

Tasmania Project Plan

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS: SCHEDULE A

PRELIMINARIES

1. 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

2. 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 Tasmania, represented by the Minister for Human Services, whichever is the later, and will cease on completion or termination of the Agreement.
3. 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 Tasmania's capacity to achieve the outcomes of the Agreement.
4. This Project Plan will cover the one-year period of 2017-18.
5. This Project Plan may be varied in accordance with clauses 19, 45, 46 and 48 of the Agreement.

PART ONE: STRATEGIC OVERVIEW OF IMPLEMENTATION STRATEGY

Table 1: Strategic overview of implementation

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

The demand for homeless services in Tasmania is greater than capacity, with most crisis accommodation across the State reporting unassisted turnaways. Affordability is the key cause for homelessness in Tasmania which is demonstrated by a widening cohort of homeless people to include families and the working poor. Over half (56 per cent) of Tasmanians who sought homelessness assistance in 2015-16 cited accommodation and financial related issues as their main cause. Especially vulnerable are young people aged 18 years or less who represent over one third (36 per cent) of people seeking homelessness assistance. Households escaping from family violence and relationship issues also represent a significant proportion of clients with 27 per cent reporting this as the main reason of assistance and 52 per cent reporting family violence as one reason.

To respond to this widening cohort and growing demand on homelessness services, Tasmania's housing and homelessness system has undergone significant reforms designed to improve its sustainability and improve housing affordability and homelessness outcomes. These reforms are outlined in *Tasmania's Affordable Housing Strategy 2015-2025*. The primary response for Tasmania is to rapidly assist vulnerable people into secure homes with the support they need. Housing Connect is Tasmania's integrated service model that provides a triaged response and rapid assistance to all vulnerable households seeking homelessness support – including youth and victims of family violence. Housing Connect workers provide direct support to clients exiting out of crisis from emergency shelters, brokered accommodation and supported accommodation facilities into secure homes. Support is tenure neutral and tailored – from a light touch to more intensive support – and it is 'floating' so that support does not end if a client's housing circumstances change. Support is provided for the duration of need in order to sustain tenancies to prevent instances of repeat homelessness. Housing Connect offices are located statewide in each of Tasmania's regional urban centres. Housing Connect also provides outreach support to areas outside the perimeter of its offices. A key reform is adopting a new outcomes framework for funded services. Through a partnered approach, Tasmania has moved to develop and implement the outcomes framework to provide outcomes based performance targets and measurement tools incorporated in funding arrangements. The framework is being supported by significant enhancements to the Specialist Homelessness Information Platform (SHIP), training in the new system, adoption of the Outcomes Star tool to measure client outcomes and release of Practice Guidelines.

Six supported accommodation facilities have been developed to provide 'street to home' accommodation for people experiencing, or at risk of, homelessness. These include two dedicated youth facilities that connect residents into training and employment. Under Tasmania's Affordable Housing Strategy an additional 25 bed youth and youth disability facility is under construction in Devonport along with expansion of the Launceston youth facility which

will provide an additional eight beds. Good client outcomes are being achieved.

The Tasmanian housing and homelessness sector is collegial and collaborative. The recent reforms have built on this strength, drawing upon collaborative relationships in the design and delivery of the various reforms. While these programs are maturing and some are yet to be fully evaluated, indications highlight that much of the sector is active, engaged, and working productively together to find better housing solutions for Tasmanians.

Future priorities for Tasmania will be to continue Housing Connect and the provision of floating support; expand the Supported Accommodation Facilities for homeless youth in the north and north west; increase the capacity of crisis shelters to respond to demand across the state; and explore the need for supported accommodation for homeless or vulnerable older people.

2. What frontline services or programmes will Tasmania deliver in 2017-18 to meet the outcomes of the Agreement?

Commitment is given to continue Tasmania's six Supported Accommodation Facilities (SAF's) with a seventh facility to commence operation in 2017-18. Two of the current sites are dedicated youth facilities that connect residents into training and employment. The new site under construction will also be dedicated to youth.

With a streamlined information system (developed under NPAH 2014-15) and the introduction of a new Priority Assessment approach, Housing Connect is well designed to provide a triaged response and rapid assistance to vulnerable households seeking homelessness support – including the youth and family violence cohorts targeted under this Agreement.

The balance of NPAH funds over 2017-18 is allocated to direct service provision through Housing Connect, and is used to provide immediate assistance and specialist homelessness case management support to vulnerable households to help exit them out of crisis into secure homes and to sustain their tenancies to prevent instances of repeat homelessness. Around one quarter of clients assisted by Housing Connect are estimated to be youth. 52 per cent of total Housing Connect clients report experiencing family violence or relationship issues as a reason for seeking assistance.

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

The following initiatives are dedicated to assisting homeless or vulnerable youth:

- Supported Accommodation Facilities at Thyne House (in northern Tasmania) (with expansion in 2017-18 by eight beds) and Trinity Hill (in southern Tasmania) for youth aged 16-25 years old
- Construction of a new 25 bed youth Supported Accommodation Facility in Devonport

In addition, around one quarter of clients assisted by Housing Connect are estimated to be youth (aged 16-25 years old) and over half of all clients escaping from family violence. In 2015-16, one quarter (24.5 per cent) of clients were aged between 15 and 24 years of age. The main reason for these clients to seek assistance was family violence and relationship issues (27 per cent of clients aged between 15 and 24 years of age). Overall 52 per cent of all Housing Connect clients of all ages listed family violence and relationship issues as a reason for seeking assistance..

4. Which geographical area(s) will Tasmania prioritise in 2017-18 when considering allocation of funding to the priority outputs listed at clause 11(a), 11(b) and 11(c) of the Agreement, and what services are being provided to these areas?

"The number of affordable and appropriate rentals remains dire for single young people and adults. Consistently across the state, the households most vulnerable to extreme rental stress remain young people....."¹

South – City of Hobart:

As Tasmania's capital, the City of Hobart has the greatest demand for homelessness services. Housing prices and affordability problems are highest in Hobart than the rest of the State. Vulnerable cohorts include victims of family violence and youth. Young people are particularly vulnerable as they live and move to Hobart to be close to lifestyle, services, training and employment opportunities.

In April 2017, only 11 per cent of private rental properties in the South were affordable for a single adult household reliant on Newstart, even if spending up to 49 per cent of income on rent².

Priority is given to continue the provision of Housing Connect services within Hobart CBD (post code 7000) to provide immediate assistance to homeless or vulnerable households in the priority cohorts and to triage them into emergency accommodation or secure homes with the provision of case management support.

Priority is given to continue a dedicated youth Supported Accommodation Facility at North Hobart (post code 7000) for formerly homeless young people including those living with a disability that require more intensive support to shift to independence.

Priority is given to continue two Supported Accommodation Facilities in Hobart CBD (post code 7000) for formerly homeless people that require more intensive support to shift to independence or longer term support to maintain accommodation. It is intended that one of these facilities will transition to become dedicated for youth during 2017-18 to respond to growing demand for this most vulnerable cohort.

South – City of Clarence (Greater Hobart):

The City of Clarence forms one of five local government areas that make up the Greater Hobart metropolitan area. It is mainly a residential area for commuters that work in Hobart. Services are centred at Rosny Park. Housing prices are in general more affordable than in the City of Hobart. Vulnerable cohorts include victims of family violence and youth.

Priority is given to continue the provision of Housing Connect services at Rosny Park (post code 7018) to provide immediate assistance to homeless or vulnerable households in the priority cohorts and to triage them into emergency accommodation or secure homes with the provision of case management support. About one quarter of clients assisted by Housing Connect are estimated to be youth (aged 16-25 years old) and over half of all clients escaping from family violence.

¹ Anglicare Tasmania, Social Action and Research Centre. 2017. [Rental Affordability Snapshot 2017: Tasmania](#).

North – City of Launceston:

As Tasmania's northern capital, Launceston and its inner suburbs have a high demand for homelessness services. It is a major urban centre with similar needs for homelessness services as in Hobart.

In April 2017, only 17 per cent of private rental properties in the North were affordable for a single adult household reliant on Newstart, even if spending up to 49 per cent of income on rent³.

Priority is given to continue the provision of Housing Connect services within Launceston CBD (post code 7250) to provide immediate assistance to homeless or vulnerable households in the priority cohorts and to triage them into emergency accommodation or secure homes with the provision of case management support.

Priority is given to continue two Supported Accommodation Facilities in Launceston CBD (post code 7250) for formerly homeless people that require more intensive support to shift to independence or longer term support to maintain accommodation. One of these facilities is dedicated to formerly homeless young people and the remaining facility will be available for those people in the priority cohorts requiring intensive support. The youth facility will be expanded by eight beds in 2017-18.

North West – City of Devonport / Ulverstone / City of Burnie:

The population along the north west coast of Tasmania is more dispersed than the Hobart and Launceston urban centres. Density is lower and housing prices are generally more affordable. There are less training and employment opportunities. Vulnerable cohorts include victims of family violence and youth. The three largest urban centres along the north west coast in order are Devonport, Ulverstone and Burnie.

Priority is given to continue the provision of Housing Connect services in Devonport (post code 7310) and Burnie (post code 7320) to provide immediate assistance to homeless or vulnerable households in the priority cohorts and to triage them into emergency accommodation or secure homes with the provision of case management support.

Priority is given to continue a Supported Accommodation Facility in Ulverstone (post code 7315) for formerly homeless people that require more intensive support to shift to independence or longer term support to maintain accommodation. While this facility is not dedicated to a cohort it is available for those people in the priority cohorts requiring intensive support. Priority is given to continue the construction of a 25 bed youth facility in Devonport to provide additional accommodation options for young people between the ages of 16-25 years.

³ Anglicare Tasmania, Social Action and Research Centre. 2017. [Rental Affordability Snapshot 2017: Tasmania](#).

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

2017-18: \$2.65 million

Based on:

- expansion of Thyne House supported accommodation facility by eight beds
- continued operation and funding of Trinity Hill
- construction, establishment and operations (for half the financial year) of a new 25 bed facility for youth in Devonport
- Housing Connect support to young clients (24.5 percent of all Housing Connect clients are aged 15-24 years) and people affected by family violence (52 per cent of all Housing Connect clients provided family violence as a reason for seeking assistance).

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

2017-18: \$5.86 million.

In 2017-18 it is intended to seek Expressions of Interest (Eoi) for service providers for all six current Supported Accommodation Facilities as well as seeking a provider for the new youth facility at Devonport. As such, the projected expenditure for 2017-18 for the Devonport facility may vary depending upon the outcome of the Eoi. Any shortfall in budget for the Devonport facility will be met by the Tasmanian Government outside the terms of the NPAH.

PART TWO: IMPLEMENTATION INFORMATION FOR INITIATIVES, AND EXPECTED REPORTING

Table 2: Description of initiatives including services funding under each initiative

	* Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	** \$ allocated to domestic and family violence initiatives (e.g. output 15[a])	** \$ allocated to youth homelessness initiatives (e.g. output 15[b], 15[c])	Name of Service Provider/s	In-scope for SHSC – Yes/No	Seeking Exemption – Yes/No	*** Exemption Granted by C'wealth – Yes/No	Requirement for SHSC exempt services and services not in scope: Estimated yearly number of clients to be assisted by service	**** Address of service provider/s and service coverage area by postcode	**** Total NPAH funding in 2017-18
1	Supported Accommodation Facilities towards Priority Outputs - Thyne House - Trinity Hill - Devonport	Dedicated Youth Supported Accommodation Facilities providing long term supported accommodation for young people on low incomes who have been homeless or at risk of homelessness	(b) (e); (f); (i)			Thyne House – Anglicare Tasmania	Yes	No	n/a	n/a		
						Trinity Hill – Anglicare Tasmania	Yes	No	n/a	n/a		
						Devonport – provider to be decided.	Yes	No	n/a	n/a		
2	Supported Accommodation Facilities towards Additional Outputs - Common Ground Tasmania - Thistle Street - Grove House	Supported Accommodation Facilities providing long term supported accommodation for people on low incomes who have been homeless or at risk of homelessness	(d); (e); (f); (i)			The Salvation Army (formerly operated by Common Ground Tasmania)	Yes	No	n/a	n/a		

	* Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	** \$ allocated to domestic and family violence initiatives (e.g. output 15[a])	** \$ allocated to youth homelessness initiatives (e.g. output 15[b], 15[c])	Name of Service Provider/s	In-scope for SHSC – Yes/No	Seeking Exemption – Yes/No	*** Exemption Granted by C'wealth – Yes/No	Requirement for SHSC exempt services and services not in scope: Estimated yearly number of clients to be assisted by service	**** Address of service provider/s and service coverage area by postcode	**** Total NPAH funding in 2017-18
						Thistle House - Anglicare Tasmania	Yes	No	n/a	n/a		
						Grove House - Anglicare Tasmania	Yes	No	n/a	n/a		
3	Housing Connect	Triaged assessments and referrals and direct provision of specialist homelessness case management support.	(a); (b) (d); (e); (f); (g); (i); (k); (l)			Anglicare Tasmania (north)	Yes	No	n/a	n/a		
						Colony47 (south)	Yes	No	n/a	n/a		
						Via Housing Connect – Colony 47 (south) Yes	Yes	No	n/a	n/a		
Priority outputs sub-total \$m											Total \$m	\$5.86

*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 previous NPAHs 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) are not made publicly available.

Expected reports, reviews or evaluations

In accordance with clause 30 and 31 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	Acquittal of rental subsidies	1 September 2018
2	Performance Report for Supported Accommodation Facilities	1 September 2018 [*]
3	Performance Report for Housing Connect	1 September 2018 [*]

^{*} Subject to data from the SHSC held by the AIHW being made available to Tasmania in time to meet reporting timeframes.

Project Plan Sign off (Parts One and Two)

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

Signature

Date

The Hon Jacqui Petrusma MP

Signature

Date

Senator the Hon Zed Seselja