

*Note: Commercially sensitive information and service provider details have been removed from this Project Plan by agreement of the Commonwealth and New South Wales.*

# New South Wales Project Plan

## NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS : SCHEDULE A

### PRELIMINARIES

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

### TERMS OF THIS PROJECT PLAN

2. This Project Plan will commence on 1 July 2015 or when it is agreed between the Commonwealth of Australia, represented by the Minister for Social Services, and New South Wales, represented by the Minister for Family and Community Services whichever is the later, and will cease on completion or termination of the Agreement.
3. As a schedule to the Agreement, the purpose of this Project Plan is to provide the public with an indication of how frontline homelessness services are intended to be delivered and demonstrate New South Wales's capacity to achieve the outcomes of the Agreement.
4. This Project Plan will cover the two-year period of 2015-16 to 2016-17.
5. This Project Plan may be varied in accordance with clauses 19, 45, 46 and 48 of the Agreement.

## PART ONE: STRATEGIC OVERVIEW OF IMPLEMENTATION STRATEGY

**Table 1: Strategic overview of implementation**

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

In February 2013, the NSW Government released the Going Home Staying Home (GSH) Reform Plan which outlined the strategies for reforming Specialist Homelessness Services (SHS) across New South Wales (NSW).

GSH builds on current good practice within the sector and the learnings from previous National Partnership Agreements on Homelessness and the evaluation of the NSW Homelessness Action Plan, to assist SHS to deliver a better balance between intervening early to prevent homelessness whilst improving crisis responses and post-crisis support.

The Reform also better targets the allocation of resources, based on need. Funding to the Department of Family and Community Services (FACS) Districts was based on a population-based Resource Allocation Model (RAM) that also took into account factors that contribute to homelessness, including socio-economic disadvantage, remoteness, age, income, overcrowding, rates of domestic violence assaults, mental health, the misuse of alcohol and other drugs and client complexity.

The Reform also better strengthened the focus on the quality of service delivered. To enable this to happen, five interrelated strategies were implemented in 2014-15 and continue to be strengthened over 2015-17:

1. Service delivery design - ensuring the right service design;
2. Streamlined access for clients - helping clients access the services they need;
3. Better planning and resource allocation - locating services where they are needed most;
4. Industry and workforce development - enabling organisations and staff to deliver the reforms; and
5. Quality, contracting and continuous improvement - ensuring ongoing improvement in quality and outcomes.

A new service delivery framework has been implemented for the NSW SHS Program which focuses on four service delivery approaches:

1. Prevention and early intervention;
2. Rapid rehousing;
3. Crisis responses; and
4. Intensive responses for complex needs clients.

The new SHS services commenced service delivery across NSW during 2014-15, implementing the new service delivery framework. Funding for the SHS is provided by the NSW Government. This includes Commonwealth contributions under the National Affordable Housing Specific Purpose Payment.

A number of complementary homelessness Programs were also implemented in 2014-15 to support and complement the SHS services and address identified gaps. These included the Homelessness Youth Assistance Program, the Service Support Fund and the Inner City Restoration Fund, which are funded under the 2015-17 NPAH.

The 2015-17 NPAH will continue to support the sustainable implementation and strengthening of the NSW homelessness service system and will:

- Enhance client service delivery within the new reformed services across NSW;
- Strengthen service delivery capacity within the service system in a period of change; and
- Support the further implementation of the reforms through the introduction of innovative service delivery approaches.

## 2. What frontline services or programmes will New South Wales deliver in 2015-16 to 2016-17 to meet the outcomes of the Agreement.

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

- **Homeless Youth Assistance Program** – unaccompanied children and young people who are homeless, or at risk of homelessness, will be provided with integrated support and accommodation with the aim of effectively reconnecting them with their families, wider support networks or enabling them to transition to longer-term supported accommodation.
- **Connect 100** – which aims to reduce the number of people accessing services in the inner city by helping them live within communities where they have a greater prospect of reconnecting with family and social networks.
- **Restoration funding for inner city homelessness services** – continuation of homelessness funding to the inner city in recognition of concerns that the scale and pace of the SHS reforms in the inner city of Sydney need more time to ensure the sector can fully implement strategies to tackle and reduce inner city drift.
- **Service Support Fund** – which funds small to medium sized non-government organisations to deliver homelessness services across NSW to support and complement the new SHS service models.
- **Temporary Accommodation** – people who are homeless will receive emergency accommodation and access to assistance to find long term solutions to homelessness.
- **Link2home** – is the new homelessness information and referral service that operates 24 hours a day, seven days a week and brings together three previous homelessness phone lines into one single statewide service. It supports clients who are homeless or at risk to access the information they need, get help with accommodation and be referred to local homelessness services. Link2home has access to real time vacancy information.
- **Private Rental Subsidy** – assists clients who have been approved for priority status on the NSW Housing Register, have a disability and are at risk of homelessness in their current accommodation, to access a housing solution as well as support services through Specialist Homelessness Services to ensure they can sustain their tenancy and address other issues contributing to their homelessness situation.
- **Start Safely Subsidy** – provides assistance to people experiencing homelessness as a result of domestic and family violence to secure private rental accommodation so that they don't have to return to the violent situation, or remain homeless. The program facilitates a rapid rehousing response while ensuring that clients are linked into Specialist Homelessness Services so they can access support to sustain their tenancy and address their homelessness needs.
- **Private Rental Market Assistance** – supporting clients at risk of homelessness to establish, or keep, a sustainable tenancy in the private sector. This includes brokering the establishment of individual private rental tenancies with local real estate agents and landlords, while ensuring relevant support arrangements through Specialist Homelessness Services are in place to develop tools and capabilities to sustain the tenancy and ensure they don't fall back into homelessness or prevent them from becoming homeless.

- **Staying Home Leaving Violence** – supporting victims of domestic and family violence through promoting housing stability and focusing on preventing victims becoming homeless. Services funded under the program provide women with intensive case management which is long term and needs based. The Program is based on intensive case work with key agencies such as the Police, courts, health services, social housing providers and relevant non-government organisations.

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

Under this project plan, New South Wales will allocate a combined level of Commonwealth and NSW funding of more than **\$30 million** per year towards the priority outputs 11 (a), 11 (b) and 11 (c). This does not include statewide programs such as temporary accommodation, Link2home, private rental market assistance and subsidies as these are demand driven, with clients provided assistance and referral to specialist homelessness services, when the need arises. Key programs contributing to these outputs include:

#### 1. *Output 11 (a) - support services for women and children experiencing domestic and family violence, including support to stay in their present housing where it is safe to do so.*

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

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

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

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

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

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

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

In addition to the above programs which deliver specific support services for women and children experiencing domestic and family violence, the **Temporary Accommodation, Link2home, Private Rental Subsidy** and **Private Rental Market Assistance** programs also support this client group. These services are demand driven, with clients provided assistance when the need arises.

In 2013-14 (note 2014-15 data was not available at the time of developing the project plan)

- 45% of clients supported under the Temporary Accommodation Program were women
- 67% of clients supported under the Private Rental Market Assistance Program were women.
- 49% of clients supported under the Private Rental Subsidy were women.

In 2014-15, 45% of clients supported through Link2home were women.

2. **Output 11 (b) - support services to young people aged 16 to 24 years who are homeless or at risk of homelessness to re-engage with their family where it is safe to do so, and maintain stable accommodation; and**  
**Output 11 (c) - support services for children aged 12 to 15 who are homeless or at risk of homelessness.**

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

- The *Inner City Sydney Homelessness Service (The Salvation Army)* continues to provide crisis beds at 2013–14 levels, while a staged approach to the redistribution of congregate crisis accommodation is undertaken. It provides prevention and early intervention, rapid re-housing, crisis and transition responses and intensive responses for clients with complex needs.
- The *Inner City Sydney Homelessness Service (Mission Australia)* provides support to young people through:
  - The Crossing – a long-term intensive case management service for young people, aged 18-25 years, who are homeless, or at risk of homelessness, and finding it difficult to access other support services. The service also supports young people with complex issues, multiple needs and/or challenging behaviours; and
  - The Shopfront legal service - a free legal service for homeless and disadvantaged young people aged 25 and under.

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

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

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

**The Homelessness Youth Assistance Program (HYAP)** funds service providers to deliver targeted service responses for unaccompanied children and young people aged 12 to 15 who are homeless, or at risk of homelessness.

- HYAP is being developed and implemented through a two-staged approach.
- Stage One allocated funds to selected providers to deliver improved service responses for unaccompanied children and young people who are homeless or at-risk of homelessness.
- Stage Two will build on learnings from Stage One and has involved Department of Family and Community Services (FACS) Districts leading collaborative planning and service design processes. Stage Two funding will be allocated to service providers following a contestable procurement process scheduled to commence in August 2015.
- HYAP complements the range of non-statutory responses funded or delivered by FACS to support vulnerable children and young people under 16 years of age.

In addition to the above Programs which deliver specific support services for young people, the **Temporary Accommodation, Link2home, Private Rental Subsidy** and **Private Rental Market Assistance** Programs also support this client group. These services are demand driven with assistance when the need arises.

In 2013-14:

- 22% of clients supported under the Temporary Accommodation Program were young people under 25 years of age
- 20% of clients supported under the Private Rental Market Assistance Program were young people under 25 years of age
- 4% of clients supported under the Private Rental Subsidy Program were young people under 25 years of age

In 2014-15, 25% of clients supported through Link2home were young people.

**4. Which geographical area(s) will New South Wales prioritise in 2015-16 and 2016-17 when considering expenditure on the priority outputs listed at clause 11(a), 11(b) and 11(c) of the Agreement, and what services are being provided to these areas?**

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

Below are examples of how expenditure is allocated towards the priority outputs listed at clause 11(a), 11(b) and 11(c) in particular geographical areas of NSW for the programs which form part of the 2015-17 National Partnership Agreement on Homelessness:

**Homelessness Youth Assistance Program**

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

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

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

### **Staying Home Leaving Violence Program**

The methodology for selecting the SHLV locations included:

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

**Service Support Fund services** were designed to complement the SHS and fill known gaps across the state, including services targeted at domestic and family violence and youth. The **Inner City Restoration services** ensure that homeless or at risk clients continue to receive services in the City of Sydney to allow a progressive implementation of strategies to tackle inner city drift (including **Connect 100** which supports homeless people to stay in or near their local communities), and increased access to services in regional areas created through funding increases under the Reform.

**Start Safely** specifically supports clients escaping from domestic or family violence that are homeless or at risk, on a demand and need basis across the State. The **Temporary Accommodation, Link2home, Private Rental Subsidy** and **Private Rental Market Assistance** Programs also support clients across the State based on demand and need. This includes homeless or at risk clients escaping domestic and family violence and youth.

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

#### ***Sydney and South Eastern Sydney Districts***

The Sydney and South Eastern Sydney Districts include the Local Government Areas of Rockdale, Kogarah, Botany Bay, Randwick, Hurstville, Waverley, Sutherland Shire, Woollahra, Lord Howe Island, Sydney, Canterbury, Marrickville, Strathfield, Ashfield, Burwood, Leichhardt, Canada Bay.

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

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

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

### Targeted Domestic and Family Violence services

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

### Targeted youth services

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

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

- New Housing & Support for Homeless People who drift into the Inner City (Connect 100)
- Private Rental Market Assistance
- Private Rental Subsidy
- Temporary Accommodation
- Link2home

### ***Western Sydney District***

The Western Sydney District includes the Local Government Areas of Blacktown, Holroyd, Parramatta, Auburn and The Hills Shire. In the 2011 ABS Census, just over 786,000 people (or 11%) of NSW residents lived in Western Sydney.

The District is home to the largest urban Aboriginal population in the state, with a total Aboriginal population for the District of 11,504. Western Sydney is also one of the most culturally diverse districts in the State, with almost 35 per cent of the population reported as being born overseas in the 2011 Census.

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

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



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

#### Targeted Domestic and Family Violence services

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

#### Targeted youth services

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

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

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

#### ***Western NSW District***

The Western NSW District includes the Local Government Areas of Bourke, Walgett, Coonamble, Bogan, Wellington, Gilgandra, Lachlan, Forbes, Dubbo, Cobar, Narromine, Orange, Parkes, Bathurst Regional, Cowra, Mid-Western Regional, Warrumbungle Shire, Cabonne, Oberon, Blayney, Weddin, Brewarrina and Warren.

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

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

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

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

#### Targeted Domestic and Family Violence services

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

Targeted youth services

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

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

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

**Central Coast District**

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

The 2011 ABS Census shows there were 768 homeless people in Central Coast, which represented 3% of the total homeless population in NSW on the Census night. The rate of domestic violence related assault varies throughout the District, with a much higher rate of assault in Wyong. The District overall experiences significant numbers of domestic violence incidents, with 1,050 domestic violence-related Apprehended Violence Orders issued by the NSW Courts in 2013 (source: NSW Bureau of Crime Statistics and Research).

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

Targeted domestic and family violence services

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

Targeted youth services

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

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

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

**5. Broadly, what level of total matched funding does New South Wales expect to allocate to domestic and family violence, and youth homelessness in 2015-16 and 2016-17**

In 2015-16 the level of total Commonwealth and State funding allocated to DFV and youth is \$30,918,687 or 47% of the total pool of 2015-16 funding. This includes \$17,979,785 or 28% of the total pool for DFV and \$12,938,903 or 20% of the total pool for youth homelessness. The amounts attributed to DFV and youth do not include statewide programs, such as Temporary Accommodation, Link2home,

In 2016-17 the level of total Commonwealth and State funding allocated to DFV and youth is \$31,229,925 or 48% of the total pool of 2016-17 funding. This includes \$18,179,785 or 28% of the total pool for DFV and \$13,050,141 or 20% of the total pool for youth homelessness. The amounts attributed to DFV and youth do not include statewide programs, such as Temporary Accommodation,

Private Rental Market Assistance and subsidies, as these are demand driven.	Link2home, Private Rental Market Assistance and subsidies, as these are demand driven.
<p><b>6. What is the expected level of homelessness service delivery expenditure for New South Wales under the NPAH in 2015-16 and 2016-17?</b></p>	
2015-16: \$65,132,938	2016-17: \$65,444,176

## PART TWO: IMPLEMENTATION INFORMATION FOR INITIATIVES, AND EXPECTED REPORTING

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

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

\*\*Please note: The Commonwealth acknowledges that funding allocated to addressing domestic and family violence, and youth homelessness may span across outputs other than the priority outputs listed at 11 (a), 11 (b) and 11 (c) of the Agreement.

\*\*\*Please note: Where an exemption has been granted by the Commonwealth under the 2014-15 NPAH and this is sought again, the jurisdiction should indicate in this column that this has been granted by the Commonwealth (unless significant changes to the circumstances of the Service Provider have occurred).

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

Ref	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 11 of NP)	Name of Service Provider/s	In scope for SHSC – Yes/No	Seeking Exemption – Yes/No	Exemption Granted by Commonwealth	Requirement for SHSC exempt services and services not in scope: Estimated yearly number of clients to be assisted by service	LGA/s or FACS district covered by project
1	Restoration funding for inner city homelessness services - Inner City Rapid Rehousing Response for Women Experiencing Domestic/Family Violence	This service provides specialist services for women who are experiencing domestic and family violence and who are at imminent risk of homelessness, experiencing homelessness, living with friends or family or living in crisis accommodation. It supports women to access private rental housing and the Start Safely rental subsidy, or social housing, where they are eligible and a priority. It also works with women to develop goal-oriented, client-centred case plans, and assists them to sustain their tenancies and transition to independent living. The service provides ongoing outreach support once a client is safely housed, or ensures the client is being supported by another appropriate service. It provides prevention and early intervention, rapid re-housing and intensive responses for clients with complex needs, and assists Aboriginal women and women from culturally and linguistically diverse backgrounds.	11A, H & K	Domestic Violence NSW Service Management	Yes	No	N/A	N/A	City of Sydney
2	Restoration funding for inner city homelessness services - Inner City Sydney Homelessness Extended Service (Mission Australia)	This service provides support to clients through the Mission Australia Centre (MAC) and a newly-established Aboriginal Case Management Team. It also provides support to young people through The Crossing and Shopfront legal service, supports the case management of all Common Ground clients, and maintains Missionbeat's operational hours at 2013-14 levels. It provides prevention and early intervention, rapid rehousing, crisis and transition responses, and intensive responses for clients with complex needs. The service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	11B, G & J	Mission Australia	Yes	No	N/A	N/A	City of Sydney
3	Restoration funding for inner city homelessness services - Inner City Sydney Homelessness Extended Service (The Salvation Army)	This service enables crisis beds to be provided at 2013-14 levels while a staged approach to the reduction in congregate crisis accommodation is undertaken. It provides outreach support to Common Ground clients, as negotiated with Mission Australia on a needs basis. The service targets strategies to reduce clients drifting into the inner city to receive homelessness services. It provides prevention and early intervention, rapid rehousing, crisis and transition responses, and intensive responses for clients with complex needs. It has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	11B, G & H	The Salvation Army (NSW) Property Trust	Yes	No	N/A	N/A	City of Sydney
4	Restoration funding for inner city homelessness services - Inner City Sydney Homelessness Extended Service (St Vincent de Paul)	The service provides outreach support to Common Ground clients, as negotiated with Mission Australia on a needs basis. It provides prevention and early intervention, rapid rehousing, crisis and transition responses, and intensive responses for clients with complex needs. This service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	11G & H	St Vincent de Paul Society NSW	Yes	No	N/A	N/A	City of Sydney
5	Restoration funding for inner city homelessness services - Inner City Sydney Homelessness Extended Service (Wesley Mission)	This service provides outreach support to Common Ground clients, as negotiated with Mission Australia on a needs basis. The service targets strategies to reduce clients drifting into the inner city to receive homelessness services. It provides prevention and early intervention, rapid rehousing, crisis and transition responses, and intensive responses for clients with complex needs. This service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	11G & H	Wesley Mission	Yes	No	N/A	N/A	City of Sydney
6	Restoration funding for inner city homelessness services - Inner City Service for Women with Complex Needs	This service provides two women's refuges - B Miles Women's Foundation and Detour House. The service supports women with complex needs who are experiencing homelessness or are at risk of becoming homeless and who require specialised responses due to a range of circumstances or issues such as mental health issues, alcohol and other drug misuse issues, and exiting correctional facilities or health institutions. It uses a multi-disciplinary model and provides prevention and early intervention, rapid rehousing, supported crisis and transitional accommodation, and intensive responses for clients with complex needs. The service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	11E, F & I	B Miles Womens Foundation	Yes	No	N/A	N/A	City of Sydney

7	Restoration funding for inner city homelessness services - Inner City Service for Homeless Women who are Survivors of Childhood Sexual Abuse	This service provides a specialised response to women and women with children who are experiencing homelessness and are survivors of childhood sexual abuse and have complex needs. It provides prevention and early intervention, rapid rehousing, crisis and transitional accommodation, and intensive responses for clients with complex needs. Responses include outreach support and multi-disciplinary case planning to deliver wrap-around services. The service has a focus on responses for Aboriginal women and is accessible to women from culturally and linguistically diverse backgrounds.	11G & H	Womens and Girls Emergency Centre	Yes	No	N/A	N/A	City of Sydney
8	Restoration funding for inner city homelessness services - The Haymarket Service - Crisis Support for People Who are Chronically Homeless with Complex Needs	This service provides crisis accommodation for men and women in The Haymarket Centre. The service targets men and women who are experiencing chronic homelessness and who have complex needs. It provides crisis assistance, including an eight-bed intoxicated persons unit for women, and provides appropriate multi-disciplinary and intensive responses to address their complex issues. The service develops partnerships to strengthen integrated and specialised responses and facilitate Housing First responses to this complex client group. It targets strategies to reduce clients drifting into the inner city to receive homelessness services, and provides crisis and transition responses, and intensive responses for clients with complex needs. The service has a strong focus on responses for Aboriginal people and is accessible to people from culturally and linguistically diverse backgrounds.	11E & G	The Haymarket Foundation	Yes	No	N/A	N/A	City of Sydney
9	Service Support Fund - Broken Hill Homelessness Information Service Project	A community-based information and resource development service for all people who are homeless or at risk in the area.	11B, C, D & G	Broken Hill Youth Accommodation and Support Service	Yes	No	N/A	N/A	Broken Hill
10	Service Support Fund - Inverell Support Service	Information, education and support for clients to deal with or avoid situations of domestic violence or homelessness	11A, B, & G	Inverell Refuge Centre	Yes	No	N/A	N/A	Inverell Glen Innes Severn Gwydir Tenterfield
11	Service Support Fund - Yacaaba Centre	Case management, information, advice, referral, and specialised counselling services for homeless, at risk and vulnerable clients.	11B & G	Yacaaba Centre	Yes	No	N/A	N/A	Port Stephens
12	Service Support Fund - Youth Pathways Program	Building SHS capacity to link young people with education, training and employment programs and opportunities; and assisting young people engaged with FACS-funded youth services to access existing FACS products	11B	Path 2 Change	Yes	No	N/A	N/A	Newcastle Dungog Lake Macquarie Maitland Port Stephens Cessnock
13	Service Support Fund - Lighthouse Youth Initiative	Support for young people who are homeless or at risk with living skills programs through to independent living.	11B	Lighthouse Community Care Ltd	Yes	No	N/A	N/A	Wollongong Shellharbour Kiama
14	Service Support Fund - Rosa Coordinated Care Network ( RoCC)	Collaborative and intensive case management and support for women exiting custody and rehabilitation programs.	11I	Shoalhaven Women's Resource Group	Yes	No	N/A	N/A	Shoalhaven
15	Service Support Fund - Homelessness Hub	Front-line information, advice and referral service for homeless or at risk clients in the Shoalhaven region.	11B & G	Shoalhaven Youth Accommodation Company	Yes	No	N/A	N/A	Shoalhaven
16	Service Support Fund - Housing Gap Project	Front-line information, advice and referral service for homeless or at risk clients in the Illawarra region.	11B & G	Wollongong Emergency Family Housing Inc.	Yes	No	N/A	N/A	Wollongong Shellharbour
17	Service Support Fund - Momentum	Intensive case management and support through an outreach approach for homeless and at risk youth.	11B & H	Jetty Bunker Youth Service	Yes	No	N/A	N/A	Coffs Harbour Bellingen Nambucca
18	Service Support Fund - Phoenix House	Support for young homelessness clients out of its own properties, and a holistic range of support programs for homeless or at-risk youth to achieve the skills needed to live independently.	11B	Phoenix House Youth Services	Yes	No	N/A	N/A	North Sydney Willoughby Lane Cove Mosman Ryde Hunters Hill
19	Service Support Fund - The Burdekin Association (Burdekin)	Support to prevent young people leaving home early and disengaging from education by providing case management and practical support to young people and families. Provision of affordable housing options for vulnerable young people under 25 years of age that may require longer term tenancies to complete educational or vocational outcomes.	11B	The Burdekin Assoc	Yes	No	N/A	N/A	Manly Warringah Pittwater Hornsby
20	Service Support Fund - Sustainable Tenancy Support Program	Provides maintenance and expansion of client-centred case management specifically for young people with mental health issues who are homeless or at risk of homelessness. This includes a sustainable tenancies program providing practical support.	11B, F & K	St George Accommodation for Youth	Yes	No	N/A	N/A	Sutherland Kogarah Rockdale Hurstville

21	Service Support Fund - Moving Forward	A specialist case management service for single women and women with children who are experiencing, escaping or have left domestic and family violence. This service provides comprehensive practical support through trauma-informed, strengths-based, client-centred case management. It also provides therapeutic / educational workshops and case management appointments on Tuesday and Thursday evenings. Case management is by appointment only. The service also supports SHS providers and agencies through collaborative case management by mentoring SHS and community staff, and provides information and support to generalist support workers.	11A	St George Women's Housing	Yes	No	N/A	N/A	Sutherland Kogarah Rockdale Hurstville
22	Service Support Fund - Helping Hand	Provides complementary specialist support services to young people 16 years of age and over who are homeless or at imminent risk of becoming homeless in the St George and Sutherland LGAs. Priorities are Aboriginal people and people from culturally and linguistically diverse backgrounds, including refugees and newly arrived migrants. This service has a brokerage component, and also works to build capacity in the area to strengthen the local service system and build the cultural capability in SHS service delivery for clients.	11B & G	St George Youth Services	Yes	No	N/A	N/A	Sutherland Kogarah Rockdale Hurstville
23	Service Support Fund - St Laurence Youth Services	Provides transitional accommodation and support for 15–18 year olds leaving crisis care in the eastern suburbs, as well as support programs for 18–24 year olds who are homeless but may be accommodated in other services.	11B	St Laurence House	Yes	No	N/A	N/A	Randwick Waverley Woollahra Botany Bay
24	Service Support Fund - Liberty Connect	Supporting homeless or at risk young people into independent living.	11B	Greenacre Church of Christ	Yes	No	N/A	N/A	Bankstown Camden Campbelltown Fairfield Liverpool Wingecarribee Wollondilly
25	Service Support Fund - Macarthur Gateway Resource Services	Working with homeless or at risk Aboriginal women, children and families experiencing domestic and family violence as well as women with drug and alcohol issues.	11A & E	Marcia Women's Refuge	Yes	No	N/A	N/A	Bankstown Camden Campbelltown Fairfield Liverpool Wingecarribee Wollondilly
26	Service Support Fund - NESH Families Scheme	Support clients from a culturally and linguistically diverse background through client referrals to support services, delivery of cultural competency workshops, targeted workshops to clients and a research project.	11G	NESH Women's Scheme	Yes	No	N/A	N/A	Bankstown Camden Campbelltown Fairfield Liverpool Wingecarribee Wollondilly
27	Service Support Fund - St Benedict's Community Centre	Assistance, information and referral to people who are homeless or at risk and a one-stop homelessness shopfront.	11B & G	Life Resources Centre	Yes	No	N/A	N/A	Queanbeyan City
28	Service Support Fund - Monaro Crisis Access Service	Offering a range of assistance, information and referral options to people who are homeless or at risk of homelessness.	11A, B & G	Monaro Crisis Accommodation Service	Yes	No	N/A	N/A	Cooma-Monaro Snowy River Bombala
29	Service Support Fund - Impact Eurobodalla	Flexible support for people who are homeless or at risk including outreach services at a number of sites across Eurobodalla.	11B, G & H	Moruya Women and Children's Service	Yes	No	N/A	N/A	Eurobodalla
30	Service Support Fund - Jack Walker Centre	Aboriginal focused service delivering support and case management to families at risk of homelessness, to sustain their tenancies.	11B, G, H & K	Aboriginal Corporation for Homeless and Rehabilitation Community Services	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield
31	Service Support Fund - Glebe House	Specialist programs for homeless or at risk men with complex needs and long term substance abuse, including men exiting custody.	11E, F & I	Glebe House	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield

32	Service Support Fund - Getting Out Finding Home	Services for homeless or at risk women exiting custody including: targeted services for Aboriginal women; outreach; residential support for asylum seekers; coaching for existing providers.	11H & I	Guthrie House Co-operative	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield
33	Service Support Fund - Innari Inc	Aboriginal focused service providing mentoring for homeless or at-risk clients, as well as culturally appropriate advice / support / training to the sector.	11B, D & G	Innari Housing Inc	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield
34	Service Support Fund - Judge Rainbow Memorial Fund Inc	Support services for men exiting custody who have a high risk of re-offending or are at risk of homelessness.	11 I	Judge Rainbow Memorial Fund	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield
35	Service Support Fund - Aboriginal Women and Children Crisis Service	Support services for homeless or at risk Aboriginal women and children experiencing domestic violence.	11A	Marrickville Women's Refuge	Yes	No	N/A	N/A	Ashfield Marrickville Canada Bay Canterbury Burwood City of Sydney Leichhardt Strathfield
36	Service Support Fund - Adele House	Non-residential drug and alcohol rehabilitation service for homeless or at-risk clients and support for their families, and workforce mentoring for the SHS sector working with this client group.	11E & H	Adele Dundas Inc	Yes	No	N/A	N/A	Auburn Baulkham Hills Blacktown Holroyd Parramatta
37	Service Support Fund - Alice's Support Services	Support for homeless or at-risk women with mental illness and their children. Offers consultancy and training to SHS providers to better enable them to meet the needs of this client group.	11F & G	Alice's Cottages	Yes	No	N/A	N/A	Auburn Baulkham Hills Blacktown Holroyd Parramatta
38	Service Support Fund - Domestic Violence NESB Project	Support clients from a culturally and linguistically diverse background through co-case management of clients, as well as delivering training and forums for SHS staff	11A	Immigrant Women's Speakout Association	Yes	No	N/A	N/A	Auburn Baulkham Hills Blacktown Holroyd Parramatta
39	Support for unaccompanied Homeless Children and Young People under 16 years (HYAP)	The HYAP will provide integrated support and accommodation with the aim of reunifying children and young people with their families and broader support networks or to enable them to transition to appropriate longer-term supported accommodation.	11B, C, J & K	<b>Various homelessness service providers</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>	<b>N/A</b>	<b>Statewide</b>
					Yes	No	NA	N/A	Sydney
					Yes	No	NA	N/A	Central Coast
					Yes	No	NA	N/A	Far West
					Yes	No	NA	N/A	Hunter New England
					Yes	No	NA	N/A	Illawarra Shoalhaven
					Yes	No	NA	N/A	Mid North Coast
					Yes	No	NA	N/A	Murrumbidgee
					Yes	No	NA	N/A	Nepean Blue Mountains
					Yes	No	NA	N/A	Northern NSW
					Yes	No	NA	N/A	Northern Sydney
					Yes	No	NA	N/A	South Eastern Sydney
	Yes	No	NA	N/A	Southern NSW				

						Yes	No	NA	N/A	South Western Sydney
						Yes	No	NA	N/A	Western Sydney
						Yes	No	NA	N/A	Western NSW
40	New Housing & Support for Homeless People who drift into the Inner City (Connect 100)	Connect 100's objective is to help reduce the number of homeless people who access services in the inner city by helping them stay in or near their communities where they have a greater prospect of reconnecting with family or social networks if safe and appropriate, and where accommodation may be cheaper. Connect 100 will provide services to 100 homeless people through: private rental accommodation leased and managed by community housing providers in suburban and regional locations; and support by specialist homelessness services and other support services as required. The Program is demand driven, with funding delivered to Community Housing Providers which are part of the Housing Pathways Program, who in turn purchase support services from SHS.	11A, B, C, D, E, F, G, H & J	NSW Department of Family and Community Services with support from homelessness and community housing providers	Yes	No	NA	N/A	South Eastern Sydney	
41	Staying Home Leaving Violence	The Staying Home Leaving Violence program is a specialised domestic and family violence program aimed at promoting victims' housing stability and preventing homelessness. The program helps women who have separated from a violent partner or family member (and their children) to remain safely in their own home or another home of their choice. Services funded under the program provide women and their children with intensive case management which is long term and needs based. The service also works closely with key agencies such as the Police, Local Courts, Women's Domestic Violence Court Assistance Services, Health Services, Housing, Local Non-Government organisations and Family and Community Services to ensure clients receive the support services they need to aid recovery. Support services range from practical assistance such as installing security measures in their homes and help with financial, legal and personal problems.	11A & G	Various SHLV providers	No	Yes	Yes	1080	Statewide	
					No	Yes	Yes	1080	Bega	
					No	Yes	Yes		Blacktown	
					No	Yes	Yes		Broken Hill	
					No	Yes	Yes		Campbelltown	
					No	Yes	Yes		Cessnock & Maitland	
					No	Yes	Yes		Dubbo	
					No	Yes	Yes		Eastern Sydney	
					No	Yes	Yes		Fairfield & Liverpool	
					No	Yes	Yes		Kempsey	
					No	Yes	Yes		Lake Macquarie	
					No	Yes	Yes		Moree	
					No	Yes	Yes		Newcastle	
					No	Yes	Yes		Parramatta & Holroyd	
					No	Yes	Yes		Penrith	
					No	Yes	Yes		Redfern	
					No	Yes	Yes		Nowra	
					No	Yes	Yes		Tamworth	
					No	Yes	Yes		Wollongong	
					No	Yes	Yes		Wyong & Gosford	
	No	Yes	Yes	Clarence Valley						
	No	Yes	Yes	Coffs Harbour						
	No	Yes	Yes	Inverell						
	No	Yes	Yes	Orange						
	No	Yes	Yes	Statewide						
42	District Implementation, Reform Consolidation and Program Management	Critical to the implementation of the new homelessness services system in NSW, including the NPAH funded Programs, has been the establishment of District Homelessness Implementation Groups (DHIGs), which are comprised of key specialist homelessness NGO service providers as well as other key NGO and government agencies within the homelessness service system. Funded positions support these critical governance structures as well as play an active service role in coordinating and collaborating with providers to strengthen service models and referral pathways, achieve service delivery improvements, consolidate links between relevant providers and government agencies to drive system-wide change to prevent and reduce homelessness at a local level, based on local need.	11L & M	NSW Department of Family and Community Services	No	Yes	NA	N/A	Statewide	
43	Start Safely	Start Safely provides targeted assistance to people experiencing homelessness as a result of domestic and family violence (DFV) to access financial assistance to secure a housing solution through Community Housing Provider or the private market so that they don't have to return to the violent situation, or remain homeless. The subsidy facilitates a rapid rehousing response for these clients and while ensuring that clients are linked into Specialist Homelessness Services so they can access support to sustain their tenancy and address their homelessness needs.	11A, G, J, K & L	NSW Department of Family and Community Services with support from homelessness and community housing providers	No	Yes	Yes	1900 households (with 3040 children)	Statewide	
44	Private Rental Market Assistance	Private Rental Specialists work intensively with eligible clients, including homeless and at risk clients, to develop and enhance their capacity to access the private rental market and sustain a private rental tenancy. This includes brokering the establishment of individual private rental tenancies with local real estate agents and landlords, while ensuring relevant support arrangements through Specialist Homelessness Services are in place to develop tools and capabilities to sustain the tenancy and ensure they don't fall back into homelessness or prevent them from becoming homelessness.	11B, D, E, F, G & K	NSW Department of Family and Community Services with support from homelessness and community housing providers	No	Yes	Yes	450	Statewide	



45	Temporary Accommodation	Temporary Accommodation is an essential element of the homelessness service system, providing emergency accommodation for people who have nowhere safe to stay by providing a service which is available 24 hours a day, 7 days a week, every day of the year. Temporary Accommodation provides an important entry point for the homeless and people at risk of homelessness to enter the service system and access support from Specialist Homelessness Services to find a long term solution to their homelessness. NPAH funding supports clients in need of temporary emergency accommodation who are referred by Link2home.	11A, B, D, E, F, G & L	NSW Department of Family and Community Services with support from homelessness providers	No	Yes	Yes	6400	Statewide
46	Private Rental Subsidy	Private Rental Subsidy provides a medium-term solution to assist clients who have a disability and have been approved for priority status on the NSW Housing Register, have a disability and are at risk in their current accommodation to access affordable accommodation in the private market while waiting for a suitable social housing property to become available. The subsidy is an important contribution to preventing homelessness by enabling highly vulnerable clients to access a housing solution through Community Housing Provider or the private market, as well as support services through Specialist Homelessness Services to ensure they can sustain their tenancy and address other issues contributing to their homelessness situation.	11B, D, E, F, G & K	NSW Department of Family and Community Services with support from homelessness and community housing providers	No	Yes	Yes	2900	Statewide
47	Link2home	Link2home provides an efficient way for people who are homeless or at risk of homelessness to get information and referrals for the right service at the right time. The Link2home service is a single, statewide telephone number that provides a convenient gateway to information and referrals to specialist homelessness services and the broader homeless service system, 24 hours a day 7 days a week. Through the service, clients' needs are assessed and referrals facilitated to the most appropriate service response. It provides general information about homelessness services, and undertakes communication and stakeholder engagement activities to improve referral relationships and promote awareness of the service.	11A, B, D, E, F, G & L	NSW Department of Family and Community Services with support from homelessness and community housing providers	No	Yes	Yes	130,000 calls	Statewide
<b>Sub-total – priority output 11(a) (domestic and family violence)</b>								<b>\$36,159,569</b>	
<b>Sub-total – priority outputs 11(b) and 11(c) (children and youth services)</b>								<b>\$25,989,043</b>	
<b>Funding 2015-16</b>								<b>\$65,132,938</b>	
<b>Funding 2016-17</b>								<b>\$65,444,176</b>	
<b>Total funding</b>								<b>\$130,577,114</b>	

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

\*\*Please note: The Commonwealth acknowledges that funding allocated to addressing domestic and family violence, and youth homelessness may span across outputs other than the priority outputs listed at 11 (a), 11 (b) and 11 (c) of the Agreement.

\*\*\*Please note: Where an exemption has been granted by the Commonwealth under the 2014-15 NPAH and this is sought again, the jurisdiction should indicate in this column that this has been granted by the Commonwealth (unless significant changes to the circumstances of the Service Provider have occurred).

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

#### Notes

Ref 39: Specific providers for the HYAP programme from 2016 will be determined through HYAP Stage 2 procurement.

## Expected reports, reviews or evaluations

In accordance with clause 30(a) and 31 of the Agreement, a final update is to be provided to the Commonwealth based on the monitoring and assessment of progress against this Project Plan, and any evaluations and reviews of services and outputs delivered. Details of any expected reports, reviews or evaluations of initiatives are to be listed in Table 3.

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

Item no.	Short description of expected item	Expected timeframe
1	Interim findings and reports from the Specialist Homelessness Services Monitoring and Evaluation Strategy, including client and service system outcomes.	To be confirmed - subject to the development of an implementation plan for the Monitoring and Evaluation Strategy.
2	Interim findings and reports from the Homelessness Youth Assistance Program evaluation strategy under development	To be confirmed - subject to the development of an implementation plan for the HYAP evaluation strategy
3	Interim findings and reports from the Connect 100 Program evaluation strategy under development	To be confirmed - subject to the development of an implementation plan for the Connect 100 evaluation strategy

### Project Plan Sign off (Parts One and Two)

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

Signature

Date

24 SEP 2015

The Hon Brad Hazzard MP

09 OCT 2015

Signature

Date

The Hon Christian Porter MP