

**IMPLEMENTATION PLAN FOR NATIONAL PARTNERSHIP AGREEMENT ON
HOMELESSNESS
BETWEEN THE COMMONWEALTH OF AUSTRALIA
AND
AUSTRALIAN CAPITAL TERRITORY**

PRELIMINARIES

1. Reducing homelessness will require all governments to pursue improvements to a wide range of policies, programs and services. The key strategies agreed in the National Partnership on Homelessness are:
 - a) More effort is required to prevent and intervene early to stop people becoming homeless and also lessen the impact of homelessness.
 - b) Breaking the cycle of homelessness with investment in services that help people get back on their feet, find stable accommodation and, wherever possible, obtain employment.
 - c) A better connected service system to achieve long-term sustainable reductions in the number of people who are homeless.
2. This Agreement recognises that a reduction in homelessness requires targeting key groups: rough sleepers, people experiencing homelessness more than once, people escaping 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, institutional care such as health, mental health, juvenile justice, or adult prisons.
3. This Agreement has been developed within the context of the broader Council of Australian Governments (COAG) Reform Agenda, which includes actions in healthcare, mental health, substance abuse, disabilities, housing, employment, education/training and overcoming disadvantage of Indigenous people. Together with other elements of the broader COAG Reform Agenda, this Agreement will improve the social inclusion of homeless Australians.
4. The National Partnership Agreement on Homelessness has an agreed focus of State and Territory effort on four core outputs of:
 - *A Place to Call Home* initiative;
 - Street to home for chronic homeless people;
 - Support for private and public tenants to help sustain their tenancies; and
 - Assistance for people leaving child protection services, correctional and health facilities.
5. It was agreed by COAG that the Commonwealth will provide an additional \$400 million over four years from 2009-10, and the States will match this with a \$400 million commitment, recognising efforts of the States in their most recent Budget. Specific requirements for State matched funding are that it:
 - directly addresses the outputs of the National Partnership Agreement on Homelessness;
 - is new effort and could include new recurrent and capital funding provided in State 2008-09 Budgets;
 - could include States' contribution to the National Partnership Agreement on Social Housing if directly linked to homelessness services; and
 - would be assessed by the Commonwealth on a case by case basis.

**National Partnership Agreement on Homelessness funding by Government
2009-10 to 2012-13 *
(\$800 million)**

Government	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	C'th #	Total
State and Territory	104.4	78.4	102.4	51.2	30.4	9.6	5.2	18.4	0	400.0
Commonwealth	101.4	76.2	99.5	49.7	29.5	9.3	5.1	17.9	11.4	400.0
Total	205.8	154.6	201.9	100.9	59.9	18.9	10.3	36.3	11.4	800.0

Note:

* Calculation of Homelessness NP funding is based on ABS 2006 Census Homeless people proportional breakdown by State and Territory.

Commonwealth funding is for national priorities of Research, and development of Information Technology

Guidelines outlining the requirements of State and Territory matching funding is at Attachment A.

This Agreement also incorporates *A Place to Call Home* Initiative (APTCH) and a core output is the implementation of APTCH. The Commonwealth will provide \$150 million over five years to the States and Territories for APTCH. The States and Territories will match the Commonwealth's \$150 million contribution.

The allocation of Commonwealth funding to APTCH is provided at Table 2 below.

**Table 2: A Place to Call Home: Commonwealth Funding - 2008-09 to 2012-13
(\$ 150 million)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Total
Commonwealth	38.78	29.54	35.70	17.08	11.06	5.00	5.00	7.84	150.0

FUNDING

In accordance with paragraphs 34 and 37 of the Homelessness National Partnership Agreement, the Commonwealth has determined that the following amounts will be offered to the Australian Capital Territory to support the outcomes of the Agreement:

2008-09		
2009-10	\$926,000 (ACT)	\$926,000 (Commonwealth) \$1,852,000
2010-11	\$1,336,000 (ACT)	\$1,336,000 (Commonwealth) \$2,672,000
2011-12	\$1,401,000 (ACT)	\$1,401,000 (Commonwealth) \$2,802,000
2012-13	\$1,401,000 (ACT)	\$1,401,000 (Commonwealth) \$2,802,000

EXPENDITURE OF FUNDS

Funding provided by either party under this Agreement is agreed to deliver on the four core outputs and give priority and relative effort to the 12 additional outputs targeting key groups and expanding and improving services to people at risk or homeless. The outputs are detailed at paragraphs 15 to 18 of the National Partnership Agreement on Homelessness.

REPORTING

The Australian Capital Territory is required to provide a status report to the Commonwealth in accordance with the schedule specified below:

Status Report Period		
From	To	Due Date
Signing of implementation plan	30 June 2009	31 July 2009
1 July 2009	31 December 2009	31 January 2010
1 January 2010	30 June 2010	31 July 2010
1 July 2010	30 December 2010	31 January 2011
1 January 2011	30 June 2011	31 July 2011
1 July 2011	30 December 2011	31 January 2012
1 January 2012	30 June 2012	31 July 2012
1 July 2012	30 December 2012	1 January 2013
1 January 2013	30 June 2013	1 July 2013
1 July 2013	31 December 2013	31 January 2014

PAYMENT SCHEDULE

Each annual amount will be paid in two equal instalments within 30 days of the receipt of a satisfactory status report for that period in accordance with the above schedule.

PROMOTION AND PUBLICITY

Jurisdictions will be required to acknowledge the Commonwealth's funding through the National Partnership Agreement on Homelessness in any publications, promotional materials and promotional activities relating to projects that are funded through the agreement.

STAKEHOLDER ENGAGEMENT

The parties will jointly write to peak bodies and service providers operating within the sector when the National Partnership on Homelessness is signed, providing a copy and providing opportunities for regular input and consultation.

REVIEW

The Implementation Plan is a working document and can be amended at any time with consent of the Parties. A formal review of the Implementation Plan will be conducted annually by the Commonwealth. The first annual review will be completed by no later than 30 May 2010 and a report will be provided to the Australian Capital Territory by no later 30 June 2010.

GOVERNANCE

This Implementation Plan will be monitored by a Homelessness Working Group (to be confirmed/established) with representatives from the Homelessness Taskforce of the Department of Families, Housing, Community Services and Indigenous Affairs on behalf of the Minister for Housing and representatives from each jurisdiction.

AREAS FOR FURTHER WORK

The parties will continue to work together to identify and plan areas for further reform, joint investment, to monitor progress against targets and revise these as necessary and agreed.

The Parties have agreed the following performance indicators and benchmarks as part of the National Partnership Agreement on Homelessness. Targets/milestones for the Australian Capital Territory are set out in the table below.

Performance Indicator	Baseline	Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013
Proportion of Australians who are homeless	<p><u>National</u> 104,676 Australians are homeless</p> <p>9,531 Indigenous people are homeless (<i>ABS Census 2006</i>)</p> <p><u>ACT</u> In the ACT 1364 people are homeless (<i>Counting the Homeless 2006</i>)</p> <p>124 (= 9.1% of 1364. According to <i>Counting the Homeless 2006</i> 9.1% of Indigenous population nationally are homeless)</p>	<p><u>National</u> By 2013, a decrease of 7 per cent the number of Australians who are homeless to less than 97,350 people</p> <p>By 2013, a decrease of a third to 6,300 Indigenous Australians who are homeless</p> <p><u>ACT</u> By 2013, a decrease of 7 per cent in the number of people who are homeless to fewer than 1268 people</p> <p>By 2013, a decrease by one third the number of Indigenous people who are homeless to fewer than 83 people</p>				<p><u>ACT Milestone</u> Decrease of 7% of the number of people in the ACT to fewer than 1268 people by 2013 as reported in the next Census</p> <p>Reduction in Indigenous Homelessness population by one third to fewer than 83 people by 2013 as reported in the next Census</p>
Proportion of Australians who are experiencing primary homelessness (rough sleeping)	<p><u>National</u> 16,375 Australians rough sleeping or equivalent measures of 8 homeless people sleeping rough per 10,000 population (<i>ABS Census 2006</i>)</p>	<p><u>National</u> By 2013, a decrease by 25 per cent the number of Australians sleeping rough to less than 12,300 people or equivalent measure of 6 homeless people sleeping rough per 10,000 population</p>				<p><u>ACT Milestone</u> Reduction in rough sleeping of 25% to fewer than 62 people by 2013 as reported in the next Census</p>

Implementation Plan for the National Partnership Agreement on Homelessness – Australian Capital Territory

Performance Indicator	Baseline	Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013
	<u>ACT</u> In the ACT 6% of homeless people or 82 are sleeping rough (ABS Census 2006)	<u>ACT</u> By 2013, a decrease of 25 per cent in the number of people who are sleeping rough to fewer than 62 people				
The number of families who maintain or secure safe and sustainable housing following family violence	<u>National</u> Interim Measure: 42,000 SAAP(a) support periods ^(b) for women and women with children <u>ACT</u> Interim Measure: 317 (Table 5.2. <i>Homeless People in SAAP 2007-2008</i>) Number of times the Residential Tenancies Act (1997) Substitution Clause is used	<u>National</u> To be determined <u>ACT</u> By 2013 increase by 10 per cent the number of non-accommodation support periods for women and women with children Number of times the Residential Tenancies Act (1997) Substitution Clause is used. (Benchmark and targets to be derived from program data)	<u>ACT Milestone</u> The same or greater number of non-accommodation support periods for women and women with children reported in the 2008/09 SAAP data	<u>ACT Milestone</u> 2.5% increase to 325 in number of non-accommodation support periods for women and women with children reported in the 2009/10 SAAP data	<u>ACT Milestone</u> 2.5% increase to 333 in number of non-accommodation support periods for women and women with children reported in the 2010/11 SAAP data	<u>ACT Milestone</u> 5% increase (10% in total) to 349 in number of non-accommodation support periods for women and women with children reported in the 2011/12 SAAP data
Increase in the number of people exiting care and custodial settings into secure and affordable	<u>National</u> Interim Measure: 4,736 SAAP ^(a) support periods ^(b)	<u>National</u> By 2013, the number of people released from such institutions into homelessness is reduced by 25 per cent or less than 3,500 people	<u>ACT Milestone</u> The same or fewer people exiting care and custodial settings into homelessness reported in the	<u>ACT Milestone</u> Reduction of 5% to fewer than 124 people exiting care and custodial settings into homelessness	<u>ACT Milestone</u> Reduction of 10% to fewer than 111 people exiting care and custodial settings into homelessness	<u>ACT Milestone</u> Reduction of 10% (25% in total) to fewer than 98 people exiting care and custodial settings into

Implementation Plan for the National Partnership Agreement on Homelessness – Australian Capital Territory

Performance Indicator	Baseline	Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013
housing	<u>ACT</u> 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 <i>Homeless People in SAAP 2007-2008</i>)	<u>ACT</u> By 2013, reduce by 25 per cent the number of people released from such institutions into homelessness to fewer than 98 people	2008/09 SAAP data	reported in the 2009/10 SAAP data	reported in the 2010/11 SAAP data	homelessness reported in the 2011/12 SAAP data
Reduce the number of people exiting social housing and private rental into homelessness.	<u>National</u> 15,156 ^(c) SAAP ^(a) support periods ^(b) <u>ACT</u> Reduction in the number of people exiting social housing and private rental into homelessness into homelessness. (ACT proxy measure is 346, source Table 8.6 <i>Homeless People in SAAP 2007-2008. 34.6% of 1000</i>)	<u>National</u> By 2013, the number of people exiting from social housing and private rental to homelessness is reduced to less than 25 per cent or less than 11,400 ^(c) people <u>ACT</u> By 2013, reduce by 25 per cent the number of people exiting social housing and private rental into homelessness to fewer than 260 people	<u>ACT Milestone</u> The same or fewer people exiting from social housing and private rental to homelessness reported in the 2008/09 SAAP data	<u>ACT Milestone</u> Reduction of 5% to fewer than 329 people exiting from social housing and private rental to homelessness reported in the 2009/10 SAAP data	<u>ACT Milestone</u> Reduction of 10% to fewer than 295 people exiting from social housing and private rental to homelessness reported in the 2010/11 SAAP data	<u>ACT Milestone</u> Reduction of 10% (25% in total) to fewer than 260 people exiting from social housing and private rental to homelessness reported in the 2011/12 SAAP data
The proportion of people experiencing repeat periods of homelessness	<u>National</u> 14,800 SAAP ^(a) clients required three or more support periods ^(b) in a 12 month period	<u>National</u> By 2013, a 25 per cent reduction or less than 11,100 ^(d) people experience three repeat periods of homelessness at an emergency service in 12 months	<u>ACT Milestone</u> The same or fewer people experiencing three repeat periods of homelessness at	<u>ACT Milestone</u> Reduction of 5% to fewer than 95 people experiencing three repeat periods of	<u>ACT Milestone</u> Reduction of 10% to fewer than 85 people experiencing three repeat periods of	<u>ACT Milestone</u> Reduction of 10% (25% in total) to fewer than 75 people experiencing three repeat

Implementation Plan for the National Partnership Agreement on Homelessness – Australian Capital Territory

Performance Indicator	Baseline	Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013
	<u>ACT</u> Reduction in the number of SAAP ^(a) clients requiring three or more support periods ^(b) in a 12 month period from 100. (Table 4.3 <i>Homeless People in SAAP 2007-2008.</i>)	<u>ACT</u> 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 ^(d)	an emergency service in 12 months reported in the 2008/09 SAAP data	homelessness at an emergency service in 12 months reported in the 2009/10 SAAP data	homelessness at an emergency service in 12 months reported in the 2010/11 SAAP data	periods of homelessness at an emergency service in 12 months reported in the 2011/12 SAAP data
Number of young people (12 to 18 years) who are homeless or at risk of homelessness who are re-engaged with family, school and work	<u>National</u> To be determined <u>ACT</u> To be derived from figures on school retention rates and reporting on the Foyer model. Decreased percentage of young people (12 to 18 years) who are homeless or at risk of homelessness who are not a student after support. Currently 52.1% (Table 8.4 <i>Homeless People in SAAP 2007-2008.</i>)	<u>National</u> To be determined <u>ACT</u> To be derived from figures on school retention rates and reporting on the Foyer model By 2013, reduce by 10 percentage points the number of young people (12 to 18 years) who are homeless or at risk of homelessness who are not a student after support	<u>ACT Milestone</u> Foyer model not established until 2010/11 Same or fewer percentage of young people (12 to 18 years) who are homeless or at risk of homelessness who are not a student after support reported in the 2008/09 SAAP data	<u>ACT Milestone</u> To be derived from figures on school retention rates and reporting on the Foyer model Decrease of 3% to fewer than 49% of young people (12 to 18 years) who are homeless or at risk of homelessness who are not a student after support reported in the 2009/10 SAAP data	<u>ACT Milestone</u> To be derived from figures on school retention rates and reporting on the Foyer model Decrease of 3% to fewer than 46% of young people (12 to 18 years) who are homeless or at risk of homelessness who are not a student after support reported in the 2010/11 SAAP data	<u>ACT Milestone</u> To be derived from figures on school retention rates and reporting on the Foyer model Decrease of 4% (total of 10% points) to fewer than 42% of young people (12 to 18 years) who are homeless or at risk of homelessness who are not a student after support reported in the 2011/12 SAAP data

Implementation Plan for the National Partnership Agreement on Homelessness – Australian Capital Territory

Performance Indicator	Baseline	Performance Benchmark	Target 2009-2010	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.	<p><u>National</u> To be determined</p> <p><u>ACT</u> Percentage of accompanying children in homelessness services provided with or referred to assistance with school liaison/child care where service required. Currently 70.3% (Table 7.4 <i>Homeless People in SAAP 2007-2008.</i>)</p>	<p><u>National</u> To be determined</p> <p><u>ACT</u> By 2013, increase by 20 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</p>	<p><u>ACT Milestone</u> Same or greater percentage of accompanying children in homelessness services provided with or referred to assistance with school liaison/child care reported in the 2008/09 SAAP data</p>	<p><u>ACT Milestone</u> Increase of 5% to more than 75% of accompanying children in homelessness services provided with or referred to assistance with school liaison/child care reported in the 2009/10 SAAP data</p>	<p><u>ACT Milestone</u> Increase of 5% to more than 80% of accompanying children in homelessness services provided with or referred to assistance with school liaison/child care reported in the 2010/11 SAAP data</p>	<p><u>ACT Milestone</u> Increase of 10% (total of 20% 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 2011/12 SAAP data</p>
Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management.	<p><u>National</u> To be determined</p> <p><u>ACT</u> 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.</p>	<p><u>National</u> To be determined</p> <p><u>ACT</u> Benchmark and targets to be derived from program data</p>	<p><u>ACT Milestone</u> To be determined</p>	<p><u>ACT Milestone</u> To be determined</p>	<p><u>ACT Milestone</u> To be determined</p>	<p><u>ACT Milestone</u> To be determined</p>

Implementation Plan for the National Partnership Agreement on Homelessness – Australian Capital Territory

Performance Indicator	Baseline	Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013
Number of people who are homeless or at risk who are provided with legal services	<u>National</u> To be determined <u>ACT</u> Programs to provide legal services to homeless people will be established. Benchmark and targets to be derived from program data.	<u>National</u> To be determined <u>ACT</u> Benchmark and targets to be derived from program data	<u>ACT Milestone</u> To be determined	<u>ACT Milestone</u> To be determined	<u>ACT Milestone</u> To be determined	<u>ACT Milestone</u> To be determined
Number of staff of specialist homeless services provided with formal training and development opportunities	Activities to be determined	Activities to be determined	<u>ACT Milestone</u> To be determined	<u>ACT Milestone</u> To be determined	<u>ACT Milestone</u> To be determined	<u>ACT Milestone</u> To be determined

(a) Use of SAAP service data is a proxy measure until better data becomes available under this Agreement

(b) Number of people not known – a client may receive more than one ‘support period’

(c) Figure revised to include 11,120 clients who were in private rental before support in 2006-07, giving total of 15,156 support periods

(d) Figure revised as error in calculation of the 25 per cent decrease in people experiencing repeat periods of homelessness, the correct figure is 11,100 clients.

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS
GUIDELINES FOR STATE AND TERRITORY MATCHING FUNDING
2008-09 BUDGETS**

Background

The 29 November 2008, COAG communiqué stated “The Commonwealth will provide an additional \$400 million over four years from 2009-10, and the States will match this with a \$400 million commitment, recognising efforts of the States in their most recent Budget.”

At 12 December 2008 COAG Senior officials teleconference further clarification on the States and Territories matched funding was provided. The Commonwealth noted that in relation to State and Territory matched funding:

- directly address the outputs of the National Partnership (NP) on Homelessness;
- needs to be new effort and could include new recurrent and capital funding provided in State and Territory 2008-09 Budgets;
- could include States and Territories contribution to the National Partnership on Social Housing if directly linked to homelessness services; and
- would be assessed by the Commonwealth on a case by case basis.

The National Partnership on Homelessness provides \$400 million from the Commonwealth with the States and Territories matching the Commonwealth’s total contribution of \$400 million (See Table 1). The States and Territories \$400 million matched funding must directly address the outputs of NP on Homelessness, must be new effort and may include new recurrent and capital funding provided in State and Territory 2008-09 Budgets. The Commonwealth will assess the 2008-09 Budget proposals and, where agreed include in the bilateral implementation plans.

The National Partnership Implementation Plans on Homelessness will be completed by no later than 31 March 2009.

**Table 1: COAG National Partnership on Homelessness funding by Government
2009-10 to 2012-13 *
(\$ 800 million)**

Government	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	C'th #	Total
State and Territory	104.4	78.4	102.4	51.2	30.4	9.6	5.2	18.4	0	400.0
Commonwealth	101.4	76.2	99.5	49.7	29.5	9.3	5.1	17.9	11.4	400.0
Total	205.8	154.6	201.9	100.9	59.9	18.9	10.3	36.3	11.4	800.0

Note:

* Calculation of Homelessness NP funding is based on ABS 2006 Census Homeless people proportional breakdown by State and Territory.

Commonwealth funding is for national priorities of Research, and development of Information Technology

State and Territory Matching Funding Requirement

The State and Territory Governments matching funding must meet the following key requirements that the proposal:

- (a) addresses the outputs of the National Partnership on Homelessness;
- (b) is new effort identified in the State or Territory 2008-09 Budget;
- (c) can be new recurrent or new capital funding to reduce homelessness and improve the social inclusion of homeless Australians;
- (d) relates to social housing that directly impacts on providing affordable, safe accommodation for at risk or people who are homeless;
- (e) the proposal(s) must be additional funding to the States and Territories contribution to *A Place to Call Home* and directly impact on assisting at risk or people who are homeless; and
- (f) is not part of existing homelessness funding arrangements under Supported Accommodation Assistance Program (SAAP).

Overall details on proposals for matching funding under the National Partnership on Homelessness must be recorded (Attachment A.1). Each proposal should have a separate entry under an Output. For example:

- the Street to Home Core Output, if the State or Territory Budget is building a new CommonGround facility (and is additional to the *A Place to Call Home* funding) both the for new recurrent funding for accommodation support services to rough sleepers and capital costs should be recorded as one entry; while
- if the State or Territory has two proposals under an Output then a separate entry should be provided such as the proposal for people leaving child protection and another proposal for people leaving health facilities.

For each proposal from State and Territory 2008-09 Budget further details are required on the objective, description and impact on homelessness outputs (Attachment A.2).

Assessment of proposals

The Commonwealth will assess the proposals on a case by case basis from States and Territories based on the requirements specified in the above section - State and Territory Matching Funding Requirements. If necessary, the Commonwealth may request further clarification or discussion on the proposal.

The agreed proposals will then form part of the bilateral Implementation Plans.

Reporting Requirement

The agreed State and Territory 2008-09 Budget proposal(s) will form part of the Implementation Plan reporting requirements. Details on the reporting requirements are contained in the Guidelines for Homelessness Implementation Plans to be provided separately by the Commonwealth.

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS
STATE AND TERRITORY MATCHING FUNDING
2008-09 BUDGET**

CORE OUTPUT		PROPOSAL			
		New Recurrent	Capital	Funding (\$m)	Portfolio responsible
16(a)	A Place to Call Home initiative	<u>ACT A Place to Call Home</u> - provide four dwellings to individuals and families exiting homelessness services with an upfront emphasis on tailored support which allows them to be housed in place when support is no longer required.	Funding in 2008-09 will be used to acquire 10 blocks of land and to commence construction.	\$3.500M (\$1M from Commonwealth Government and \$2.5 from the ACT Government)	Housing
16(b)	Street to home for chronic homeless people				
16(c)	Support for private and public tenants to help sustain their tenancies				
16(d)	Assistance for people leaving child protection services, correctional and health facilities.	<u>Managed supported accommodation for people exiting the Alexander Maconochie Centre</u> - Head tenancy and support program for people leaving custodial environments, with clients housed in place when support is no longer required.	Contribution to accommodation requirements of the program and part year service delivery	\$1.740M (includes \$1.540M for capital)	Housing and Justice and Community Safety

ADDITIONAL OUTPUT	PROPOSAL			
	New Recurrent	Capital	Funding (\$m)	Portfolio responsible
17(a)	Support services and accommodation for older people			
17(b)	Services to assist homeless people with substance abuse			
17(c)	Services to assist homeless people with mental health issues			
17(d)	Support to assist young people			
17(e)	Improvement in service coordination and provision			
17(f)	Support for women and children experiencing domestic and family violence			
17(g)	Assistance for homeless people to stabilise their situation and housing			
17(h)	Outreach programs for rough sleepers			
17(i)	National, state and rural homelessness action plans			
17(j)	Support for children to maintain contact with education system			
17(k)	Legal services			
17(l)	Workforce development and career progression for workers			

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS
STATE AND TERRITORY MATCHING FUNDING
2008-09 BUDGET PROPOSAL**

State or Territory:

Australian Capital Territory

Proposal:

The ACT proposes the "Managed Accommodation Program" for people exiting the Alexander Maconochie Centre as matching under the Homelessness NPA. This program was funded in the 2008-09 ACT Budget to provide head tenancy and support program for people leaving custodial environments, with clients housed in place when support is no longer required.

As the ACT has not previously had a correctional facility, no infrastructure exists to meet the needs of individuals exiting the criminal justice system.

The proposal includes a capital component of \$1,540,000 to purchase an initial four properties for the program. These properties will be replaced for use by the program after the clients have transitioned into long term social housing. The \$1,540,000 in capital costs mean that properties can be provided and therefore the Program will not impact on the public housing waiting list and will ease pressure on the homelessness sector.

The proposal also includes a service delivery of component commencing with a part year amount of \$200,000 in 2008-09 and a recurrent provision from 2009-10 commencing from a base of \$715,000. The total value of the proposal is \$4.673 million.

Objective:

To support people exiting detention to re-establish independent living within the community and to avoid their entry into homelessness.

Description:

The funding will be used to expand the existing Men's Accommodation Support Service (MASS) to provide an additional 15 accommodation and 10 support packages each financial year. MASS is an innovative program funded by the ACT Government and operated by Canberra Men's Centre since July 2004. MASS provides a head tenancy arrangement and intensive support for men exiting from detention which allows clients to be 'housed in place'.

MASS works with each client until he is capable of managing a tenancy in his own right, at which time he is allocated to that public housing property without having to move to another location. Support arrangements typically last between 6-12 months.

A separate program augmenting existing arrangements will be established for women leaving the Alexander Maconochie Centre. An additional five accommodation and five support packages will be provided. The program will be developed in conjunction with Corrections ACT, homelessness services and other stakeholders.

Impact on Homelessness Output(s):

Up to fifteen men and five women will be accommodated at any one time under the Managed Accommodation Program (Housing ACT will provide properties for the women’s accommodation from its own resources). In addition, up to ten men and five women will be supported at any one time to establish independent tenancies leading to less demand on homelessness services by preventing the exit of these clients from detention into homelessness.

Funding period and level:

Proposal	2008-09	2009-10	2010-11	2011-12	2012-13	Total
Exiting Detention	\$1,740,000	\$715,000	\$724,000	\$740,000	\$754,000	\$4,673,000

(Including Indexation)

Responsibility:

Departments of Justice and Community Safety and Disability Housing and Community Services

2008-09 Budget reference:

The 2008-09 ACT Budget Paper No. 3, Page 83, Prisoner and Offender Related Crime Prevention Measures. Please note that the MASS initiative is one of several support programs linked to the establishment of the Alexander Maconochie Centre.

Service Operations

The Service is already operational (at 9 July 2009) in the ACT. Four properties have been purchased in early 2009 and head leased to Canberra Men’s Centre, and the first 5 men exiting MAC are now accommodated in the service.

**National Partnership Agreement on
Homelessness
Implementation Plan for the
Australian Capital Territory**

**For the period
July 2008 – June 2013**

**ACT Department of Disability Housing
and Community Services**

CONTENTS

	Page
Glossary of acronyms and terms	3
Context and governance	4
1. Core Outputs	7
1.1 A Place to Call Home	7
1.2 Street to home initiatives for chronically homeless people (rough sleepers)	10
1.3 Support for people to sustain their tenancies	12
1.4 Assistance for people leaving child protection services, correctional and health facilitated to access and maintain stable, affordable housing	16
2. Other Outcomes	18
2.1 Services to assist homeless people with mental health issues to secure or maintain stable accommodation	18
2.2 Support to assist young people aged 12-18 years	19
2.3 Improvements in service coordination and provision	22
2.4 Support to women and children experiencing domestic violence and family violence to stay in their housing	23

GLOSSARY OF ACRONYMS AND TERMS

ACT	Australian Capital Territory
CEAS	Canberra Emergency Accommodation Service
CHC	CHC Affordable Housing
CMC	Canberra Men's Centre
CSC	Client Support Coordinator
DHCS	ACT Department of Disability, Housing and Community Services
DVCS	Domestic Violence Crisis Service
HASI	Housing and Support Initiative
HYPP	Housing Young People Pilot
MASS	Managed Supported Accommodation Program
MDP	Multi-Disciplinary Panel
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
THP	Transitional Housing Program

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 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 Prime Minister's "down payment" in NBJP of sufficient capital to construct 20,000 properties nationally (and 320 in the ACT) must of necessity have a tremendous impact on homelessness, and therefore on the way in which we provide homelessness services going forward.

An additional 320 properties through NBJP, 20 properties through *A Place to Call Home* Initiative and 20 through the Social Housing NP will house the ACT's entire Priority Housing list and one third of the High Needs housing list for Public Housing. In turn, the flow on effects to the crisis accommodation system will be enormous. The majority of the Priority Needs list is in crisis accommodation, so the creation of considerable additional exit points will create seamless movement through the system, including potentially completely addressing turn away rates from crisis accommodation of 2.4% (12 people in 2008/08). Central to this will be the establishment of the centralised intake service for homelessness services, an initiative under this Implementation Plan, and the common waiting list between public and community housing, which is already well underway in the ACT.

The Homelessness NP is directed to gaps in our service system which have been highlighted by the White Paper. The ACT has already begun discussions with the social housing sector and homelessness service providers about the further reforms to the service system, including taking account of the impacts of the massive increase in social housing stock.

The ACT Government has already made a public commitment to the changes which are necessary by including a new Accountability Indicator in the Budget Papers for Social Housing, which is the number of support periods for homeless people. This is a tenure neutral measure, and includes all forms of support, not just crisis accommodation. (Initially it will be counted through the only available data source which is SAAP data.)

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 *Counting the Homeless 2006* report indicates that, at the time of the 2006 Census, there were 1364 homeless people in the ACT, increased from 1229 in 2001. Of the homeless in 2006, 307 were aged between 12 and 18. In addition, the report recorded 40 people as marginal residents in caravan parks, a decrease from 110 in 2001. A further 8% (109) were in boarding houses, 39% (532) in SAAP accommodation, 47% (641) with friends or relatives and 6% (82) in improvised dwellings.

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*. The implementation of *Breaking the Cycle* was overseen by the ACT Homelessness Committee comprising government officials and representatives of community services, including peak body, service provider and consumer representatives. The Homelessness Committee was chaired by the Chief Executive of the Department of Disability, Housing and Community Services (DHCS).

Breaking the Cycle sought to create an integrated service system spanning crisis support to safe and secure long term accommodation. The final evaluation of the strategy, undertaken by KPMG in late 2007 found that: “stakeholders report that this has been achieved and that SAAP providers and DHCS, including Housing ACT now view themselves as part of a whole system that is responsible for providing different but integrated programs of support to clients to achieve common objectives”.

Other key achievements in establishing a service system include:

- Development of Pathways groups;
- Development of the ‘any door is the right door’ policy through the Joint Pathways group;
- Additional outreach services;
- Additional families and men’s services;
- Establishment of the multi-disciplinary priority panel within Housing ACT and the involvement of a range of stakeholders on the panel;
- Development of protocols between the Office for Children Youth and Family Support (OCYFS) and the youth SAAP sector and between Mental Health ACT and the SAAP sector;

The new services established under the *Breaking the Cycle* represent 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. Models were also introduced to facilitate property transfers to clients allowing them to be housed in place, whilst ensuring ongoing support is provided as required.

In 2008/09 a total of 46 homelessness programs are funded in the ACT from funding provided by the Australian and ACT Governments. These services include: 13 congregate accommodation refuges; 14 services where clients live in individual dwellings; 19 support services and one sector capacity building service. There are 95

supported accommodation places available per night for young people in the ACT and 60 places specifically for single people. Since early 2008, the ACT has had the capacity to provide a total of 300 supported accommodation places per night to young people, singles and families which equated to an average of 486 individuals accommodated concurrently.

In total 97.6% of people seeking accommodation were accommodated. The ACT homelessness services accommodated almost twice the proportion of homeless people in the ACT (39%), as nationally (19%). This result demonstrates that ACT homelessness services are effectively targeted to those most likely to need support.

Turn-away as a proportion of total demand for SAAP accommodation was 2.4%, below the national turn away rate of 2.6%. Given the size of the ACT's population there are a high number of beds.

Other mainstream responses to supporting people who are at risk of homelessness include services which adopt a community development approach to sustainable tenancies, supporting people who are at risk of eviction for rental arrears and or disruptive or anti-social behaviours.

The ACT Government also provides a range of financial support and emergency relief services which can assist tenants to manage their finances, particularly when they are at risk of eviction, and which can alleviate the impact and burden of poverty.

Significant reforms to the provision of public housing assistance have assisted in the creation of an integrated service system by refocusing the role of Housing ACT as a post crisis service. These reforms have been critical in driving and implementing systemic change, and Housing ACT has been instrumental in achieving an integrated service response.

The ACT Government has provided significant growth for CHC Affordable Housing and positioned it to provide additional affordable housing dwellings as part of the ACT Government's Affordable Housing Action Plan. To support this growth, the ACT Government has worked with the not-for-profit housing sector to develop a regulatory framework consistent with the national directions.

Governance structure

The Australian Government announced the development of a Green Paper on homelessness shortly following the completion of the final evaluation of *Breaking the Cycle*. The ACT Government participated in inter-governmental and community consultation on the Green Paper and provided a written submission which was developed in consultation with homelessness service providers.

Pending the finalisation of the Australian Government's Green/White Paper, the ACT Chief Minister reconvened the Affordable Housing Steering Committee to consider the issues of homelessness and aged persons' accommodation. This work built on the Affordable Housing Action Plan developed in 2007 to provide a comprehensive whole of government approach to increasing the supply of affordable housing.

The Affordable Housing Steering Group is comprised of senior officials from key ACT Government agencies including the Chief Minister's Department, Treasury and DHCS. A Reference Group of community stakeholders was established for both homelessness and aged persons accommodation issues.

The final evaluation of *Breaking the Cycle* and the Affordable Housing Steering Committee's work on homelessness have both significantly informed the development of the ACT's initiatives under the Homelessness NP.

The ACT will develop a Local Homelessness Action Plan within the context of the implementation of *The Road Home*, the White Paper on Homelessness, which builds on these initiatives and incorporates the requirements of the Homelessness NP and other related funding agreements.

The ACT has a number of ongoing engagement mechanisms with the ACT homelessness sector to inform responses to homelessness:

- The DHCS Chief Executive 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,
- DHCS and the sector jointly co-facilitate a monthly Homelessness Forum for staff working at the frontline of service delivery. This has recently been expanded to incorporate community and affordable housing providers.

The ACT has a whole of government Community Engagement Initiative, including a Social Compact which articulates the partnership between the community sector and ACT Government.

1. Core Outputs

1.1 *A Place to Call Home* - 20 additional dwellings

Existing Measures

The ACT Government's co-location of housing and homelessness services under the administrative structure of Housing and Community Services has enabled the development of a continuum from homelessness to housing. This has resulted in an increased recognition that public housing has a role in identifying and supporting people who are vulnerable and at risk of homelessness. Accordingly, Housing ACT has implemented additional measures to ensure that it remains as the post-crisis response for people who require housing assistance and that appropriate community-based support services are available to assist those in crisis.

Examples of these measures are; a pre-allocation case conferencing mechanism, which identifies the needs of the applicant, agencies which are providing support and assists in making appropriate allocations. Mental health and mainstream support agencies are regularly involved in case conferences; the Multi-Disciplinary Panel (MDP) which assists the delegate to categorise the relative housing priority of Housing ACT applicants with high and complex needs after consideration of the needs of the applicant and the existence and adequacy and ongoing nature of existing supports. The MDP is comprised of support providers from government and non-government agencies.

Other measures directed towards ensuring a supported transition from homelessness to long term housing are a Transitional Housing Program, which can provide accommodation with support for six to twelve months on average; and a model (The Men's Accommodation Support Service) which provides housing for those with complex needs, the tenancy of which can be signed to the client when that client is ready to maintain a tenancy, while the support withdraws according to the needs of the client.

New Measure Under Homelessness NP

As part of the package for economic stabilisation of the ACT economy following the world financial crisis, the ACT Government through the 2008-09 3rd Appropriation committed to accelerating the *A Place to Call Home* Initiative to assist in reducing homelessness in the ACT.

The ACT will bring forward its contributions under the *A Place to Call Home* Initiative, providing an accelerated \$1.5 million in 2008-09 on top of the \$1 million that was required under the original five year program.

Under the accelerated program, land for ten dwellings will be purchased with construction commencing in by 30 April 2009, with completion in 2009-10. The remaining ten dwellings under the *A Place to Call Home* initiative will be delivered in 2010-11 to 2012-13.

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 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 Government proposes a long term accommodation initiative for homeless people with an upfront emphasis on tailored transitional support.

Potential clients will be identified from existing homelessness services and identified as suitable for public housing. There is an expectation that in due course the tenants will require less formal support and will directly engage with their tenancy manager in Housing ACT.

Clients will generally have a background of multiple needs and engagement with multiple service systems, including: mental health, justice, family violence, substance abuse and involvement with statutory services.

If appropriate, the client may initially be housed under a head tenancy arrangement whereby the homelessness service acts as both landlord and support provider. As the tenant achieves independence, the tenancy is transferred from the support provider to the tenant. Support services will be provided according to individual need, for the duration of need. In this way each tenant will be supported to establish and sustain stable and long term accommodation.

The provision of stable housing will see broader positive impacts for other agencies and the community in general, including better health, education and employment outcomes for tenants. It will provide a stable base from which other agencies can focus on assisting their clients to resolve issues other than housing, supporting sustained tenancies.

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.

The ACT proposes to construct properties in a way that will substantially reduce the responsive and planned maintenance costs. The properties will also be 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.

Properties will include items such as: impact resistant plasterboard; solid core internal doors; premium, easy care internal paint; good insulation; Colour bond roofing and eave linings and vandal proof tap ware.

These measures will enable service providers to make more efficient use of funding for the provision of support, rather than property costs. It will also minimise maintenance-related debt accumulated by tenants that may adversely impact on their ability to sustain their independence.

Further, the properties will be built on a universal design with half as 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 Government's proposal provides effective transitions for homeless people into long term accommodation and will achieve better value for money and social and environmental outcomes for clients.

Performance Indicators addressed:

- Proportion of Australians who are homeless.
- Proportion of Australians who are experiencing primary homelessness (rough sleeping).
- The proportion of people experiencing repeat periods of homelessness.

Performance Measures will be based on:

- Number of tenancies established
- Number of tenancies sustained for two years or more
- Regular payment of rent
- Reduction in tenant responsible maintenance

A Place to Call Home	2008-09	2009-10	2010-11	2011-12	2012-13
	\$	\$	\$	\$	\$
Australian Government funding	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
ACT Government capital funding	2,500,000	1,000,000	500,000	500,000	500,000
No of dwellings		10	4	3	3
No of people to be assisted		10 Families	4 Families	3 Families	3 Families

1.2 'Street to Home' initiatives for chronically homeless people (rough sleepers) – up to 20 rough sleepers

Existing Measures

Six percent of the ACT's total homeless population on Census night were sleeping rough. The 2006 Census, reported in *Counting the Homeless (2006)* identified 21% of the homeless population nationally as aged between 12 and 18 years, with 10% aged between 19 and 24 years. It further estimated that there were 307 homeless youth, of whom approximately 42% were in homelessness services.

DHCS funds a range of outreach support services in the ACT to provide support to people at risk of, experiencing or transitioning from homelessness. These services are not specifically required to conduct assertive outreach, where support workers are on the streets, identifying rough sleepers.

In 2007/08 the Canberra Men's Centre (CMC) received \$469,690 to provide 20 accommodation places to single men. They also received \$138,833 to provide outreach support to single men.

A number of staff from Social Housing and Homelessness Services visited Adelaide in May 2008 and met with the business unit which designed and implemented the Department run initiative 'Street to Home'. Information obtained in Adelaide has informed policy development of the ACT model for 'rough sleepers'.

New Measures under Homelessness NP

A 'Street to Home' initiative in the ACT will coordinate the delivery of services to people on the streets, rather than requiring them to attend appointments in offices. This active outreach model has proven benefits in engaging people who have been failed by mainstream service delivery methods. Based on the Adelaide model, this program will provide support to up to 20 rough sleepers.

The program will engage in active outreach with rough sleepers (particularly young people) who do not engage with mainstream services and so remain homeless. The program will provide 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 program will operate as part of the broader support services provided by Housing and Community Services, leveraging off existing programs such as the Housing for Youth Pilot Program (HYPP) and off existing relationships with Government and community service providers.

The aim of the service is that clients reengage with supports and agree to move off the street into appropriate accommodation. Such accommodation would include both existing homelessness accommodation services and public housing, with appropriate outreach support to enable a tenancy to be established and sustained over time.

The service will be provided in partnership with a “who’s new on the streets” committee to help identify and monitor people who are homeless. The service will also be provided to ensure that homeless people are able to access legal support through a partnership with community legal agencies and services.

Performance Indicators addressed:

- Proportion of Australians who are experiencing primary homelessness (rough sleeping).
- Increase in the number of people exiting care and custodial settings into secure and affordable housing.
- The proportion of people experiencing repeat periods of homelessness.
- Number of people who are homeless or at risk who are provided with legal services.

Performance Measures will be based on:

- Quantitative measure: Number of people engaged by the service.
- Qualitative measure: Rough sleepers receive support to address health and homelessness issues.

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

1.3 Support for people to sustain their tenancies

Existing Measures

All providers of transitional supported accommodation in the ACT are required under their funding agreements to provide tenure neutral outreach support to clients who have moved on from the accommodation service. The funding agreement defines outreach as:

“face to face assistance, other than supported accommodation, provided to a Service User at a mutually agreed location. It is generally provided to Service Users who have been referred to or exited from supported accommodation and is provided within a case management framework.”

The ACT currently funds 24 services to provide outreach. The number of people supported by each program ranges from eight to 336 per annum depending on the complexity of need and relative size of the service.

Strategies have also been implemented by Housing ACT to assist in identifying any support requirements which may assist tenants to maintain successful tenancies. This includes a pre-allocation case conferencing mechanism, which identifies the needs of the applicant, any agencies who are providing support and assists in making appropriate allocations. Mental health agencies are regularly involved in these case conferences.

A specific support service for young people to sustain their tenancies is the Housing for Youth Pilot Program (HYPP) which provides two specialist Housing Managers to support young applicants and tenants.

Support is provided to mitigate the individual or collective circumstances of Aboriginal and Torres Strait Islander peoples that make it difficult for them to maintain tenancies. Individual and collective responsibilities for Aboriginal and Torres Strait Islander tenants contribute to overwhelming crowding issues. Housing ACT has a program to alleviate some of these issues through the extension of existing property for those residing in public housing.

Two Indigenous services are funded to provide a housing liaison service for tenants and prospective tenants. This funding recognises that in supporting Indigenous people with health and related issues, other issues such as housing frequently arise.

One of those services is also funded to provide a housing maintenance and garden cleanup service for Indigenous public housing tenants, with maintenance carried out by Indigenous people who are developing skills through participating in the program.

Properties and funding are also provided to an agency for an Indigenous Supported Accommodation Service, where families can develop the skills necessary for sustaining a tenancy.

Housing ACT funds some community based service providers to support a small number of tenants who have demonstrated difficulty in maintaining a tenancy to live in a head-leasing arrangement, with support from the agency to develop the skills to sustain a tenancy, at which time the tenants can have the tenancy signed into their own names.

(i)

Housing ACT provides a range of staff training and development activities which aim to improve understanding of the issues facing Housing ACT tenants, including Mental Health First Aid Training.

These new measures compliment the role and function of Housing ACT's three Client Support Coordinators (CSC). The role of the CSC is to identify and assist tenants to access appropriate supports. The CSC also provides a mentoring and coaching role to Housing Managers to improve their skills in identifying and responding to the range of client issues, including the early identification of debt, disruptive behaviour and other issues such as mental health crisis which can result in risk to tenancies.

Other responses to supporting people who are at risk of homelessness include funding community based services to provide sustaining tenancies programs, supporting people who are at risk of eviction for rental arrears and/or disruptive or anti-social behaviours.

The ACT Government also provides a range of financial support and emergency relief services which can assist tenants to manage their finances, particularly when they are at risk of eviction, and which can alleviate the impact and burden of poverty. These include a rental bond loan scheme.

New Measures under Homelessness NP

New measures under the Homelessness NP to support people to sustain their tenancies are divided into two parts, expansion of the Transitional Housing Program (THP) and establishment of Building Housing Partnerships.

THP - Provide housing and support at critical points of need - 10 properties

The ACT rental housing market has experienced vacancy rates of 2% or less and is also one of the most expensive in the country. This situation considerably reduces the availability of private affordable housing for people who are homeless and increases the demand for public housing.

As a consequence it is difficult to find suitable accommodation for clients leaving homeless services and the demand for transitional housing and crisis

accommodation exceeds supply. The SAAP National Data Collection Annual Report 2007-08 identifies that the mean length of accommodation in ACT SAAP services was the second longest nationally at 92 days, compared with a national average of 54 days. The primary reason is the lack of exit points for SAAP clients.

The success of Housing ACT's Transitional Housing Program resulted in a decision that it be expanded to meet both current and future projected demand.

Expansion of the Transitional Housing Program (THP) will provide ten additional exit points from crisis accommodation in a stairwell, ensuring that emergency accommodation is available to those most in need.

The current THP provides 22 dwellings for those exiting homelessness supported accommodation. The THP utilises vacant Housing ACT stock to provide short term accommodation for people exiting crisis accommodation. The expansion to the THP will build on the stairwell model to accommodate single men, in addition to the existing program which targets youth.

The transitional housing program continues to work towards achieving the objective of an integrated service response from crisis to independent living.

Expansion will build on existing processes and experience. It provides a flow through point for people on their journey from dependence and homelessness to independence.

Performance Indicators addressed:

- Reduce the number of people exiting social housing and private rental into homelessness.
- The proportion of people experiencing repeat periods of homelessness.
- Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management.

Performance Measures will be based on:

- Quantitative measure: An additional 10 households supported.
- Qualitative measures: Households achieve independent living; households maintain independence over time.

Transitional Housing Program	2008-09 \$	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
Australian Government funding		57,000	75,000	79,000	81,000

Building Housing Partnerships – Intensive Case Management for up to 700 clients

The ACT service system from social housing to homelessness services has considerable experience at supporting tenancies. Based on the roles of SAAP outreach workers and Housing ACT Client Support Coordinators, this initiative will provide intensive case management for up to 700 clients in addition to periods of occasional support and referrals to other support services.

Many housing tenants have complex needs, including mental health and substance abuse. Many become tenants after periods of homelessness. Many are also unemployed. Some cycle through tenancies to homelessness and back.

In 2007-08, 19% of clients in homelessness services came from public housing (including from other jurisdictions), while 34% went from a homelessness service into public housing.

The costs associated with failure to sustain a tenancy are high. Homelessness services are more expensive than a tenancy with support in public housing. Intervening to reduce the 19% from leaving established housing and entering homelessness services represents a significant cost saving. Other savings relate to the improved health, education and employment outcomes that attach to stable housing.

The purpose of the 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.

The living skills program will benefit single parent families and other families headed by women. In addition, as women have longer life expectancy than men, the support for ageing in place will be highly beneficial to older women tenants.

Performance Indicators addressed:

- Reduce the number of people exiting social housing and private rental into homelessness.
- The proportion of people experiencing repeat periods of homelessness.
- Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management.

Performance Measures will be based on:

- Numbers of at risk tenancies sustained.
- Reduction in proportion of people entering homelessness services from public housing.

- Number of elderly tenants assisted with minor tasks to enable ageing in place.
- Number of Indigenous tenants assisted with home maintenance.
- Number of Indigenous tenants assisted through head leasing arrangements.

Qualitative measures will be based on:

- Improved living situations for tenants.

Building Housing Partnerships	2008-09 \$	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
Australian Government funding		159,500	256,000	263,000	269,000
ACT Government recurrent				100,000	291,000

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

Existing Measures

The Men's Accommodation Support Service (MASS) program commenced in June 2004 as an initiative of the 2003/04 budget increase to homelessness service provision and provides supported accommodation for up to 20 single men with high and complex needs, unaccompanied by children, and are homeless or at risk of experiencing homelessness. Five places are allocated for men exiting custody or who are in contact with the criminal justice system. MASS also provides support to men who are severely institutionalised after spending many years in jail.

This program aims to assist men to achieve stability in their lives. 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. This service prides itself in the success of its interventions, which have managed to reduce the level of recidivism significantly. Between 1 July 2007 and 31 December 2008 this service provided supported accommodation for 28 men (140% of target for reporting period).

The ACT funds an Exiting Detention Project for young people. This program provides transitional accommodation and support to young people transitioning from the justice system to independent living.

The service has five (5) places available for young people as they exit youth detention. Accommodation is head-leased from Housing ACT by a community organisation that also provides support to young people to assist them to develop the necessary skills to manage the tenancy in their own right. When the young person has been assessed as capable of maintaining independent living, they assume the tenancy of the property in their own right.

The young people in the program will have been assessed as having a medium to low risk of recidivism. This model's intensive case management approach wraps supports around the young person, which respond to their complex issues, to achieve long term and positive outcomes. These issues will include, but not be limited to, mental health issues, drug and alcohol misuse, family breakdown, engagement with the care and protection system and other psychosocial factors.

Another existing measure is the establishment by Housing ACT of the Housing Young People Pilot (HYPP), to support the establishment of sustainable tenancies for young people in public housing. The Pilot targets young people exiting the homelessness, Care and Protection and Youth Justice Systems. A further development of the Pilot will establish share housing arrangements for young people within public housing.

New Measures under Homelessness NP

The Managed supported accommodation for people exiting the Alexander Maconochie Centre will include an extension of the MASS program to provide support and managed supported accommodation for men exiting custody. Initially this will provide a head tenancy and support program for people leaving custodial environments, with clients housed in place, signed to their own tenancies when support is no longer required.

Up to fifteen men and five women will be accommodated at any one time under the Managed Accommodation Program (Housing ACT will provide properties for the women's accommodation from its own resources). Up to ten men and five women will be provided with outreach support at any one time under the Program.

Performance Indicators addressed:

- Proportion of Australians who are homeless.
- Proportion of Australians who are experiencing primary homelessness (rough sleeping).
- Increase in the number of people exiting care and custodial settings into secure and affordable housing.
- Number of young people (12 to 18 years) who are homeless or at risk of homelessness who are re-engaged with family, school and work.

Performance Measures will be based on:

- Numbers of tenancies sustained.
- Numbers of tenancies established with Housing ACT.
- Reduction in proportion of people re-offending.
- Reduction in proportion of people entering homelessness after leaving custody.

Qualitative measures will be based on:

- Improved living situations for tenants who have left custodial environments.

Managed supported accommodation for people exiting the Alexander Maconochie Centre	2008-09 \$	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
ACT Government Capital	1,540,000				
ACT Government recurrent	200,000	715,000	724,000	740,000	754,000

2. Other Outcomes

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

Existing Measures

Public housing properties are provided to Mental Health ACT and several community based mental health support providers such as Richmond Fellowship to manage head-leased accommodation and respite services. These provide stable accommodation for those who otherwise have difficulty sustaining a tenancy.

Outreach and transitional accommodation services receive homelessness funding to support tenants with complex needs, including mental illness, to achieve stable and sustainable accommodation, in private rental, public and community housing.

Housing ACT has an MOU with Mental Health ACT which provides a framework for the joint support and management of clients with mental illness, and enables joint planning of services.

A New Service for the ACT

Personal Help and Mentoring Scheme (PHAMS) - 55 places

Richmond Fellowship has been awarded 55 new places under the Personal Help and Mentoring Scheme (PHAMS) for North Canberra. The places will be established by late 2009. Housing ACT is establishing a partnership with Richmond Fellowship to provide public housing tenancies for clients of this service, so that support and accommodation can be brought together at the same time.

In addition, where Housing ACT tenants with mental illness do not have support, the partnership will enable them to access support through PHAMS. While PHAMS

is not funded under the Homelessness NP, it will form an important part of the service system to support people with a mental illness, at the lower end of clinical need, to both establish and then sustain their tenancies.

These 55 places should be seen as part of the continuum of support, with the HASI service outlined below (10 places) at the acute end of the continuum.

New Measures under Homelessness NP

Establishment of the Mental Health Housing and Support Initiative (HASI) - 10 places

A program of 10 places will be established in the ACT to increase tenancy and clinical support for tenants with a mental illness similar to the HASI program in NSW. Subject to a successful review of the Program within 12 months, the program will be extended and expanded to include tenants with drug and alcohol dependencies.

This very successful model operates in NSW, and is underpinned by an overarching agreement between human service agencies in that state. The program provides support for people with moderate to severe mental illness to maintain their tenancies. Costs per client vary between \$10,000 pa up to \$50,000 - \$70,000 pa for tenants with high needs. Evaluations of the program in NSW have identified reductions in hospital admissions of up to 90% of clients after 12 months of support producing significant health and economic benefits. ACT Health has identified up to 30 clients who are high level users of Canberra Hospital, who may benefit from an ACT based program.

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

- Accommodation support and rehabilitation associated with disability will be provided by non-government organisations (funded by ACT Health).
- Clinical care and rehabilitation will be provided by specialist mental health services.
- Long-term secure and affordable housing and property and tenancy management services will be provided by public and community housing.

Performance Indicators addressed:

- Proportion of Australians who are homeless.
- Proportion of Australians who are experiencing primary homelessness (rough sleeping).
- Increase in the number of people exiting care and custodial settings into secure and affordable housing.
- Reduce the number of people exiting social housing and private rental into homelessness.

- The proportion of people experiencing repeat periods of homelessness.
- Number of people who are homeless or at risk who are provided with legal services.

Performance Measures will be based on:

- Numbers of tenancies sustained.
- Reduction in proportion of people re-admitted to the Psychiatric Services Unit (PSU).
- Reduction in proportion of people entering homelessness from the PSU.

Qualitative measures will be based on:

- Improved living situations for tenants with mental illness.

Mental Health Housing and Support Initiative (HASI)	2008-09 \$	2009-10 \$	2010-11 \$	2011-12 \$	2012-13 \$
ACT Government recurrent		200,000	329,000	339,000	348,000

2.2 Support to assist homeless young people aged 12-18 years - 20 places

Existing Measures

The Youth Boarding House provides accommodation for young people aged 16 years and over who have been homeless. It provides a long term shared dwelling for six young people, many of whom are engaged in finishing their education.

The Youth stairwell began in July 2007. This innovative program allocates a stairwell of flats at Kanangra Court to two youth services in partnership, Lowana and Barnardo's, to provide supported transitional accommodation to young people. The stairwell comprises 12 flats.

'Developing Alternate Pathways to SAAP for Young People Experiencing Homelessness: Supporting Couch Surfers' is a pilot program which facilitates alternatives to SAAP crisis accommodation for young people experiencing homelessness. It builds on and seeks to maintain young people's existing and natural support networks, and has a particular focus on working with young people who are couch surfing with friends, relatives or other people. Alternatives to the 'refuge roundabout' prevent young people's acculturation to homelessness and the homelessness system that often occurs within weeks of entering the crisis system.

Support can include direct counselling support, information and referral, liaising with schools and health providers etc. There is a brokerage component to allow for

the purchase or provision of items that will assist the young person or the family/person to maintain the relationship and or strengthen the young person's capacity for independence. The program is provided by Barnardos which not only has experience with young people in a range of areas, but also offers a range of other programs that could be of benefit to the families and young couch surfer either immediately or in the long term.

Transitional Support for Young People Exiting Youth Detention is a pilot program which provides transitional accommodation and associated support for young people as they exit youth detention. This is a period that can pose a high risk for a return to previous behaviours and ultimately recidivism. An integrated systemic response recognises the need for young people to have a range of 'step down' support options available in transition periods in their life, including the transition stage from incarceration to active positive community engagement.

The program provides 4-5 places for young people exiting detention. These may be a mix of individual dwellings or shared accommodation, depending on the needs of the young people identified for the program.

The joint providers head lease properties from Housing ACT and work with the young people to develop the necessary skills to manage and sustain a their own tenancy. When the young person has been assessed as capable of maintaining independent living, they can assume the tenancy of the property in their own right and become a tenant of Housing ACT (or seek allocation of another Housing ACT property). The program will then be allocated another property.

The program provides comprehensive case management and coordination which includes community youth justice workers and other community and government based services to meet the young person's identified needs as they complete their sentence and transition from youth detention. This intensive case management approach wraps around the young person to support him/her to achieve long term and positive outcomes, and respond to complex issues.

The Support to Young People Transitioning to Independence pilot program was established under the SAAP Innovation and Investment program, with joint Australian/ ACT Government funding, aimed at providing post-crisis support to young people who are homeless or at risk of homelessness.

Support is provided under a model titled Create Your Future, which has been successfully trialled in Sydney over the previous three years. The model encompasses an intensive eight week training program for young people in living and job-ready skills, followed by site visits and introductions to employers and education providers. The service also provides individualised support and a website resource for young people.

New Measures under Homelessness NP

The Foyer Model is new to Australia. In the Australian context, Foyers provide a link between crisis accommodation and independent living. The major Australian example is the Miller Live N Learn campus located in Fairfield/Liverpool in South Western Sydney, which opened in 2003.

Adapted for Australian application from the UK 'Foyer' Model, the Live N Learn campus offers skills, learning and stable accommodation in self-contained campus style units for young people. The Foyer programs are designed to support their study goals, obtain their desired job and assist them to live independently.

Live N Learn relies upon a combination of government and non-government sources in order to run the variety of programs. Clubs in the ACT are supportive of using their resources towards establishing a Foyer model in the ACT.

Currently the project is in the early stages of planning in which consideration is being given to a location, type of dwelling and model.

Performance Indicators addressed:

- Proportion of Australians who are homeless.
- Proportion of Australians who are experiencing primary homelessness (rough sleeping).
- Increase in the number of people exiting care and custodial settings into secure and affordable housing.
- Number of young people (12 to 18 years) who are homeless or at risk of homelessness who are re-engaged with family, school and work.
- Number of children (under 12 years) who are homeless or at risk of homelessness who are provided with additional support to maintain with their school.
- Number of people who are homeless or at risk who are provided with legal services.

Youth Foyer	2008-09	2009-10	2010-11	2011-12	2012-13
	\$	\$	\$	\$	\$
Australian Government funding			360,000	370,800	381,924

2.3 Improvements in service coordination and provision - (Central Intake Service for Homelessness Services)

Existing Measures

Canberra Emergency Accommodation Service Crisis Line (CEAS line) provides confidential 24 hour telephone counselling, information on emergency accommodation and referral for people who are homeless or are at risk of becoming

homeless and maintains a regularly updated list of available SAAP accommodation options. This service complements the CEAS Anglicare program which provides brokerage for accommodation and support to access emergency or longer term accommodation within business hours.

Lifeline is accessed by many individuals either currently homeless or imminently facing homelessness as well as family members and friends acting on their behalf. In addition, professionals seeking information about emergency accommodation for their clients access the service on a daily basis.

Lifeline contacts the emergency accommodation services, collecting information on availability of places and disseminating an updated list of possible accommodation options to other SAAP providers and ensuring that the updated information is available for telephone counsellors responding to CEAS calls.

New Measures under Homelessness NP

Centralised Intake Service for Homelessness Services and Common Waiting List for Public and Community Housing. This service will streamline service entry points for people experiencing homelessness by introducing a Centralised Access Point for housing and homelessness that will ensure that clients do not have to negotiate multiple agencies to access services. The service may be achieved by co-locating Housing ACT’s Gateway Services with selected homelessness services. This will include a common waiting list will be established for Public and Community Housing.

Performance Indicators addressed:

- The number of families who maintain or secure safe and sustainable housing following family violence.
- Increase in the number of people exiting care and custodial settings into secure and affordable housing.
- Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management.
- Number of people who are homeless or at risk who are provided with legal services.

Central Intake Service	2008-09	2009-10	2010-11	2011-12	2012-13
Australian Government funding	\$	100,000	128,750	132,613	136,413

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

Existing Measures

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

New Measures under Homelessness NP

In 2007-08, the main reason for single women 25 years and over and women with accompanying children seeking homelessness assistance in the ACT was domestic violence (34% of support periods). A number of these women and children have to flee public housing due to the perpetrator being a tenant or resident in the property. In many cases clients will wish to return to their home to re-establish links with schools and communities.

A scheme will be developed in conjunction with DVCS to provide support for victims of domestic violence to remain housed in their long term accommodation. This program will allow the family to remain in the home, and have the perpetrator removed from the tenancy agreement and rehoused as appropriate. This will take place, where appropriate, after final domestic orders have been granted.

Currently in Housing ACT tenancies there are many tenancies with Apprehended Violence Orders and Domestic Violence Orders in place. The starting place for this reform measure is tenancies where Housing ACT is the landlord, as this will ensure no opposition from the landlord in the ACT Civil and Administrative Tribunal. However, as the *Residential Tenancies Act* allows for the removal of the perpetrator's name in all tenancy types, this model can be used for private sector tenancies as well. It will be necessary to work with the Real Estate Institute of the ACT and private landlords in the next stage of this reform. Only the first stage is funded under this NP.

Performance Indicators addressed:

- The number of families who maintain or secure safe and sustainable housing following family violence.

Performance Measures will be based on:

- Numbers of tenancies sustained through action under the Residential Tenancies Act.

Qualitative measures will be based on:

- Improved living situations for tenants experiencing domestic violence.

Domestic Violence victims remaining housed support	2008-09	2009-10	2010-11	2011-12	2012-13
Australian Government funding	\$	\$ 100,000	\$	\$	\$