



ACT

Government

Community Services

IMPLEMENTATION PLAN

for

**NATIONAL PARTNERSHIP AGREEMENT
ON HOMELESSNESS**

between the

COMMONWEALTH OF AUSTRALIA

and the

AUSTRALIAN CAPITAL TERRITORY

JULY 2009 to JUNE 2013

UPDATED MARCH 2012

CONTENTS

	Page
Glossary of acronyms and terms.	3
Purpose of Implementation Plan	6
Context – Understanding the Big Picture.	7
Governance Structure.	9
1. Core Outputs.	10
1.1 A Place to Call Home.	10
1.2 Street to home initiatives for chronically homeless people (rough sleepers).	12
1.3 Support for people to sustain their tenancies.	14
1.4 Assistance for people leaving child protection services, correctional and health facilitated to access and maintain stable, affordable housing.	18
2. Other Outcomes.	20
2.1 Services to assist homeless people with mental health issues to secure or maintain stable accommodation.	20
2.2 Support to assist young people aged 12-18 years.	22
2.3 Improvements in service coordination and provision.	24
2.4 Support to women and children experiencing domestic violence and family violence to stay in their housing.	27
3. Performance Reporting	29

Glossary of Acronyms and Terms

ACT	Australian Capital Territory
CMC	Canberra Men's Centre
CSC	Client Support Coordinator
CSD	ACT Community Services Directorate
DVCS	Domestic Violence Crisis Service
HASI	Mental Health Housing and Support Initiative
HYPP	Housing Young People Pilot
MASS	Men's Accommodation Support Service
MDP	Multi-Disciplinary Panel
NAHA	National Affordable Housing Agreement (NAHA)
NBJP	Nation Building and Jobs Plan
NSW	New South Wales
OCYFS	Office for Children, Youth and Family Support
PSU	Psychiatric Services Unit
SAAP	Supported Accommodation Assistance Program
SHHS	Social Housing and Homelessness Services
STTS	Supportive Sustaining Tenancy Services
THP	Transitional Housing Program

Purpose of Implementation Plan

The purpose of this document is to provide the revised National Partnership Agreement on Homelessness Implementation Plan for the ACT. The National Affordable Housing Agreement and its associated National Partnership Agreements on Homelessness and Social Housing, and the unprecedented investment in social housing through the Nation Building and Jobs Plan, have established the framework to guide the ACT in the delivery of services across the continuum from crisis and homelessness to safe and secure, affordable housing.

The ACT has committed to specific targets under the National Partnership Agreement on Homelessness as part of a national effort to halve homelessness by 2020. The new initiatives under the National Partnership Agreement on Homelessness will make a direct contribution to meeting the ACT's target but they alone will not achieve them. Instead the totality of the ACT's efforts will make the intended impact on homelessness through targeted interventions and the provision of long term housing for those that need it.

The ACT's progress against stated targets will be measured throughout the life of the National Partnership Agreement and the ACT will report on activities funded under the Agreement on an annual basis as required. The ACT will also meet reporting requirements under the NAHA and other National Agreements.

Relevant information on related initiatives not funded under this Agreement will be reflected where it demonstrates a strategic contribution to the targets of the NPAH.

Context - Understanding the Big Picture

The ACT has as its goal the eradication of homelessness. As long ago as 2004, the ACT Social Plan set a target of no rough sleepers by 2013. The ACT sees the totality of the National Affordable Housing Agreement (NAHA) and associated National Partnership Agreements, National Building and Jobs Plan (NBJP), and the Social Housing NP as a once in a generation opportunity to make a serious impact on our goal.

The whole of government policy framework for homelessness service delivery in ACT for the period 2004-2008 has been provided by *Breaking the Cycle – the ACT Homelessness Strategy*. *Breaking the Cycle* established an integrated service system spanning crisis support to safe and secure long term accommodation and introduced a suite of innovative and contemporary service models. This included a shift from congregate living responses to accommodate individuals and families within their own dwellings and an expansion of flexible outreach support services.

The ACT has the equal lowest rate of homelessness per 10,000 of the population with Victoria and NSW, recording 42 homeless per 10,000 in 2006 and 40 per 10,000 in 2001 (*Counting the Homeless 2006*). The ACT had 1.3% of the total Australian homeless population on Census Night in 2006, a slight increase from 1.2% in 2001.

The ACT Government's approach under the NAHA and National Partnership Agreement on Homelessness has been to instigate a comprehensive reform agenda to reduce homelessness in partnership with specialist homelessness and mainstream services.

The Road Map: A discussion paper on the way forward for ACT homelessness services and related services (The Road Map) was released in November 2009 to promote discussion on reform directions and the implementation of new initiatives. The Road Map invited specialist homelessness service providers and other stakeholders to submit feedback on five topic based chapters throughout the period December 2009 to February 2010.

The feedback from the discussion paper was used to identify the changes that are required across the service delivery system, internal government processes and inter agency protocols.

A series of Round Table meetings of homeless sector representatives were held to provide advice on real, practical ways in which the directorate and community agencies could work together to implement the National Partnership Agreement on Homelessness initiatives. In addition, a Joint Pathways Forum of community agency leaders advised on and considered strategic issues. This approach was successful and input from the community

sector has informed the development and assisted the implementation of the ACT initiatives.

As a result of this process the following ACT reform directions were determined:

- Shift in the provision of support from crisis accommodation response to a “support in place” model
- Rebalancing funding over time from accommodation-based support to outreach and preventative approaches, with a move towards ‘tenure neutral’ supports
- Maintenance of a network of crisis accommodation places to focus on people requiring a mix of accommodation and support, immediate shelter and those at risk of violence
- Move toward a ‘housing first’ approach wherever practicable
- Streamline access to services and housing, achieved through the implementation of the Central Access Point
- Assertive and persistent engagement with rough sleepers, hard to reach groups and vulnerable Canberra's
- Sustaining tenancies to prevent cycles of homelessness
- Increase social inclusion – building foundation skills and links to economic and social participation

For the most part the ACT entered into three year contracts for services expiring 30 June 2009 for the period 2009-10 to 2011-12. The ACT's targets for the National Partnership Agreement were embedded within all contracts as was a re-negotiation clause to ensure services can be re-aligned with reform directions throughout the contracting period.

In some cases one year contracts were offered to individual or groups services requiring more significant reform. The main example of this approach is the Community Linkages Program, including sustaining tenancy and community development services which were offered a 12 month contract during which time research and community consultations were held on models of service delivery. This activity has now been linked with the Building Housing Partnership Program funded under the National Partnership Agreement.

Other contracts expiring 30 June 2010 were extended on a similar basis. This process will continue throughout the life of the National Partnership Agreement as the ACT continues to re-align service delivery.

Governance Structure

Within the context of a Whole of ACT Government Community Engagement Initiative, including a Social Compact which articulates the partnership between government and the community sector, the ACT has a number of mechanisms to inform responses to homelessness:

- **The ACT Minister for Community Services convenes a Roundtable on Homelessness on a regular basis to provide information and to receive feedback on issues related to homelessness policy and service delivery;**
- **The Joint Pathways Group comprising senior non-government and government representatives meets six weekly to address systemic service delivery and practice issues in responding to homelessness. A key initiative has been the development of “Any Door is the Right Door”, with the aim of streamlining access to homelessness services and removing the need for people to tell their story to multiple service providers. The Group also seeks to build connections between homelessness services and the wider human services system such as mental health, employment services and education; and,**
- **The ACT Community Services Directorate (CSD) and Joint Pathways co-facilitate a quarterly Homelessness Forum for staff working at the frontline of service delivery. This has recently been expanded to incorporate community and affordable housing providers.**

In addition, the ACT has also established a Whole of ACT Government Homelessness Services Accord Interdepartmental Committee (IDC) convened by the ACT Chief Minister and Cabinet Directorate to improve responses by mainstream agencies to homelessness. The IDC includes representatives from primary health, mental health, education, justice and correctional services and child protection agencies. The Accord will be subject to consultation with specialist homelessness services and is expected to be finalised early in 2011.

1. Core Outputs

1.1 A Place to Call Home

The total funding of \$10 million for the ACT under the *A Place to Call Home* Initiative will provide an additional 20 dwellings to accommodate homeless families in the Territory. The ACT has made a commitment that half of the properties (10 in total) will be made available to Aboriginal and Torres Strait Islander families.

The Commonwealth funding is for construction costs per dwellings up to \$0.250 million per dwelling, whilst the ACT will provide funding of \$0.250 million per dwelling to acquire the land.

The ACT brought forward its contributions under the *A Place to Call Home* Initiative in 2008-09 to accelerate the delivery that was required under the original five year program. Under the accelerated program, land for ten dwellings was purchased with construction commencing in April 2009. A total of 14 properties were constructed over the first two years of the National Partnership Agreement. The remaining 6 dwellings under the *A Place to Call Home* initiative will be delivered in 2011-12 to 2012-13.

The ACT has constructed the properties in a way that will substantially reduce the responsive and planned maintenance costs. The properties are energy efficient, consistent with measures already being provided to Housing ACT tenants. These measures will reduce energy and repair costs for tenants. Energy costs are a significant factor for people on low incomes in the Canberra climate. Further, the properties are either built as Universal Design or Class C adaptable housing, ensuring the long term viability of the dwellings to respond to the need for appropriate social housing for a wide range of tenants.

The ACT has generally been able to construct the properties on “green fields” sites in the northern suburbs such as Franklin which are on the perimeter of the ACT. A number of properties will be “substituted” with equivalent Housing ACT stock to ensure that properties will be available in different suburbs. The ACT will provide the Australian Government with a transparent breakdown of both the constructed and “substituted” properties.

Clients are identified from existing specialist homelessness services and through Housing ACT Gateway Services on the basis that they will benefit from a “housing first approach”. Clients have initially been housed under a head tenancy arrangement with a review period of 6 months built into each agreement. The dwellings will be public housing stock, with replacement properties allocated to the *A Place to Call Home* initiative once a client has successfully transitioned to a public housing tenancy.

It has been identified through the implementation of the program that funds will be required for the head tenancy component, in addition to the outreach support provided by specialist homelessness services.

The funding will be an average of \$11,400 for each family reflects tenancy management and partial set up costs. This funding requirement has been reflected in the Building Housing Partnerships initiative under the Partnership Agreement. As such, performance indicators relating to the tenancies supported under A Place to Call Home will be reported under the Building Housing Partnerships initiative.

ACT Performance Indicators, Deliverables and Targets for A Place to Call Home Initiative:

Performance Indicators	Deliverable/ Target 2009-2010	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
No of dwellings built.	10	4	3	3
The number of tenancies established	10 tenancies.	2 tenancies.	5 tenancies.	3 tenancies.
Number of Aboriginal and Torres Strait Islander families allocated a property.	4 families	2 families	2 families	2 families

Funding for A Place To Call Home Initiative:

- Total funding of \$10 million.
- Additional funding of \$11,400 for each family for tenancy management and partial set up costs will be provided under 1.3 Building Housing Partnerships.

A Place to Call Home	2008-09 \$	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
Commonwealth funding budget	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
ACT Government capital funding budget	1,500,000	1,000,000	1,000,000	1,000,000	500,000
Actual Expenditure	0	2,000,000			

Commonwealth					
Actual Expenditure ACT Government	1,856,000	644,000			
Proposed ACT Government Expenditure			1,000,000	1,000,000	500,000

1.2 ‘Street to Home’ initiatives for chronically homeless people (rough sleepers)

1.2.1 Street to Home ACT

The Street to Home service in the ACT was subject to an open tender process, with St Vincent De Paul being awarded the contract. The service commenced operation in February 2010. The ‘Street to Home’ initiative coordinates the delivery of services to people on the streets, rather than requiring them to attend appointments in offices, this program will provide support to up to 30 rough sleepers.

The Street to Home program run by St Vincent de Paul is currently actively engaging 30 homeless persons and manage six Housing ACT properties to provide both crisis and long term accommodation to people sleeping rough in the ACT. Other transient homeless persons have also been assisted by the program while in the ACT.

The program engages in active outreach with rough sleepers who do not engage with mainstream services and so remain homeless. The program provides services to people where they are, including health and support services. It will engage in strong partnerships with other service providers and Housing ACT to provide an appropriate mix of services between housing, mental health, primary health and other support services. The service has developed a partnership with the Calvary Hospital to provide mobile GP services to people sleeping rough in the ACT.

The service will also link rough sleepers with to access legal support through a partnership with the Streetlaw homeless legal service. Streetlaw is managed by consortia of community legal agencies and services and is jointly funded by the ACT and Commonwealth Governments outside the National Partnership Agreement on Homelessness.

The service engages with a “Who’s New on the Streets” committee to help identify and monitor people who are homeless, particularly those new to the streets. Membership includes: City Park Rangers; Australian Federal Police; Youth Support Services; the National Capital Authority; ACT Mental Health;

the Alcohol and Drug Foundation Centrelink; and Emergency relief providers. This is proving a good mechanism to identify those in need and to obtain support for the individuals identified.

ACT Performance Indicators, Deliverables and Targets for Street to Home Initiative:

Performance Indicators	Deliverable/ Target 2009-2010	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
The number of Rough Sleepers people engaged by the service.	10 people (new and/or continuing) engaged from start of service.	20 people (new and/or continuing) engaged from start of service.	30 people (new and/or continuing) engaged from start of service.	40 people (new and/or continuing) engaged from start of service.
The number of Rough Sleepers who are provided support or other assistance by the service or referred to another service provider (ie. to address health and other issues).	25 people (new and/or continuing) supported from start of service.	50 people (new and/or continuing) supported from start of service.	75 people (new and/or continuing) supported from start of service.	100 people (new and/or continuing) supported from start of service.

Funding for Initiative:

- Total funding of \$898,000 has been provided by the Commonwealth.
- Additional funding for Streetlaw is provided outside the National Partnership Agreement on Homelessness (NPAH).

Street to Home - Rough Sleepers	2008-09 \$	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
Australian Government funding		180,000	230,000	239,000	249,000
Actual expenditure		180,000	230,000		
Proposed expenditure				239,000	249,000

1.3 Support for people to sustain their tenancies

Building Housing Partnerships

For the last nine years the ACT Government has funded a number of community development and sustaining tenancies services under its Community Linkages Program. With the changes to the policy environment it is now clear that the targets that the ACT Government is required to achieve in reducing homelessness would not have been achieved by continuing those existing services.

The purpose of the new Building Housing Partnerships Program is to help break the cycle of homelessness and disadvantage in our community. This will be achieved by facilitating, coordinating and delivering a range of support, assistance and living-skills programs for vulnerable tenants, including support to find training and employment.

1.3.1 Building Housing Partnerships –Transitional Support and Head Tenancies

Housing ACT's Transitional Housing Program (THP) has been successful in providing short term accommodation for people exiting crisis accommodation through the utilisation of temporally vacant Housing ACT stock.

From 1 July 2010, the allocation of properties under the THP is now managed by Housing ACT to allow all specialist homelessness services to access the program. Previously the program was managed by Anglicare.

In addition, a total of up to 16 dwellings are provided under the Refugee Transitional Housing Program which is a joint partnership between Migrant and Refugee Settlement Services, Companion House and Housing ACT.

Consistent with the ACT's reform directions, the THP will shift in focus from a transitional *housing program* to a *transitional support* approach which is not tied to a particular dwelling.

Individual support packages will be put in place to create supportive tenancies across different forms of housing tenures, including;

- Four places per annum under A Place to Call Home;
- Six places per annum for head leasing support for those who are vulnerable in public housing and need additional support, including individuals with mental illness; and
- Additional support funding to assist those in transitional arrangements to assist out of homelessness and into long term accommodation.

ACT Performance Indicators, Deliverables and Targets for Building Housing Partnerships –Transitional Support and Head Tenancies Initiative:

Performance Indicators	Deliverable/ Target 2009-2010	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
The number of households annually supported.		20 households supported.	30 households supported.	40 households supported.
The number of households annually successfully transferred from head tenancy arrangements.		10 households able to achieve independent living.	15 households able to achieve independent living.	21 households able to achieve independent living.
The number of households able to sustain tenancy for two years or more.		5 households able to maintain independence for one year or more	7 households able to maintain independence for two years or more	10 households able to maintain independence for two years or more
Number of Aboriginal and Torres Strait Islander tenants assisted through head leasing arrangements annually.		5	5	5

Funding for Building Housing Partnerships –Transitional Support and Head Tenancies Initiative:

Funding of \$292,000 is available from the Commonwealth as detailed in the Table below:

The unspent monies of \$57,000 for 2009-10 has been apportioned over 2010 -11 to 2012-13 financial years.

In 2011-12, \$100,000 has been allocated from the Building Housing Partnerships- Supportive Tenancy Service to provide additional transitional support packages.

In 2012-13 \$204,235 has been allocated from unspent HASI funds to support Head Leasing arrangements for individuals with complex needs. This includes people with mental illness who require support to sustain their tenancy but do not meet the criteria of HASI. This is an identified service gap in the ACT.

Transitional Support and head tenancies	2008-09 \$	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
Commonwealth funding		57,000	75,000	79,000	285,235
ACT Government funding				100,000	
Actual expenditure		0	130,825		
Budget Carry Over		57,000			
Proposed expenditure				254,840	210,570

1.3.2 Building Housing Partnerships – Supportive Tenancy Service (STS)

Current ACT resources dedicated to sustaining services have been combined with Commonwealth Government funding to create the larger Supportive Tenancy Service (STS). This new service will provide Intensive Case Management for 700 clients across a range of tenures including social housing, private rental and home ownership. The service will have a strong focus on early intervention targeted at those at risk of losing their housing and becoming homeless.

The new STS was subject to an open tender commencing in July 2010. A consortium of services coordinated by Woden Community Service were successful in the tender process. The service commenced in November 2010. The STS works closely with Housing ACT, homelessness and housing support services, and actively participates in sector forums. While the service will support people from a range of backgrounds and with a range of issues, it will work in partnership with other services that provide specialised support to specific demographic groups, including Aboriginal and Torres Strait Islanders, the aged and young people.

The service will be partly funded by the National Partnership Agreement funding with the balance funded by the ACT Government. The unspent funding for 2009-10 will be utilised to help with set up costs for the new service and develop intensive casework management policies and practices.

Additional funding has been made available in 2012-13 to provide brokerage grants of up to \$100 per household to support private tenancies.

ACT Performance Indicators, Deliverables and Targets for Building Housing Partnerships – Supportive Sustaining Tenancy Service (STTS) Initiative:

Performance Benchmark	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
Reduction in proportion of people entering homelessness services from public housing.	10% reduction to less than 20.	20% reduction to less than 10.	30% reduction to less than 5.
Number of Aboriginal and Torres Strait Islander tenants assisted to sustain a tenancy.	12 tenancies assisted.	12 tenancies assisted.	12 tenancies assisted.
The number of at risk tenancies able to be sustained after referral.	50 tenancies sustained.	50 tenancies sustained.	50 tenancies sustained.
The number of private tenancy support grants provided	Not applicable	Not applicable	200 tenancies supported.

1.3.3 Building Housing Partnerships - Helping Our Senior Tenants (HOST) Program

This project, auspiced by Housing ACT, has initially focussed on the tenants over 90 to engage with them and establish their social connections and needs and create supportive tenancies.

This program aims to assess the needs and requirements of older tenants and ensure they remain connected to their local community. This ensures they are able to access appropriate services and ensures their health, well-being and ability to sustain a tenancy. It also provides opportunities to assess their current needs and to discuss downsizing or other options in those cases where they are not coping in their present housing.

Housing ACT assists older tenants wanting to stay in their local community to access suitable older persons accommodation in that same area. This is now more achievable with a number units for elderly persons accommodation built or in the process of being built across the ACT under the Nation Building Jobs Plan. Elderly tenants now have greater options to move to more suitable accommodation and maintain their linkages and supports in their local community.

ACT Performance Indicators, Deliverables and Targets for Building Housing Partnerships - Helping Our Senior Tenants (HOST) Program Initiative:

Performance Benchmark	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
The number of elderly tenants assessed.	50 assessed.	50 assessed.	50 assessed.
The number of elderly tenants assisted to sustain tenancy.	25 tenancies assisted.	25 tenancies assisted.	25 tenancies assisted.
The number of elderly tenants supported to move to appropriate housing based on assessment.	25 tenants assisted.	25 tenants assisted.	25 tenants assisted.

Funding for Building Housing Partnerships Supportive Tenancy Service (STS) and Helping Our Senior Tenants (HOST) Program Initiatives:

The ACT funding was obtained from the re-direction of the Community Linkages Program. Additional funding of \$56,846 has been made available for 2012-13 to provide small grants to assist people in private tenancies.

The Budget carry over of \$159,500 will be used for set up and establishment of the initiatives in the 2010-11 financial year.

Building Housing Partnerships	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
Commonwealth funding	159,500	256,000	263,000	269,000
ACT funding		196,097	526,606	637,121
Actual Expenditure of funds		657,751	783,606	
Budget Carry Over	159,500			
Proposed expenditure				865,967

1.4 Assistance for people leaving correctional facilities to access and maintain stable, affordable housing

Managed Accommodation Program

1.4.1 Men's Managed Accommodation Program

The Canberra Men's Centre (CMC) Men's Accommodation Support Service (MASS) program commenced in June 2004 providing accommodation and support up to 20 single men with high and complex needs, unaccompanied by children. Five places are allocated for men exiting custody or who are in contact with the criminal justice system. 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 community.

Under the National Partnership CMC have established the Men's Managed Accommodation Program as an extension of the MASS program to support men exiting detention at the Alexander Maconochie Centre, the ACT's new prison.

Up to fifteen men will be accommodated at any one time, with a further ten men provided with outreach support at any one time. Accommodation is initially provided under a head tenancy arrangement with clients housed in place, signed to their own tenancies when support is no longer required. Properties have been sourced from Housing ACT stock.

1.4.2 Women's Managed Accommodation Program

Coming Home is the women's component of the Managed Accommodation Program. The service commenced in early 2011 with a capacity to accommodate up to five women at any one time, with a further five women provided with outreach support at any one time. The program was subjected to an open tender procurement process.

ACT Performance Indicators, Deliverables and Targets for the Managed Accommodation Program Initiative:

Performance Indicators	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
The number of men provided with supported tenancies.	15 tenancies established.	15 tenancies established.	15 tenancies established.
The number of women provided with supported tenancies	5 tenancies established	5 tenancies established	5 tenancies established

Performance Indicators	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
The number of men provided with outreach support.	5 men supported	5 men supported	5 men supported
The number of women provided with outreach support.	Not applicable	10 women supported	10 women supported

Funding for the Managed Accommodation Program Initiative:

The carry over funding of \$413,682 noted in 2010-11 will be allocated to the MAPs during 2011-12 and 2012-13.

Managed supported accommodation for people exiting the Alexander Maconochie Centre	2008-09 \$	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
ACT Government Capital funding	1,540,000				
ACT Government funding	200,000	715,000	724,000	393,924	393,924
Actual ACT Capital Expenditure	1,540,000				
Actual Expenditure ACT Government		423,680	601,838		
Budget Carry Over			413,682		
Proposed ACT Government Expenditure				700,655	700,655

2. Other Outcomes

2.1 Services to assist homeless people with mental health issues to secure or maintain stable accommodation

2.1.1 Mental Health Housing and Support Initiative (HASI) - 15 places
A HASI program of 15 places has been established in the ACT to increase tenancy and clinical support for tenants with a mental illness similar to the

HASI program in NSW. The *Improved Support, Stronger Communities* initiative has been established to support tenants with drug and alcohol dependencies.

The aim of HASI is to provide integrated support packages of housing and mental health support to provide sustainable tenancies in public housing for people with moderate to severe mental health issues. The HASI program commenced in June 2010 and currently supports 15 individuals in the ACT.

HASI operates as a three-way service delivery partnership in the ACT:

- Accommodation support and rehabilitation associated with disability is provided by four non-government organisations (funded by ACT Health);
- Clinical care and rehabilitation will be provided by ACT Mental Health Services; and
- Long-term, secure, affordable housing, property and tenancy management services are provided by Housing ACT.

The governance structure for the program includes an HASI Executive Committee comprising senior Executives from the Community Services Directorate (including Housing ACT), ACT Health Directorate and a representative of the Mental Health Community Coalition.

Reporting to the Executive Committee, a HASI Advisory Committee is responsible for the intake and assessment process and for the establishment of joined up responses at a programmatic and individual case level. The membership of the Advisory Committee includes: Housing ACT; ACT Health, ACT Mental Health Services; CatholicCare; Mental Health Foundation; Richmond Fellowship; Inanna Inc; Carers ACT; Mental Health Community Coalition and representatives from the ACT Mental Health Consumer Network.

Unexpended funds will be allocated to the Building Housing Partnerships-Transitional Support and Head Lease initiative, to provide additional head lease packages for people with complex needs including mental illness, where HASI support packages are not suitable.

ACT Performance Indicators, Deliverables and Targets for Mental Health Housing and Support Initiative (HASI) Initiative:

Performance Benchmark	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
The number of people supported in HASI.	8 tenancies.	10 tenancies.	15 tenancies.
The number of tenancies	Not applicable	Not applicable	8 tenancies sustained

Performance Benchmark	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
sustained for 2 years or more			

Funding for Mental Health Housing and Support Initiative (HASI)

Initiative:

Unexpended funds of \$204,235 has been allocated to the Building Housing Partnerships- Transitional Support and Head Lease initiative as discussed above.

Mental Health Housing and Support Initiative (HASI)	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
Commonwealth funding	200,000	329,000	339,000	143,765
Actual Expenditure Commonwealth	19,762	329,000	315,000	
Proposed Commonwealth Expenditure				348,000

2.2 Support to assist homeless young people aged 12-18 years

The ACT has recently reformed the Youth Housing and Homelessness Sector with the aim of improving outcomes for young people experiencing or at risk of homelessness. Seven new services have been established under the reform, including the:

- The Housing Support Service, which will assist young people to understand their rights and responsibilities where they live in order to prevent homelessness;
- The Crisis Mediation Service, which will provide early intervention outreach to young people and their families to provide conflict resolution during and following a crisis situation;
- The Emergency Accommodation Network, which will provide a crisis accommodation service for young people experiencing homelessness;
- The Youth Identified Accommodation and Support Program, which will assist young people and their support family to establish and sustain accommodation arrangements;
- The Friendly Landlord Service, which will provide 1 to 3 bedroom shared accommodation for young people transitioning from homelessness;
- The Parent Accommodation and Support Program, which will support young parents to identify long term goals and options for attaining them; and

- The Mentoring, Life Skills and Social Enterprise Service, which will run a lifeskills development program and mentoring for young people transitioning from homelessness. The service will also coordinate an annual social enterprise seed funding program for youth homelessness services supporting training and employment opportunities for young people who have experienced homelessness.

The overall aim of the reform is to ensure young people are better prepared and supported to prevent homelessness (turning off the tap) and when in homelessness helping them make the transition out of homelessness to independent living, self-reliance and adulthood through the provision of accommodation and support services (breaking the cycle).

The housing first principle is being applied to provide safe and secure accommodation to stabilise the young person's environment and then provision of a continuum of support to break the cycle of homelessness.

2.2.1 Youth Integrated Education and Accommodation Program- Our Place

Our Place is the ACT's Youth Integrated Education and Accommodation Program, focusing on accommodating and supporting young people aged 16-25 in order to create long term stable housing and engagement with education and employment services. The service was procured through an open tender process which resulted in Barnardos and Anglicare partnering to deliver the service.

Young people are identified from multiple sources, including social housing and the over-arching objective of the program will be re-directing and sustaining young people in education and training. The Our Place model includes a mentoring component which will be established in 2011-12.

There was no capital funding allocated for the initiative, however, a multi-unit development has been constructed under the Nation Building & Jobs Plan for the Our Place built form.

The service commenced in June 2011, with 21 residents and 3 accompanying children accommodated as of February 2012.

ACT Performance Indicators, Deliverables and Targets for the Youth Foyer Initiative:

Performance Indicators	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
The number of young people accommodated in the program	12 young people accommodated in the program	14 young people accommodated in the program	19 young people accommodated in the program

Performance Indicators	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
The number of young people (15 to 25 years) who engage in education, training or /and work.	12 young people who undertake education, training or /and work.	14 young people who undertake education, training or /and work.	19 young people who undertake education, training or /and work.
The number of young people (15 to 25 years) who are re-engaged with family.	Not applicable	14 young people are reengaged with family, school and work.	19 young people are reengaged with family, school and work.
Number of young people (15 to 25 years) who exit the Youth Foyer into independent tenancy arrangements.	Not applicable	14 young people exit the Youth Foyer into independent tenancy arrangements.	19 young people exit the Youth Foyer into independent tenancy arrangements.

Funding for Our Place Initiative:

Our Place	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
Commonwealth Government funding		360,000	370,800	381,924
Actual expenditure Commonwealth		107,658		
Proposed Commonwealth Expenditure			494,011	511,055

2.3 Improvements in service coordination and provision

2.3.1 Central Intake Service for Homelessness - 'First Point'

The ACT's Central Intake Service for Homelessness will be known as 'First Point'. First Point commenced initial operations in October 2010, and became fully operational from 1 November 2010. As a result of an open tender process, First Point will be auspiced by the Canberra Fathers and Children Service (CANFaCS) under contract with the Community Services Directorate.

First Point provides placement into homelessness and housing support services for people in the ACT, and facilitates access to other relevant services as required. First Point provides a primary access point into the ACT homelessness system.

First Point streamlines service entry points into the homelessness service system ensuring that clients do not have to negotiate multiple agencies to access services. It achieves this through the provision of phone and face to face contact to assist in matching those in need of support to social housing and homelessness services.

After undertaking an initial assessment, First Point is able to place people in crisis directly into specialist homelessness services, housing support services and other nominated housing and support programs.

First Point 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 a person is not able to be offered assistance, the central intake service provides follow up contact within 48 hours and then regularly after that time until that person has received an appropriate service response.

CANFaCS has developed protocols, policies and procedures (particularly in relation to assessment, prioritisation and allocation) in consultation with the homelessness sector prior to the commencement of the service. This information has been disseminated across the sector, as well as across related sectors, in order to ensure cohesive and coordinated service delivery.

First Point is co-located with Housing ACT and has been closely aligned to the introduction of a shared Social Housing Register spanning public, community and affordable housing.

Additional funding to establish and support First Point was obtained through the re-direction of funds from the cessation of the Canberra Emergency Accommodation Service whose functions were no longer required with the implementation of First Point.

ACT Performance Indicators, Deliverables and Targets for First Point Initiative:

Performance Indicators	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
Number of people contacting First Point provided	300 people.	500 people.	500 people.

Performance Indicators	Deliverable/ Target 2010-2011	Deliverable/ Target 2011-2012	Deliverable/ Target 2012-2013
with a service response.			
The number of people who are homeless or at risk of homelessness who are referred to accommodation.	75 people.	100 people.	100 people.
The number of people provided with support services.	300 people.	500 people.	500 people.

Funding for First Point Initiative:

The budget carry over for 2009-10 of \$100,000 has been used for set up and establishment of the First Point service in the financial year 2010-11. Also, additional funds to establish First Point were obtained from the re-direction of funds from the Canberra Emergency Accommodation Service.

First Point - Central Intake Service	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
Commonwealth Government funding	100,000	128,750	132,613	136,413
Actual Commonwealth expenditure	0			
Budget Carry Over	100,000	228,750		
Proposed Commonwealth expenditure			132,613	136,413

2.4 Support for women and children experiencing domestic and family violence to stay in their housing

The ACT Government funds several services to provide support to women and/or women with children, who are experiencing domestic violence, including:

- Domestic Violence Crisis Service (DVCS) to provide the primary crisis response for women and accompanying children experiencing violence in the ACT. DVCS works closely with the homelessness sector to

- ensure a smooth transition from the immediate crisis of domestic violence, to outreach support or supported accommodation.
- Services to provide outreach support to women and children who are or have experienced domestic violence.

These measures have been expanded with additional funding for crisis accommodation brokerage and a Domestic Violence Christmas initiative revised to provide accommodation over the Christmas period where increased demand for services occurs.

2.4.1 Staying at Home after Domestic Violence (STAY) Program

The Staying at Home after Domestic Violence Program was a pilot project developed in conjunction with DVCS to provide support for victims of domestic violence to remain housed in their long term accommodation. This program supports the family to remain in the home, and have the perpetrator removed from the tenancy agreement and rehoused as appropriate. This takes place, where appropriate, after final domestic violence orders have been granted. The program commenced in October 2009.

As part of the program an approved business process was developed which includes a domestic violence policy manual, a memorandum of understanding between Housing ACT and the Domestic Violence Crisis Service and a workflow chart to ensure a smooth and efficient process is in place for identifying Housing ACT tenants eligible for the program.

The domestic violence policy manual sets out the policies and procedures for working with women and children escaping domestic violence. The manual also states the directorate's commitment to working in partnership with specialist agencies to ensure effective responses to domestic violence. The domestic violence flowchart clearly outlines the referral definitions and the process for contacting DVCS for tenancy support and the ACT Civil and Administrative Tribunal (ACAT) to register an application under Section 85, substitution of tenancy.

Training has been provided by the Domestic Violence Crisis Service to Housing ACT staff about domestic violence. All staff who undertook the training were informed of the processes for identifying possible domestic violence. They were also advised of when to inform the tenant of their options for applying for sole tenancy on their home.

Housing ACT's maintenance contractor has also been identified as necessary to receive the training as they are often called in for maintenance or repairs after domestic violence has taken place. Contractors will therefore be trained to identify possible indicators of domestic violence through damage to the property and the process for reporting this to Housing ACT for follow up with the tenant.

The ACT Government has provided funding to the Domestic Violence Crisis Service for a dedicated court advocacy worker to support individuals and families experiencing family violence.

The pilot project funded under the National Partnership Agreement on Homelessness was completed during the first year of the agreement.

Funding for Staying at Home after Domestic Violence (STAY) Program Initiative:

Commonwealth funding for establishing the program has been spent.

Staying at Home after Domestic Violence Program	2008-09 \$	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
Commonwealth Government funding		100,000			
Actual Commonwealth expenditure		100,000			

3. Performance Reporting

3.1 Performance Indicators and Benchmarks

The Parties as part of the National Partnership Agreement have agreed on a overall set of performance indicators that provide benchmarks and indicators for reporting targets and milestones on reducing homelessness in the ACT.

The initiatives introduced under the National Partnership Agreement will assist in meeting these targets and milestones. The ACT recognises however, that these targets cannot be met in totality without a whole of service system response including mainstream services and agencies.

A staged process of review of homelessness specific and mainstream programs is being undertaken in the ACT to increase the effectiveness of the new initiatives and to implement a whole of service system response. This process will examine current services and examine how they can be reformed to meet the new directions and performance targets.

The targets and milestones agreed between the parties under the National Partnership Agreement are therefore contingent on the whole service system response in the ACT.

External factors such as changes in economic activity, unemployment etc can also directly affect performance indicators and outcomes. Taking these factors into account a realistic approach has been taken in setting the overarching performance targets and milestones as detailed and set out in the Table at Attachment A.

ATTACHMENT A - Table of Performance Indicators and Benchmarks are for the National Partnership Agreement on Homelessness for the Australian Capital Territory.

Performance Indicator	Initiatives/ Programs	Baseline “Was”	Performance Benchmark “Will Be”	Reduction/ Increase	Target 2010-2011	Target 2011-2012	Target 2012-2013
Proportion of Australians who are homeless	All of the Initiatives to be implemented under the NPA on Homelessness will contribute to a 7% decrease in the number of persons who are homeless in the ACT.	<p>Homeless Persons: In the ACT 1364 people are homeless (Counting the Homeless 2006)</p> <p>Homeless ATSI Persons: In the ACT 149 Aboriginal & Torres Strait Islander people are homeless (Counting the Homeless 2006)</p>	<p>Homeless Persons: By 2013, a decrease of 7 per cent in the number of people who are homeless to fewer than 1268 people</p> <p>Homeless ATSI Persons: By 2013, a decrease by one third the number of Aboriginal & Torres Strait Islander people who are homeless to fewer than 100 people</p>	<p>Homeless Persons: Reduction of 96 people</p> <p>Homeless ATSI Persons: Reduction of 49 Aboriginal & Torres Strait Islander people</p>	<p>Homeless Persons: Decrease of 3 per cent in the number of people who are homeless to fewer than 1323 people.</p> <p>Homeless ATSI Persons: Decrease by 10 per cent in the number of Aboriginal & Torres Strait Islander people who are homeless to fewer than 135 people.</p>	<p>Homeless Persons: Decrease of 5 per cent in the number of people who are homeless to fewer than 1298 people.</p> <p>Homeless ATSI Persons: Decrease by 20 per cent in the number of Aboriginal & Torres Strait Islander people who are homeless to fewer than 120 people.</p>	<p>Homeless Persons: Decrease of 7 per cent in the number of people who are homeless to fewer than 1268 people.</p> <p>Homeless ATSI Persons: Decrease in Aboriginal & Torres Strait Islander Homelessness population by one third to fewer than 100.</p>

Performance Indicator	Initiatives/ Programs	Baseline "Was"	Performance Benchmark "Will Be"	Reduction/ Increase	Target 2010-2011	Target 2011-2012	Target 2012-2013
Proportion of Australians who are experiencing primary homelessness (rough sleeping)	Assertive Outreach for Rough Sleepers – Street To Home Initiative	In the ACT 6% of homeless people or 78 are sleeping rough (ABS Census 2006)	By 2013, a decrease of 25 per cent in the number of people who are sleeping rough to fewer than 58 people	Reduction of 20 people sleeping rough	Decrease of 10 per cent in the number of people who are sleeping rough to fewer than 70 people	Decrease of 15 per cent in the number of people who are sleeping rough to fewer than 66 people as reported by 2011 Census	Reduction in rough sleeping of 25% to fewer than 58 people by 2013 as reported in the next Census.

Performance Indicator	Initiatives / Programs	Baseline "Was"	Performance Benchmark "Will Be"	Reduction/ Increase	Target 2010-2011	Target 2011-2012	Target 2012-2013
The number of families who maintain or secure safe and sustainable housing following family violence	Stay at Home Project	0 (Zero) - Number of women who secure or maintain safe and sustainable housing.	50 women who experience family violence provided with support to enable them to secure or maintain safe and sustainable housing.	Increase of 50 women who secure or maintain safe and sustainable housing.	The number of women who maintain safe and sustainable housing is increased by 25 women.	The number of women who maintain safe and sustainable housing is increased by 40 women.	The number of women who maintain safe and sustainable housing is increased by 50 women.

Performance Indicator	Initiatives / Programs	Baseline "Was"	Performance Benchmark "Will Be"	Reduction/ Increase	Target 2010-2011	Target 2011-2012	Target 2012-2013
Increase in the number of people exiting care and custodial settings into secure and affordable housing	Men's exiting detention initiative provided through Men's Accommodation Support Service (MASS). Women Exiting Detention initiative.	Reduction in the number of people exiting care and custodial settings into homelessness (ACT proxy measure is 131, source Table 8.5 plus Table 8.2 Homeless People in SAAP 2008-09)	By 2013, reduce by 25 per cent the number of people released from such institutions into homelessness to fewer than 98 people	Reduction of 33 persons exiting into homelessness	Reduction of 5% to fewer than 124 people exiting care and custodial settings into homelessness reported in the 2010/11 SAAP data	Reduction of 10% to fewer than 111 people exiting care and custodial settings into homelessness reported in the 2011/12 SAAP data	Reduction of 10% (25% in total) to fewer than 98 people exiting care and custodial settings into homelessness reported in the 2012/13 SAAP data or new data collection.

Performance Indicator	Initiatives/ Programs	Baseline "Was"	Performance Benchmark "Will Be"	Reduction/ Increase	Target 2010-2011	Target 2011-2012	Target 2012-2013
Reduce the number of people exiting social housing and private rental into homelessness.	Building Housing Partnerships (BHP) initiative comprising - sustaining social housing and private tenancies, social inclusion and economic participation. First Point – Central intake service	Reduction in the number of people exiting social housing and private rental into homelessness. (ACT measure is 354; source Table 8.6 Homeless People in SAAP 2008-09. 35.4% of 1,000). Baseline Zero - Number of clients supported to sustain tenancies Baseline Zero - Number of clients supported under BHP for social inclusion and economic participation.	By 2013, reduce by 20 per cent the number of people exiting social housing and private rental into homelessness to fewer than 283 people. Number of clients supported to sustain tenancies increased by 100 Number of clients supported under BHP for social inclusion and economic participation increased by 200.	Reduction of 71 people exiting from social housing and private rental to homelessness. Increased by 100 clients Increased by 200 clients.	Reduction of 5% to fewer than 336 people exiting from social housing and private rental to homelessness reported in the 2010/11 SAAP data. Number of clients supported to sustain tenancies increased by 50 Number of clients supported under BHP for social inclusion and economic participation increased by 100.	Reduction of 5% to fewer than 319 people exiting from social housing and private rental to homelessness reported in the 2011/12 SAAP data. Number of clients supported to sustain tenancies increased by 75 Number of clients supported under BHP for social inclusion and economic participation increased by 150.	Reduction of 10% (20% in total) to fewer than 283 people exiting from social housing and private rental to homelessness reported in the 2012/13 SAAP data or new data collection. Number of clients supported to sustain tenancies increased by 100 Number of clients supported under BHP for social inclusion and economic participation increased by 200.

Performance Indicator	Initiatives/ Programs	Baseline “Was”	Performance Benchmark “Will Be”	Reduction/ Increase	Target 2010-2011	Target 2011-2012	Target 2012-2013
The proportion of people experiencing repeat periods of homelessness	Building Housing Partnerships (BHP) initiative comprising - sustaining social housing and private tenancies, - social inclusion and economic participation;	Reduction in the number of SAAP clients requiring three or more support periods in a 12 month period from 100. (Table 4.3 Homeless People in SAAP 2008-09.).	By 2013, reduce by 25 per cent the number of people experiencing three repeat periods of homelessness at an emergency service in 12 months to fewer than 75 people.	Reduction of 25 people experiencing three repeat periods of homelessness at an emergency.	Reduction of 5% to fewer than 95 people experiencing three repeat periods of homelessness at an emergency service in 12 months reported in the 2010/11 SAAP data.	Reduction of 10% to fewer than 85 people experiencing three repeat periods of homelessness at an emergency service in 12 months reported in the 2011/12 SAAP data.	Reduction of 10% (25% in total) to fewer than 75 people experiencing three repeat periods of homelessness at an emergency service in 12 months reported in the 2012/13 SAAP data or new data collection.

Performance Indicator	Initiatives/ Programs	Baseline "Was"	Performance Benchmark "Will Be"	Reduction/ Increase	Target 2010-2011	Target 2011-2012	Target 2012-2013
Number of young people (5 to 17 years) who are homeless or at risk of homelessness who are re-engaged with family, school and work	Youth Foyer	<p>To be derived from figures on school retention rates and reporting on the Foyer model. Commonwealth provide ACT component of Reconnect to ACT as a "point in time" baseline</p> <p>Young people (5 to 17 years) who are homeless or at risk of homelessness who are not a student after support. Currently 127 - 63.5% (Table 8.4 Homeless People in SAAP 2008-09.)</p>	<p>By 2013, the number of young people (12 to 18 years) who are homeless or at risk of homelessness supported to re-engaged with family, school and work is increased by 50.</p> <p>By 2013, reduce by 10 percentage points the number of young people (5 to 17 years) who are homeless or at risk of homelessness who are not a student after support to fewer than 114.</p>	<p>Increase of 50 in number of young people re-engaged with family, school and work.</p> <p>Reduction of 13 young people (5 to 17 years).</p>	<p>Number of young people (12 to 18 years) who are homeless or at risk of homelessness supported to re-engaged with family, school and work is increased by 25.</p> <p>Decrease of 3% to fewer than 60.5% of young people (5 to 17 years) who are homeless or at risk of homelessness who are not a student after support reported in the 2010/11 SAAP data</p>	<p>Number of young people (12 to 18 years) who are homeless or at risk of homelessness supported to re-engaged with family, school and work is increased by 40.</p> <p>Decrease of 3% to fewer than 57.5% of young people (5 to 17 years) who are homeless or at risk of homelessness who are not a student after support reported in the 2011/12 SAAP data.</p>	<p>Number of young people (12 to 18 years) who are homeless or at risk of homelessness supported to re-engaged with family, school and work is increased by 50.</p> <p>Decrease of 4% (total of 10% points) to fewer than 53.5% of young people (5 to 17 years) who are homeless or at risk of homelessness who are not a student after support reported in the 2012/13 SAAP data or new data collection.</p>

Performance Indicator	Initiatives/ Programs	Baseline "Was"	Performance Benchmark "will Be"	Reduction/ Increase	Target 2010-2011	Target 2011-2012	Target 2012-2013
Number of children (under 12 years) who are homeless or at risk of homelessness who are provided with additional support to maintain contact with their school.	Building Housing Partnerships (BHP) initiative comprising - sustaining social housing and private tenancies, - social inclusion and economic participation.	Percentage of accompanying children in homelessness services provided with or referred to assistance with school liaison/child care where service required. Currently 79.2% (Table 7.4 Homeless People in SAAP 2008-09.)	By 2013, increase by 10 percentage point the number of accompanying children in homelessness services provided with or referred to assistance with school liaison/child care to more than 90% where service required.	10% increase of accompanying children in homelessness services provided with or referred to assistance with school liaison/child care.	Increase of 2.5% to more than 82% of accompanying children in homelessness services provided with or referred to assistance with school liaison/child care reported in the 2010/11 SAAP data.	Increase of 2.5% to more than 85% of accompanying children in homelessness services provided with or referred to assistance with school liaison/child care reported in the 2011/12 SAAP data.	Increase of 5% (total of 10% points) to more than 90% of accompanying children in homelessness services provided with or referred to assistance with school liaison/child care reported in the 2012/13 SAAP data or new data collection.
Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management.	Building Housing Partnerships (BHP) initiative comprising - sustaining social housing and private tenancies, - social inclusion and economic participation.	Zero Baseline - Number of families who are homeless or at risk of homelessness who receive financial advice, counselling Programs to sustain tenancies include financial advice, counselling and/or case management. Benchmark and targets to be derived from program data.	By 2013, 100 families who are homeless or at risk of homelessness linked with financial advice, counselling and/or case management.	Increase of 100 families.	Number of families who are homeless or at risk of homelessness who are linked with financial advice, counselling and/or case management increased by 50 families.	Number of families who are homeless or at risk of homelessness who are linked with financial advice, counselling and/or case management increased by 75 families.	Number of families who are homeless or at risk of homelessness who are linked with financial advice, counselling and/or case management increased by 100 families.

Performance Indicator	Initiative/ Program	Baseline “Was”	Performance Benchmark “Will Be”	Reduction/ Increase	Target 2010-2011	Target 2011-2012	Target 2012-2013
Number of people who are homeless or at risk who are provided with legal services	Street Law program (Not funded under NPAH)	Baseline 0 (Zero) Assumes zero homeless persons now provided with legal services as service not started until 2010.	By 2013, the number of persons who are homeless or at risk who are provided with legal services will be 20.	Increase of 20 persons provided with legal services.	The number of persons who are homeless or at risk who are linked with legal services increases by 10.	The number of persons who are homeless or at risk who are linked with legal services increases by 15.	The number of persons who are homeless or at risk who are linked with legal services increases by 20.
Number of staff of specialist homeless services provided with formal training and development opportunities	Formal training and development opportunities are provided by all service providers and Housing ACT	Baseline = 0 Assumed zero participants in formal workforce training and development activities.	By 2013, the number of staff of specialist homeless services provided with training and development opportunities will be at least 25 workers.	Increases of 25 workers in specialist homeless services provided with training and development opportunities.	The number of staff of specialist homeless services provided with training and development opportunities increases by 15 workers.	The number of staff of specialist homeless services provided with training and development opportunities increases by 20 workers.	The number of staff of specialist homeless services provided with training and development opportunities increases by 25 workers.