

ACT Project Plan

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

PART 1: PRELIMINARIES

1. This Project Plan is a schedule to the 2014-15 National Partnership Agreement on Homelessness (NPAH) and should be read in conjunction with that Agreement. The objective in the National Partnership is: *The Parties will continue their commitment to reducing homelessness through sustained effort and partnerships with business, the not for profit sector and the community.*
2. The NPAH supports Commonwealth and jurisdictions' efforts to reduce homelessness levels across Australia, recognising that a reduction in homelessness requires targeting key groups: rough sleepers; people experiencing homelessness more than once, people experiencing violence, especially women and children; children and young people, including those subject to or exiting care and protection; Indigenous people; and people exiting social housing and institutional care, such as health and mental health services, juvenile justice or adult prisons. The relationship between overcrowding, housing and homelessness is also recognised.

PART 2: TERMS OF THIS PROJECT PLAN

3. This Project Plan will commence on 1 July 2014, provided it is agreed between the Commonwealth of Australia, represented by the Minister for Social Services, and the Australian Capital Territory (ACT), represented by the Minister for Housing.
4. As a schedule to the NPAH, the purpose of this Project Plan is to provide the public with an indication of how the reform or project is intended to be delivered in the ACT.
5. This Project Plan will cease on completion or termination of the NPAH, including the processing of final payments against performance benchmarks or milestones.
6. This Project Plan may be varied by written agreement between the Commonwealth and State Ministers responsible for it under the overarching NPAH.
7. The Parties to this Project Plan do not intend any of the provisions to be legally enforceable. However, that does not lessen the Parties' commitment to the plan and its full implementation.

PART 3: STRATEGY FOR ACT IMPLEMENTATION

Initiative information – Service Continuity

Table 1: Description of initiatives including services funding under each initiative

| No. | *Initiative Title | Short description of Initiative | Output/s addressed (refer to Clause 10 of NP) | Name of Service Provider/s |
|-----|--|--|--|--|
| 1 | Building Housing Partnerships – Supportive Tenancy Service (STS) | The STS provides intensive case management for over 700 clients across a range of tenures, including social housing, private rental and home ownership. The service has a strong focus on early intervention, targeted at those at risk of losing their housing and becoming homeless. | (I) Support for private and public tenants to help sustain their tenancies, including through tenancy support, advocacy, case management, financial counselling and referral services. | Woden Community Service in partnership with Belconnen Community Services and the Young Women’s Christian Association (YWCA). |

| No. | *Initiative Title | Short description of Initiative | Output/s addressed (refer to Clause 10 of NP) | Name of Service Provider/s |
|-----|-------------------------------------|---|--|---|
| 2 | Managed Accommodation Program (MAP) | <p>MAP consists of two services – the Men’s Accommodation Support Service (MASS) and Coming Home. MASS provides accommodation and support to up to 20 single men with high and complex needs. Key outcomes of the program include securing and maintaining long-term accommodation, improving basic living skills, addressing complex health and substance abuse issues, and re-engaging with their families and communities.</p> <p>Coming Home is the women’s component of MAP. The service has the capacity to accommodate up to five women at one time, with a further five women provided with outreach support at any one time.</p> | <p>c) Support services to assist homeless people with mental health issues to secure or maintain stable accommodation.</p> <p>(e) Improvements in service coordination and provision.</p> <p>16(b) Support services to assist homeless people with substance abuse issues to secure or maintain stable accommodation</p> | <p>Canberra Men’s Centre (MASS).</p> <p>Toora Women Inc. (Coming Home) in partnership with Beryl Inc and Canberra Rape Crisis Centre.</p> |

| No. | *Initiative Title | Short description of Initiative | Output/s addressed (refer to Clause 10 of NP) | Name of Service Provider/s |
|-----|--|--|---|--|
| 3 | Youth Integrated Education and Accommodation Program – 'Our Place' | <p>The Youth Foyer Model – <i>Our Place</i> – has grown into a robust and innovative response to youth homelessness and disadvantage. The service is operated by two organisations working collaboratively to provide an integrated and innovative approach to service delivery. The full service name includes the aim "Live, Learn and Achieve", which encompasses the holistic nature of the program. Already <i>Our Place</i> is demonstrably effective in providing support and opportunities for young people to engage in education, employment and training. All young people housed in the program (with the exception of a very new mother) are already engaged in this way.</p> | (d) Support to young people aged 12 to 18 years who are homeless or at risk of homelessness to re-engage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and/or employment. | Barnardos and Anglicare. Community Services Directorate (CSD) has a Service Funding Agreement (SFA) with Barnardos. Barnardos and Anglicare have a subcontract to deliver this program as a partnership. |

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|-----|--------------------------------------|--|---|----------------------------|
| 4 | First Point (Central Intake Service) | <p>First Point provides placement into homelessness and housing support services for people in the ACT, and facilitates access to other relevant services as required. In this way, First Point provides a primary, but not sole, access point into the ACT homelessness system. It operates on the basis of a 'no turn away' principle. This means that every homeless person who makes contact with the Central Intake Service will receive a service response. In the event that assistance cannot be offered, the service aims to provide follow-up contact within 48 hours, and then regularly after that time until the person has received an appropriate service response.</p> | (e) Improvements in service coordination and provision. | Connections ACT |

| No. | *Initiative Title | Short description of Initiative | Output/s addressed (refer to Clause 10 of NP) | Name of Service Provider/s |
|-----|-------------------|--|--|----------------------------|
| 5 | Street to Home | <p>The program works to assertively engage people experiencing chronic homelessness (particularly 'rough sleepers'), helping them to re-engage with support services to establish and sustain a successful tenancy. Street to Home coordinates the delivery of services to people on the streets, rather than requiring that they attend appointments in offices. The program provides support to a minimum of 30 rough sleepers at any one time, where they are found. It engages in active outreach, including mental health support, with rough sleepers who do not engage with mainstream services. Service users are supported to overcome barriers to find and maintain appropriate housing. It also organises and facilitates 'Who's New on the Streets'.</p> <p>Six properties have been allocated by Housing ACT. Two are utilised for crisis accommodation, and four are used as Housing First accommodation</p> | (h) Outreach programs to connect rough sleepers to long-term housing and support services. | St Vincent De Paul |

| No. | *Initiative Title | Short description of Initiative | Output/s addressed (refer to Clause 10 of NP) | Name of Service Provider/s |
|-----|---|--|--|---|
| 6 | Building Housing Partnerships – Transitional Support and Head Tenancies | <p>The purpose of the Building Housing Partnerships program is to help break the cycle of homelessness and disadvantage in our community. The program aims to achieve this by facilitating, coordinating, and delivering a range of support, assistance and living-skills programs for vulnerable tenants, including support to find training and employment.</p> <p>In line with ACT’s reform directions, Transitional Support and Head Tenancies shift focus from a transitional housing program to a transitional support approach, which is not tied to a particular dwelling. Individual support packages can be established to create supportive tenancies across a range of different types of housing tenures.</p> | <p>(g) Support services for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.</p> <p>(e) Improvements in service coordination and provision.</p> <p>(a) Support services and accommodation to assist older people who are homeless or at risk of homelessness.</p> <p>(b) Support services to assist homeless people with substance abuse issues to secure or maintain stable accommodation.</p> <p>(c) Support services to assist homeless people with mental health issues</p> | <p><i>Multiple providers:</i></p> <p>Current Head Lease-</p> <p>Canberra Men’s Centre Inanna Toora Inc.</p> <p>Current Transitional support-</p> <p>Inanna Catholic Care Communities@Work</p> |

| No. | *Initiative Title | Short description of Initiative | Output/s addressed (refer to Clause 10 of NP) | Name of Service Provider/s |
|-----|---|---|--|---|
| 7. | Housing Accommodation & Support Initiative (HASI) | HASI was established to increase tenancy and clinical support for tenants with a mental illness. The aim of HASI is to provide integrated packages of housing and mental health support, to support sustainable tenancies in public housing for people with moderate to severe mental health issues and enhance community participation | (c) Support services to assist homeless people with mental health issues to secure or maintain stable accommodation. | Multiple providers: Richmond Fellowship Mental Health Foundation CatholicCare Inanna Inc. |

Reform Directions

8. A key focus of the 2014-15 NPAH is a commitment to provide support to homelessness service providers through matched Commonwealth, State and Territory funding to enable the continuation of NPAH funded service delivery. Major reform directions for the ACT encompass development of the One Human Services Gateway, including co-location with the National Disability Insurance Agency, and an independent evaluation of the impact of the 2009-13 and 2013-14 reforms to the ACT's specialist to homelessness sector. The evaluation will commence in October 2014 and will allow for a real examination of the full spectrum of homelessness services in the ACT.

Estimated costs

9. The maximum financial contribution to be provided by the Commonwealth to the ACT is \$1.52 million payable in accordance with Part 5 of the NPAH. All payments are exclusive of GST.

Risk management

10. There is a robust risk management plan in place for the ACT's specialist homelessness sector. Through procurement planning, all risks have been actively identified, entered into a risk log and categorised in terms of impact and likelihood. The ACT's Procurement Plan does not need to be provided to the Commonwealth.

Relevant State or Territory Context

11. The geographical position of the ACT sees a number of impacts on its service delivery. The proximity of the ACT to NSW regional centres such as Queanbeyan and Wagga Wagga creates a higher transient cross border population. This means that a high number of people who do not meet residency criteria for public housing assistance are requesting support from Housing ACT and ACT based Specialist Homelessness Services. This leads to increased service demand which further impacts on the capacity of services to deliver outcomes in the ACT.
12. The ACT is developing a 40 unit Common Ground dwelling to support people experiencing homelessness. Common Ground is an assertive intervention model which provides safe, secure, supported accommodation for people who are experiencing homelessness. In purpose built accommodation, homeless people are co-located with people on low incomes who pay affordable rent. Funding for this model was secured from the Development Fund in the 2013-14 NPAH.
13. The introduction of the National Affordable Housing Agreement (NAHA) in 2009 resulted in a significant decrease of Commonwealth funding to the ACT for homelessness and housing purposes. The NAHA decrease amounted to \$5.9 million over five years (from 2009). From 2009 to 30 June 2013, the ACT maintained funding levels for the specialist homelessness sector at pre-NAHA levels. On 1 July 2013, the ACT introduced a new funding model for the specialist homelessness sector to ensure that reduced funding amounts were distributed in an equitable and transparent manner.

14. A number of initiatives implemented through the 2009-13 and 2013-14 NPAHs have exceeded expectations, with some delivering more than double their target number of assistances. The ACT has fostered innovation and best practice, effectively leveraging existing Territory and Commonwealth investment, and successfully worked in partnership with other service providers

Reporting requirements

15. Reporting requirements for jurisdictions under previous NPAHs have been replaced with a requirement for jurisdictions to ensure that NPAH funded agencies participate monthly in the Specialist Homelessness Services Collection (SHSC) administered by the Australian Institute of Health and Welfare (AIHW).
16. The Commonwealth will utilise existing data provided in the SHSC for NPAH reporting. Data will be sourced by the Commonwealth from the SHSC, significantly reducing the reporting burden on jurisdictions.
17. The Australian Capital Territory agrees to ensure funded services and initiatives participate in the SHSC or have an exemption from participation agreed by the Commonwealth.
18. The Commonwealth will monitor agency reporting in the SHSC. The Australian Capital Territory agrees to complete information in through the SHSC regarding:
- a. non-participation indicator and reason (if applicable); and
 - b. NPAH funding indicator.
19. The ACT agrees to allow the AIHW to provide the Department of Social Services (DSS) information to monitor agency participation in the SHSC and confidentialised client level data, including a unique identifier for NPAH-funded agencies, to inform NPAH reporting on client outcomes in relation to NPAH funding. The data provided by the AIHW will not be able to ascertain the identity of specialist homelessness sector clients and agencies, and will satisfy all privacy and confidentiality requirements.
20. The AIHW will continue to allow three months for agencies to submit their data and will notify DSS of agencies which are required to participate but have not submitted data into the SHSC after the reporting due date.

Sign off

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

Signature

Shane Rattenbury MLA

Date

1/7/14

Signature

The Hon Kevin Andrews MP

Date

19/8/14