in Wyong. The District overall experiences significant numbers of domestic violence incidents, with 1050 domestic violence-related Apprehended Violence Orders issued by the NSW Courts in 2013 (source: NSW Bureau of Crime Statistics and Research).

The NPAH funds a significant homelessness response for young people and clients experiencing domestic and family violence in the Central Coast District:

Targeted domestic and family violence services

- Staying Home Leaving Violence - Gosford
- Staying Home Leaving Violence - Wyong
- Provision of rental subsidy for people escaping domestic and family violence (Start Safely Subsidy Program)

Targeted youth services

- Support for unaccompanied Homeless Children and Young People under 16 years (HYAP) – Central Coast District

Other services which respond to DFV and Youth on a demand basis

- Private Rental Market Assistance
- Private Rental Subsidy
- Temporary Accommodation
- Link2home

5. Broadly, what level of NPAH funding does NSW expect to allocate to domestic and family violence, and youth homelessness in 2017-18

In 2017-18 the level of total Commonwealth and State funding allocated to DFV and youth is \$32,561,746 or 54% of the matched pool of 2017-18 funding. This includes \$18,422,934 or 30% of the matched pool for DFV and \$14,138,812 or 23% of the total pool for youth homelessness. The amounts attributed to DFV and youth do not include state-wide programs, such as Temporary Accommodation, Link2home, Private Rental Market Assistance and subsidies, as these are demand driven.

6. What is the expected level of homelessness service delivery expenditure for NSW under the NPAH in 2017-18?

2017-18: \$69,890,301

Expected reports, reviews or evaluations

In accordance with clause 31 and 32 of the Agreement, a final update is to be provided to the Commonwealth based on the monitoring and assessment of progress against this Project Plan, and any evaluations and reviews of services and outputs delivered. Details of any expected reports, reviews or evaluations of initiatives are to be listed in Table 3.

Table 3: List of information expected to contribute to the final update to the Commonwealth.

Item no.	Short description of expected item	Expected timeframe
1	Nil	N/A

Project Plan Sign off

The Parties have confirmed their commitment to this agreement as follows:

Signature

Date

The Hon Pru Goward MP

Signature

Date

Senator the Hon Zed Seselja

Ref	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	Name of Service Provider/s	In scope for SHSC – Yes/No	Seeking Exemption – Yes/No	Exemption Granted by Commonwealth	Requirement for SHSC exempt services and services not in scope: Estimated yearly number of clients to be assisted by service	LGA/s or FACS district covered by project
1	Restoration funding for inner city homelessness services - Inner City Rapid Rehousing Response for Women Experiencing Domestic/Family Violence	This service provides specialist services for women who are experiencing domestic and family violence and who are at imminent risk of homelessness, experiencing homelessness, living with friends or family or living in crisis accommodation. It supports women to access private rental housing and the Start Safely rental subsidy, or social housing, where they are eligible and a priority. It also works with women to develop goal-oriented, client-centred case plans, and assists them to sustain their tenancies and transition to independent living. The service provides ongoing outreach support once a client is safely housed, or ensures the client is being supported by another appropriate service. It provides prevention and early intervention, rapid re-housing and intensive responses for clients with complex needs, and assists Aboriginal women and women from culturally and linguistically diverse backgrounds.	15A, H & K	Domestic Violence NSW Service Management	Yes	No	N/A	N/A	City of Sydney
2	Restoration funding for inner city homelessness services - Inner City Sydney Homelessness Extended Service (Mission Australia)	This service provides support to clients through the Mission Australia Centre (MAC) and an Aboriginal Case Management Team. It also provides support to young people through The Crossing and Shopfront legal service and supports the case management of all Common Ground clients. It provides prevention and early intervention, rapid rehousing, crisis and transition responses, and intensive responses for clients with complex needs. The service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	15B, G & J	Mission Australia	Yes	No	N/A	N/A	City of Sydney
3	Restoration funding for inner city homelessness services - Inner City Sydney Homelessness Extended Service (The Salvation Army)	It provides crisis accommodation and outreach support to Common Ground clients, as negotiated with Mission Australia on a needs basis. The service targets strategies to reduce clients drifting into the inner city to receive homelessness services. It provides prevention and early intervention, rapid rehousing, crisis and transition responses, and intensive responses for clients with complex needs. It has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	15B, G & H	The Salvation Army (NSW) Property Trust	Yes	No	N/A	N/A	City of Sydney
4	Restoration funding for inner city homelessness services - Inner City Sydney Homelessness Extended Service (St Vincent de Paul)	The service provides outreach support to Common Ground clients, as negotiated with Mission Australia on a needs basis. It provides prevention and early intervention, rapid rehousing, crisis and transition responses, and intensive responses for clients with complex needs. This service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	15G & H	St Vincent de Paul Society NSW	Yes	No	N/A	N/A	City of Sydney

5	Restoration funding for inner city homelessness services - Inner City Sydney Homelessness Extended Service (Wesley Mission)	This service provides outreach support to Common Ground clients, as negotiated with Mission Australia on a needs basis. The service targets strategies to reduce clients drifting into the inner city to receive homelessness services. It provides prevention and early intervention, rapid rehousing, crisis and transition responses, and intensive responses for clients with complex needs. This service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	15G & H	Wesley Mission	Yes	No	N/A	N/A	City of Sydney
6	Restoration funding for inner city homelessness services - Inner City Service for Women with Complex Needs	This service provides two women's refuges - B Miles Women's Foundation and Detour House. The service supports women with complex needs who are experiencing homelessness or are at risk of becoming homeless and who require specialised responses due to a range of circumstances or issues such as mental health issues, alcohol and other drug misuse issues, and exiting correctional facilities or health institutions. It uses a multi-disciplinary model and provides prevention and early intervention, rapid rehousing, supported crisis and transitional accommodation, and intensive responses for clients with complex needs. The service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	15E, F & I	B Miles Womens Foundation	Yes	No	N/A	N/A	City of Sydney
7	Restoration funding for inner city homelessness services - Inner City Service for Homeless Women who are Survivors of Childhood Sexual Abuse	This service provides a specialised response to women and women with children who are experiencing homelessness and are survivors of childhood sexual abuse and have complex needs. It provides prevention and early intervention, rapid rehousing, crisis and transitional accommodation, and intensive responses for clients with complex needs. Responses include outreach support and multi-disciplinary case planning to deliver wrap-around services. The service has a focus on responses for Aboriginal women and is accessible to women from culturally and linguistically diverse backgrounds.	15G & H	Womens and Girls Emergency Centre	Yes	No	N/A	N/A	City of Sydney
8	Restoration funding for inner city homelessness services - Crisis Support for People Who are Chronically Homeless with Complex Needs	This service provides crisis accommodation for men and women in the inner city. The service targets men and women who are experiencing chronic homelessness and who have complex needs. It provides crisis assistance, including an eight-bed intoxicated persons unit for women, and provides appropriate multi-disciplinary and intensive responses to address their complex issues. The service develops partnerships to strengthen integrated and specialised responses and facilitate Housing First responses to this complex client group. It targets strategies to reduce clients drifting into the inner city to receive homelessness services, and provides crisis and transition responses, and intensive responses for clients with complex needs. The service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	15E & G	The Haymarket Foundation	Yes	No	N/A	N/A	City of Sydney
9	Restoration funding for inner city homelessness services - transitional housing	Headleasing of 23 private rental properties to provide transitional accommodation to clients supported by the Inner City Restoration program.		Various - Community Housing Leasing Program providers	Yes	No	N/A	N/A	City of Sydney
10	Service Support Fund - Rural Outreach and Support Service	Information, education and support for clients to deal with or avoid situations of domestic violence or homelessness.	15A, B, & G	Inverell Refuge Centre	Yes	No	N/A	N/A	Inverell Glen Innes Severn Gwydir Tenterfield

11	Service Support Fund - Yacaaba Centre	Case management, information, advice, referral, and specialised counselling services for homeless, at risk and vulnerable clients.	15B & G	Yacaaba Centre	Yes	No	N/A	N/A	Port Stephens
12	Service Support Fund - Youth Pathways Program	Building SHS capacity to link young people with education, training and employment programs and opportunities; and assisting young people engaged with FACS-funded youth services to access existing FACS products	15B	Path 2 Change	Yes	No	N/A	N/A	Newcastle Dungog Lake Macquarie Maitland Port Stephens Cessnock
13	Service Support Fund - Lighthouse Youth Initiative	Support for young people who are homeless or at risk with living skills programs through to independent living.	15B	Lighthouse Community Care Ltd	Yes	No	N/A	N/A	Wollongong Shellharbour Kiama
14	Service Support Fund - Rosa Coordinated Care Network (RoCC)	Collaborative and intensive case management and support for women exiting custody and rehabilitation programs.	15I	Shoalhaven Women's Resource Group	Yes	No	N/A	N/A	Shoalhaven
15	Service Support Fund - Homelessness Hub	Front-line information, advice and referral service for homeless or at risk clients in the Shoalhaven region.	15B & G	Shoalhaven Youth Accommodation Company	Yes	No	N/A	N/A	Shoalhaven
16	Service Support Fund - Housing Gap Project	Front-line information, advice and referral service for homeless or at risk clients in the Illawarra region.	15B & G	Wollongong Emergency Family Housing Inc.	Yes	No	N/A	N/A	Wollongong Shellharbour
17	Service Support Fund - Momentum	Intensive case management and support through an outreach approach for homeless and at risk youth.	15B & H	Jetty Bunker Youth Service	Yes	No	N/A	N/A	Coffs Harbour Bellingen Nambucca
18	Service Support Fund - Phoenix House	Support for young homelessness clients out of its own properties, and a holistic range of support programs for homeless or at-risk youth to achieve the skills needed to live independently.	15B	Phoenix House Youth Services	Yes	No	N/A	N/A	North Sydney Willoughby Lane Cove Mosman Ryde Hunters Hill
19	Service Support Fund - The Burdekin Association (Burdekin)	Support to prevent young people leaving home early and disengaging from education by providing case management and practical support to young people and families. Provision of affordable housing options for vulnerable young people under 25 years of age that may require longer term tenancies to complete educational or vocational outcomes.	15B	The Burdekin Assoc	Yes	No	N/A	N/A	Manly Warringah Pittwater Hornsby
20	Service Support Fund - Sustainable Tenancy Support Program	Provides maintenance and expansion of client-centred case management specifically for young people with mental health issues who are homeless or at risk of homelessness. This includes a sustainable tenancies program providing practical support.	15B, F & K	St George Accommodation for Youth	Yes	No	N/A	N/A	Sutherland Kogarah Rockdale Hurstville
21	Service Support Fund - Moving Forward	A specialist case management service for single women and women with children who are experiencing, escaping or have left domestic and family violence. This service provides comprehensive practical support through trauma-informed, strengths-based, client-centred case management. It also provides therapeutic / educational workshops and case management appointments on Tuesday and Thursday evenings. Case management is by appointment only. The service also supports SHS providers and agencies through collaborative case management by mentoring SHS and community staff, and provides information and support to generalist support workers.	15A	Moving Forward DFV Case Management Services	Yes	No	N/A	N/A	Sutherland Kogarah Rockdale Hurstville

22	Service Support Fund - Helping Hand	Provides complementary specialist support services to young people 16 years of age and over who are homeless or at imminent risk of becoming homeless in the St George and Sutherland LGAs. Priorities are Aboriginal people and people from culturally and linguistically diverse backgrounds, including refugees and newly arrived migrants. This service has a brokerage component, and also works to build capacity in the area to strengthen the local service system and build the cultural capability in SHS service delivery for clients.	15B & G	St George Youth Services	Yes	No	N/A	N/A	Sutherland Kogarah Rockdale Hurstville
23	Service Support Fund - St Laurence Youth Services	Provides transitional accommodation and support for 13–18 year olds leaving crisis care in the eastern suburbs, as well as support programs for 18–24 year olds who are homeless but may be accommodated in other services.	15B	St Laurence House	Yes	No	N/A	N/A	Randwick Waverley Woollahra Botany Bay
24	Service Support Fund - Macarthur Gateway Resource Services	Working with homeless or at risk Aboriginal women, children and families experiencing domestic and family violence as well as women with drug and alcohol issues.	15A & E	Marcia Women's Refuge	Yes	No	N/A	N/A	Bankstown Camden Campbelltown Fairfield Liverpool Wingecarribee Wollondilly
25	Service Support Fund - St Benedict Community Centre	Assistance, information and referral to people who are homeless or at risk and a one-stop homelessness shopfront.	15B & G	Life Resources Centre	Yes	No	N/A	N/A	Queanbeyan City
26	Service Support Fund - Monaro Community Access Service	Offering a range of assistance, information and referral options to people who are homeless or at risk of homelessness.	15A, B & G	MCAS Incorporated	Yes	No	N/A	N/A	Cooma-Monaro Snowy River Bombala
27	Service Support Fund - Impact Eurobodalla	Flexible support for people who are homeless or at risk including outreach services at a number of sites across Eurobodalla.	15B, G & H	Impact Eurobodalla	Yes	No	N/A	N/A	Eurobodalla
28	Service Support Fund - Aboriginal Outreach Casework Project	Aboriginal focused service delivering support and case management to families at risk of homelessness, to sustain their tenancies.	15B, G, H & K	Aboriginal Corporation for Homeless and Rehabilitation Community Services	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield
29	Service Support Fund - Glebe House	Specialist programs for homeless or at risk men with complex needs and long term substance abuse, including men exiting custody.	15E, F & I	Glebe House	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield
30	Service Support Fund - Getting Out Finding Home	Services for homeless or at risk women exiting custody including: targeted services for Aboriginal women; outreach; residential support for asylum seekers; coaching for existing providers.	15H & I	Guthrie House Co-operative	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield

31	Service Support Fund - Innari Inc	Aboriginal focused service providing mentoring for homeless or at-risk clients, as well as culturally appropriate advice / support / training to the sector.	15B, D & G	Innari Housing Inc	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield
32	Service Support Fund - Judge Rainbow Memorial Fund	Support services for men exiting custody who have a high risk of re-offending or are at risk of homelessness.	15 I	Judge Rainbow Memorial Fund	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield
33	Service Support Fund - Aboriginal Women and Children Crisis Service	Support services for homeless or at risk Aboriginal women and children experiencing domestic violence.	15A	Marrickville Women's Refuge	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield
34	Service Support Fund - Adele House	Non-residential drug and alcohol rehabilitation service for homeless or at-risk clients and support for their families, and workforce mentoring for the SHS sector working with this client group.	15E & H	Adele House	Yes	No	N/A	N/A	Auburn Baulkham Hills Blacktown Holroyd Parramatta
35	Service Support Fund - Alice's Support Services	Support for homeless or at-risk women with mental illness and their children. Offers consultancy and training to SHS providers to better enable them to meet the needs of this client group.	15F & G	Alice's Cottages	Yes	No	N/A	N/A	Auburn Baulkham Hills Blacktown Holroyd Parramatta
36	Service Support Fund - Homeless Multicultural Women Integrated Support Service (HoMWISE)	Support clients from a culturally and linguistically diverse background through co-case management of clients, as well as delivering training and forums for SHS staff	15A	Immigrant Women's Speakout Association	Yes	No	N/A	N/A	Auburn Baulkham Hills Blacktown Holroyd Parramatta
37	Homeless Youth Assistance Program (HYAP) - support for unaccompanied children and young people 12-15 years	The Homeless Youth Assistance Program (HYAP) funds non-government organisations to provide targeted and holistic responses to help unaccompanied children and young people aged 12 to 15 years who are homeless or at risk of homelessness. Under the HYAP, 19 service packages have been established across NSW. These include 17 services established through the recent HYAP select tender and two early release providers in Sydney. These services provide integrated support and accommodation with the aim of reunifying children and young people with their families and broader support networks, where appropriate, or enabling	15B, C, J & K	Various homelessness service providers	Yes	No	N/A	N/A	Statewide
				Detour House	Yes	No	N/A	N/A	Sydney
				Youth Off The Streets	Yes	No	N/A	N/A	Sydney
				Allambi Care Limited	Yes	No	N/A	N/A	Central Coast
				Mission Australia	Yes	No	N/A	N/A	Far West
Samaritans Diocese of	Yes	No	N/A	N/A	Hunter New England				

		them to transition to appropriate longer-term supported accommodation.		Newcastle					
				Southern Youth and Family Services Limited	Yes	No	N/A	N/A	Illawarra Shoalhaven
				Wesley Community Services Limited	Yes	No	N/A	N/A	Mid North Coast
				YP Space MNC Inc	Yes	No	N/A	N/A	Mid North Coast
				Anglicare NSW South, NSW West and ACT	Yes	No	N/A	N/A	Murrumbidgee
				Platform Youth Services Ltd	Yes	No	N/A	N/A	Nepean Blue Mountains
				Northern Rivers Social Development Council Inc	Yes	No	N/A	N/A	Northern NSW
				Taldumande Youth Services Inc	Yes	No	N/A	N/A	Northern Sydney
				Caretakers Cottage Inc	Yes	No	N/A	N/A	South Eastern Sydney
				Project Youth Inc	Yes	No	N/A	N/A	South Eastern Sydney
				Uniting (NSW.ACT)	Yes	No	N/A	N/A	South Western Sydney
				Southern Youth and Family Services Limited	Yes	No	N/A	N/A	Southern NSW
				Veritas House Inc	Yes	No	N/A	N/A	Western NSW
				Mission Australia	Yes	No	N/A	N/A	Western NSW
				MacKillop Family Services Ltd	Yes	No	N/A	N/A	Western Sydney
				Youth Off The Streets - headleasing two private rental properties	Yes	No	N/A	N/A	Sydney
38	Housing & Support for Rough Sleepers	This program is being developed to address the acute and growing shortage in medium-term (transitional) accommodation to target rough sleeping. The service will provide access to an additional 120 transitional houses (100% leasehold via extension of effective Community Housing Leasehold Program) and support packages to target rough sleepers who are unable to access this type of housing due to a lack of capacity.	15B, D, E, F, G, H & J	TBC	Yes	No	NA	120	TBC
39	Staying Home Leaving Violence	The Staying Home Leaving Violence program is a specialised domestic and family violence program aimed at promoting victims' housing stability and preventing homelessness. The program helps women who have separated from a violent partner or family member (and their children) to remain safely in their own home or	15A & G	Various SHLV providers	No	Yes	Yes	1080	Statewide
				South East Women and Children's Services Inc	No	Yes	Yes	1080	Bega

				Mullumbimby & District Neighbourhood Centre Inc (CONC SHLV)	No	Yes	Yes		Clarence Valley
				Warrina Women's & Children's Refuge Co-operative Society Ltd	No	Yes	Yes		Coffs Harbour
				Tamworth Family Support Service	No	Yes	Yes		Inverell
				Housing Plus	No	Yes	Yes		Orange
				FACS	No	Yes	Yes		Statewide
40	Start Safely	Start Safely provides targeted assistance to people experiencing homelessness as a result of domestic and family violence (DFV) to access financial assistance to secure a housing solution through the private rental market so that they don't have to return to the violent situation, or remain homeless. The assists these clients to re-establish independence and stability, while ensuring that clients are linked into Specialist Homelessness Services so they can access support to sustain their tenancy and address their homelessness needs.	15A, G, J, K & L	NSW Department of Family and Community Services with support from homelessness and community housing providers	No	Yes	Yes	2200 households (with 3500 children)	Statewide
41	Private Rental Assistance	Private Rental Specialists work intensively with eligible clients, including homeless and at risk clients, to develop and enhance their capacity to access the private rental market and sustain a private rental tenancy. This includes brokering the establishment of individual private rental tenancies with local real estate agents and landlords, while ensuring relevant support arrangements through Specialist Homelessness Services are in place to develop tools and capabilities to sustain the tenancy and ensure they don't fall back into homelessness or prevent them from becoming homelessness.	15B, D, E, F, G & K	NSW Department of Family and Community Services with support from homelessness and community housing providers	No	Yes	Yes	754	Statewide
42	Temporary Accommodation	Temporary Accommodation is an essential element of the homelessness service system, providing emergency accommodation for people who have nowhere safe to stay by providing a service which is available 24 hours a day, 7 days a week, every day of the year. Temporary Accommodation provides an important entry point for the homeless and people at risk of homelessness to enter the service system and access support from Specialist Homelessness Services to find a long term solution to their homelessness. NPAH funding supports clients in need of temporary emergency accommodation who are referred by Link2home.	15A, B, D, E, F, G & L	NSW Department of Family and Community Services with support from homelessness providers	No	Yes	Yes	7,156	Statewide
43	Private Rental Subsidy	Private Rental Subsidy provides a medium-term solution to assist clients who have a disability and have been approved for priority status on the NSW Housing Register, have a disability and are at risk in their current accommodation to access affordable accommodation in the private market while waiting for a suitable social housing property to become available. The subsidy is an important contribution to preventing homelessness by enabling highly vulnerable clients to access a housing solution through Community Housing Provider or the private market, as well as support services through Specialist Homelessness Services to ensure they can sustain their tenancy and address other issues contributing	15B, D, E, F, G & K	NSW Department of Family and Community Services with support from homelessness and community housing providers	No	Yes	Yes	796	Statewide

		to their homelessness situation.							
44	Link2home	Link2home provides an efficient way for people who are homeless or at risk of homelessness to get information and referrals for the right service at the right time. The Link2home service is a single, statewide telephone number that provides a convenient gateway to information and referrals to specialist homelessness services and the broader homeless service system, 24 hours a day 7 days a week. Through the service, clients' needs are assessed and referrals facilitated to the most appropriate service response. It provides general information about homelessness services, and undertakes communication and stakeholder engagement activities to improve referral relationships and promote awareness of the service.	15A, B, D, E, F, G & L	NSW Department of Family and Community Services with support from homelessness and community housing providers	No	Yes	Yes	175,880 calls	Statewide

Please note: Initiatives can have numerous programs or projects with different service providers that are delivering specific shared outcomes with time and cost constraints.

**Please note: The Commonwealth acknowledges that funding allocated to addressing domestic and family violence, and youth homelessness may span across outputs other than the priority outputs listed at 15 (a), 15 (b) and 15 (c) of the Agreement.

***Please note: Where an exemption has been granted by the Commonwealth under the 2015-17 NPAH and this is sought again, the jurisdiction should indicate in this column that this has been granted by the Commonwealth (unless significant changes to the circumstances of the Service Provider have occurred).

****Please note: Address and service coverage area, and NPAH funding information columns (including funding allocated to priority outputs) will not be made publicly available.