



National Partnership Agreement on Homelessness NSW Implementation Plan 2009-2013



**Implementation Plan for the
National Partnership Agreement on Homelessness
between the
Commonwealth of Australia and New South Wales
2009/10 to 2012/13**

Version updated 28 August 2012

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1. Introduction

The *National Partnership Agreement on Homelessness (NPAH)* was signed by the Commonwealth and State and Territory Governments in December 2008. It commits jurisdictions to work together to significantly reduce homelessness by 2013 and recognises that addressing homelessness will require action around three key strategies:

- More effort to prevent and intervene early to stop people becoming homeless and also lessen the impact of homelessness
- 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, and
- A better connected service system to achieve long-term sustainable reductions in the number of people who are homeless.

The *National Partnership Agreement on Homelessness* was developed within the context of the broader Council of Australian Governments Reform Agenda, which includes actions in healthcare, mental health, substance abuse, disabilities, housing, employment, education/training and overcoming disadvantage of Indigenous people.

The *Partnership* contributes to outcomes and reforms relating to homelessness set out under the *National Affordable Housing Agreement* including the outcome that people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion. Identified actions for Commonwealth and State and Territory Governments to achieve ongoing reforms include improving integration between the homelessness service system and mainstream services and a nationally coordinated approach on homelessness.

The *Partnership* also contributes to outcomes for Indigenous Australians under the *National Affordable Housing Agreement* and the *National Partnership Agreement on Remote Indigenous Housing* including the outcome that Indigenous people have improved amenity and reduced overcrowding.

2. Overview of the NSW Implementation Plan for the NPAH

The first NSW NPAH Implementation Plan detailing funding for 2009/10 was approved by the Commonwealth in July 2009. An updated plan was endorsed by the NSW Cabinet in June 2010 and final approval obtained from the Commonwealth in July 2010. In 2011 rephrasing took place of some of the targets based on project performance achieved in 2009/10. The NSW Implementation Plan was not updated at this time as negotiations between the Commonwealth and NSW Governments on the allocation of unspent NPAH funds from 09/10 were ongoing. The proposal for the allocation of the NPAH underspend was approved by the Commonwealth Minister for Housing and Homelessness in June 2012.

This NSW Implementation Plan has been revised to incorporate information on -

- projects that started in 09/10,
- projects that started in 10/11,
- projects starting or being extended in 12/13 through the allocation of underspend from previous years,
- financial allocations including details of the NSW matching component of the NPAH, and
- the relationship of projects to the revised NPAH performance indicators

2.1 Summary of NSW's Implementation Plan

- ✓ NSW is committed to reducing homelessness by 7%, rough sleeping by 25% and Aboriginal homelessness by one third by 2013
- ✓ Projects are designed to drive reform through demonstrating new or improved service models
- ✓ Projects are informed by regional planning, are based on evidence and meet all the core outputs of the National Partnership Agreement on Homelessness
- ✓ Developing strategic, responsive services through Regional Homelessness Action Plans
- ✓ Supports NSW whole of government Homelessness Action Plan.
- ✓ Commonwealth funding invested in services
- ✓ Driving sustainable reform to the homelessness and mainstream service systems – additional investment in prevention services
- ✓ NSW is providing up to \$241.3 million matching commitment over the life of the National Partnership Agreement.

2.2 Context for the NSW Implementation Plan

The *NSW Homelessness Action Plan* outlines the key directions and actions guiding the NSW Government's efforts to prevent and reduce homelessness. Released in August 2009, the Action Plan was developed in tandem with Commonwealth and COAG processes, allowing the incorporation of relevant national directions. It has been developed collaboratively across relevant NSW Government agencies and in consultation with the non-government sector.

The *NSW Homelessness Action Plan* is underpinned by a comprehensive policy framework structured under three outcome areas, each corresponding with the key strategy areas within the *National Partnership Agreement on Homelessness*:

- People never become homeless
- People who are homeless receive effective responses so that they do not become entrenched, and
- People who have been homeless do not become homeless again.

The Australian Housing and Urban Research Institute (AHURI) was commissioned to conduct a synthesis of available research. This policy framework and all activities within the *NSW Homelessness Action Plan* are informed by the evidence base on effective interventions into homelessness identified by this synthesis.

2.3 Links to Service System Reform

The *National Affordable Housing Agreement*, *National Partnership Agreement on Homelessness* and the *NSW Homelessness Action Plan* set out the reform directions for the homelessness service system. These include increasing investment in prevention and early intervention, breaking the cycle of homelessness through investment in services that help people find stable accommodation and employment, and delivering integrated services that achieve sustainable housing and improve economic participation.

Recognising that effort is needed across Government, NSW is:

- re-aligning existing effort in specialist and mainstream services towards prevention and long term accommodation and support, rather than crisis intervention
- making additional investment (some of which constitutes the State's matching funding under this Implementation Plan), and
- utilising Commonwealth funding to help drive reform.

The availability of new housing stock and improved access to mainstream services is an important element of the reform agenda. Initiatives funded under the plan are utilising the significant additional investment made into the capital component of the social housing system, through the *National Partnership Agreement on Social Housing (NPASH)* and the *Nation Building Economic Stimulus Package (NBESP)*,

Continued reform of all elements of the homelessness service system is required for NSW to meet the targets of the *National Partnership Agreement on Homelessness* and the *NSW Homelessness Action Plan*. A broader range of flexible service delivery models which are adapted to local needs and embedded in a regional planning framework, is also required within the homelessness service system to ensure effort is strategically targeted and provides effective responses.

NSW has established projects directly relating to the reform process. These projects are aimed at leveraging change by improving the efficiency and effectiveness of funding in NSW, particularly crisis accommodation and support services, by:

- increasing flexible models of support to manage unmet demand
- fast tracking the reform priorities of increasing prevention, early intervention and post-crisis supports, and
- improving the level of coordination and service integration across all key programs delivering services to homeless people.

Additionally, informed by the AHURI research synthesis, the *NSW Implementation Plan* includes initiatives that test integrated case management and multi-disciplinary team approaches to homelessness for priority target groups including Aboriginal people, rough sleepers, young people and women and children who have experienced domestic violence.

In 2012/13 the Department of Family and Community Services (FACS), through Housing NSW and Community Services, will lead *Going Home Staying Home*, a program of reform to strengthen and improve the specialist homelessness service (SHS) system. The reform aims to improve access to the right type of housing and support for homeless people and ensure that the service approaches that are funded deliver sustainable housing and support outcomes.

These reforms will be informed by the outcomes of the projects implemented through the NPAH. Many of these projects use a housing first approach with a client accessing both transitional support and long term housing. This approach assists to break the cycle of homelessness with investment in services that help people get back on their feet, find stable accommodation and, wherever possible, obtain employment.

Another common feature of many of these projects involves the provision of more flexible models of support whereby services have access to brokerage funds and can better tailor individualised support to meet the client's needs.

Governance arrangements for the planning and management of these projects also frequently involve a multi-agency approach. This assists in creating a better coordinated and connected service system with other key programs delivering services to homeless people to achieve long-term sustainable reductions in the number of people who are homeless.

2.4 Regional Homelessness Planning

The NSW Implementation Plan recognises that effective responses must be accompanied by good information and data to continuously improve outcomes for people who are homeless or at risk of homelessness.

Recognising varying regional patterns of homelessness and the importance of coordinated local level planning and service delivery, NSW has undertaken the following actions:

- A comprehensive regional planning process to help build a strong base for service system reform. 15 regional planning workshops were conducted across NSW in February 2010, including 5 Aboriginal specific workshops.
- Development of Regional Homelessness Action Plans (RHAPs) informed by the planning workshops, regional homelessness and service system data and consultation with NSW and Commonwealth Government agencies, specialist homelessness services, specialist and mainstream services and local government.
- Establishment of 10 Regional Homelessness Committees (RHCs) to support the development and implementation of the RHAPs and the *NSW Homelessness Action Plan*. Chaired by Housing NSW, the Committees include representation from government, the non-government sector and the broader community.
- Workshops with RHCs in 2011 to review and update the RHAPs to ensure they are meeting regional needs.
- Mapping of the regional homelessness service system.

A summary of homelessness profiles, the priorities identified through the regional planning workshops and the projects identified for funding for each region is at Appendix A.

3. Funding

The NPAH, which includes A Place to Call Home (APTCH), is a joint initiative of the NSW and Commonwealth Governments.

A total of 46 projects will be funded through the Commonwealth and are included in this Implementation Plan. This consists of –

- 20 projects funded in 09/10, of which 3 are one off funded projects
- 20 projects that commenced in 10/11, and
- 6 new projects commencing in 12/13

NSW will exceed its matching commitment of \$104.4 million under the National Partnership. 15 initiatives will be funded from NSW matching funds up to a total estimated value of \$241.3 million (see Table 1). This will mean that NSW will overmatch on its commitment by up to \$140 million.

Table 1: NSW Implementation Plan - Funding Allocations 2009/10 – 2012/13

	(\$M)
Australian Government	\$101.6
NSW Government*	\$241.3
Total	\$342.9

*This figure is made up of 08/09, 09/10 and 10/11 actuals plus the 11/12 and 12/13 forecast budget.

In addition to the funding above, the Commonwealth has committed another \$38.8 million to NSW for A Place To Call Home. NSW is required to match this commitment.

As NSW will overmatch against the NPAH by up to \$140 million, part of NSW's matching commitment for A Place to Call Home will be incorporated into the overmatch in relation to support services. This is because the cost of provision of support under A Place To Call Home has been lower than expected.

4. Measuring Progress

Simple output-oriented performance measures have been identified by each of the projects and these are reflected in this plan.

These will contribute to NSW's report to the Commonwealth against the NPAH performance indicators, together with census data and the new SHS national data collection.

Acknowledging that some factors are beyond government control, as stated in the NPAH, overall performance will reflect efforts by all levels of government, as well as external factors, such the prevailing economic environment.

5. Governance Arrangements

NSW has established a three tier governance structure to oversee the implementation of the *NPAH NSW Implementation Plan* and the *NSW Homelessness Action Plan*.

Regional Homelessness Committees oversee the implementation of Regional Homelessness Actions Plans and report to the Justice and Human Services Regional Management Cluster of the NSW Government's Regional Coordination Program.

Regional Committees also report to the NSW Homelessness Interagency Committee. This State-level multi-agency government group is responsible for coordinating the implementation of the *NPAH NSW Implementation Plan* and the *NSW Homelessness Action Plan*. Reporting includes the identification of systemic issues that require action at regional and central policy levels.

The NSW Homelessness Interagency Committee reports centrally to the NSW Justice and Human Services CEOs Forum and the NSW Cabinet as required. The NSW Premier's Council on Homelessness also plays an important role in providing advice to Government on homelessness in NSW.

6. Review

As set out in the NPAH, the Implementation Plan is reviewed by the Parties as required. Amendments to the plan may be made with the written agreement of both Parties, to accommodate emerging issues.

7. Core Outputs Under the NPAH

16(a) A Place to Call Home

Under APTCH NSW is committed to the delivery of 155 dwellings for people who are homeless or at risk of homelessness. These 155 dwellings will include the delivery of 62 units at the Common Ground building in Camperdown as well as 93 scattered dwellings in various locations. The revised phasing for delivery is as follows:

2008/09	2009/10	2010/11	2011/12	2012/13
25	0	2	92	36

The Common Ground Project accommodates formerly homeless people and people on low to moderate incomes who need affordable housing in the inner city of Sydney, in a socially integrated housing complex. The Project has been initiated:

- as part of a coordinated government response to homelessness and the commitment to reduce rough sleepers by 25 percent by the year 2013;
- to respond to the level of homelessness and rough sleeping in the inner city of Sydney; and
- to promote a model of “street to home” accommodation coupled with support services.

The Common Ground building is made up of 104 units for 62 social housing tenants who were formerly homeless or at risk of homelessness (APTCH funded) and 42 affordable housing tenants.

The Project is based on the model for common ground as described by the Australian Common Ground Alliance. Its key elements are -

- Quality permanent affordable housing
- A diverse social mix
- Coordinated on-site tenancy management and support services
- A safe, secure environment
- Separation of tenancy management and support services
- Integration with the local community

93 scattered site dwellings will be provided in various locations around the State. Locations will be identified from the sites available for building development or acquisition. Support will be provided to clients in these dwellings through a range of services including family support, disability support and others.

16(b) Street to home initiatives for chronically homeless people (rough sleepers)

Introduction

6 projects have been funded under this output:

- 4 projects commenced in 2009/10
- 2 projects commenced in 2010/11

Evidence base

The AHURI research synthesis informs us that:

- Persistent and practical outreach support are critical for engaging and working effectively with people experiencing homelessness
- Multi-disciplinary case management teams are effective and cost-effective
- Long term supportive housing is more effective than transitional accommodation
- People entrenched in homelessness have high levels of problematic alcohol and other drug use and other serious mental and physical health needs
- Building a trusting support relationship takes time. It is preferable that these contacts take place in the context of stabilised long-term housing, and
- Post-housing support is critical for maintaining stable accommodation and beginning the process of social reintegration.

Links to the *NSW Homelessness Action Plan*

A key priority under Outcome Area 2 of the *NSW Homelessness Action Plan* is to transition people who are homeless to appropriate long term accommodation and support. The broad objective is to facilitate the move out of homelessness in the most efficient way possible. Chronically homeless people are a priority target group. Correlating with the evidence base for the Street to Home approach, Outcome Area 3 of the Action Plan also contains a key priority to provide models of accommodation with support that are suitable for different target groups.

Contribution towards NPAH Indicators

Initiatives below will contribute to delivering against the following performance indicators:

- Proportion of Australians who are homeless
- Proportion of Indigenous Australians who are homeless
- Proportion of Australians who are experiencing primary homelessness (rough sleeping).
- Proportion of Indigenous Australians who are experiencing primary homelessness (rough sleeping).
- Proportion of families who are homeless or at risk of homelessness who receive case management

Summary table of Commonwealth and State funded initiatives (Output 16b)

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Projects commenced in 2009/10					
Way2Home: Coordination of Assertive Outreach and Supportive Housing	Inner Sydney	Chronic homeless people (rough sleepers)	874	\$2.704 2009/10 – 2012/13 Source: Commonwealth \$4.320 2009/10 – 2012/13 Source: NSW	<ul style="list-style-type: none"> • No. of clients assisted • No. of clients assisted to access health supports incl. mental health and drug and alcohol services • No. of clients accessing stable accommodation; • Average length of support provided
Reaching Home: Newcastle Assertive Outreach Service (including legal support)	Hunter	Chronic homeless people (rough sleepers)	1,473	\$6.781 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of clients assisted • No. of clients assisted to access health supports incl. mental health and drug and alcohol services • No. of clients assisted to access legal services and support • No. of clients accessing stable accommodation • Average length of support provided
Extend Nepean Youth Homelessness Project	Western Sydney	Young people	332	\$2.308 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of clients assisted • No. of clients assisted to access health supports incl. mental health and drug and alcohol services • No. of clients accessing stable accommodation • Average length of support provided
Homelessness Intervention Project	Inner Sydney Western Sydney	Chronic homeless Young people	35	\$1.710 (IS) \$0.750 (WS) Total \$2.460 2008/09 - 2010/11 Source: NSW	<ul style="list-style-type: none"> • No. of clients assisted • No. of clients assisted to access health supports incl. mental health and drug and alcohol services • No. of clients accessing stable accommodation • Average length of support provided
Projects commenced in 2010/11					

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Inner City Integrated Services Project (Housing First)	Inner Sydney	Rough sleepers and chronic homeless	136	\$6.099 2010/11-2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health and drug and alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided
Aboriginal Assertive Outreach Service	Inner Sydney	Aboriginal rough sleepers and chronic homeless	240	\$1.995 2010/11-2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health and drug and alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided

Note: Projects funded by the Commonwealth are shaded

Project details

Way2Home: Coordination of assertive outreach and supportive housing in Inner Sydney

The NSW Counting the Homeless 2006 report indicates that chronic homelessness is a priority in the Inner Sydney area. 33% (a total 388 people) of Sydney's rough sleepers are located in Inner Sydney. Evidence from AHURI indicates that assertive outreach and multi-disciplinary case management teams are cost-effective and that long term supportive housing produces better outcomes than transitional accommodation. This project involves assertive outreach (including health and medical components) linked to long-term supportive housing for rough sleepers in Inner Sydney. The project consists of a re-configured and expanded version of the Inner City Homelessness Outreach and Support Service. It focuses on the chronically homeless on the streets and facilitates their move to long term accommodation with support. The project also aims to improve health outcomes and reduce presentations to hospitals and other health facilities. NSW will continue to provide funding at current levels. Commonwealth funding will be utilised to expand the service.

Other NPAH Outputs delivered: 16(c), 17(b), 17(c), 17(d), 17(e), 17(g), 17(h)

Reaching Home: Newcastle Assertive Outreach Service

The NSW Counting the Homeless 2006 report indicates that chronic homelessness is a priority in the Newcastle area. 80% of the total homelessness population in the Hunter region was located in Newcastle. Comparative to the total population, Newcastle had significant numbers of rough sleepers (133). Evidence from AHURI indicates that assertive outreach and multi-disciplinary case management teams are effective. Research undertaken by the Public Interest Advocacy Centre in NSW also identified that there is a gap between the legal

needs of the homeless population and legal services available. This project involves assertive outreach (including health and medical components) linked to long-term supportive housing for rough sleepers in Newcastle. The project focuses on the chronically homeless on the streets and facilitates their move to long term accommodation with support. The project also aims to improve health outcomes, reduce presentations to hospitals and other health facilities and increase access to legal services.

Other NPAH Outputs delivered: 16(c), 17(b), 17(c), 17(d), 17(e), 17(g), 17(h), 17(k)

Homelessness Intervention Project

This project comprises the Homelessness Intervention Team and the Nepean Youth Homelessness Project.

Homelessness Intervention Team

The Homelessness Intervention Team was established in 2008 for 12 months to:

- urgently house and support 20 chronically homeless people in the inner city and Western Sydney
- identify and resolve impediments to the effective provision of housing and support, and
- make recommendations to build the capacity of the service system.

NSW provided 20 social housing tenancies and twelve month support packages for the 20 clients.

NSW extended the Homelessness Intervention Team initiative until June 2011. The extension provided ongoing support to existing clients and an additional 15 clients.

This project is now completed.

Nepean Youth Homelessness Project

The Nepean Youth Homelessness Project was originally established as a twelve month project that was part of the Homelessness Intervention Project, to:

- prevent 10 high needs young people from rough sleeping and chronic homelessness
- identify a minimum of 14 at risk young people and broker a range of interventions, and
- identify and resolve impediments to the effective provision of housing and support.

Commonwealth funding has been utilised to extend the Nepean Youth Homelessness Project to provide housing and support to additional high needs clients as well as provision of early intervention and post-crisis supports. The project identifies impediments to the effective provision of housing and support services to the youth homeless population across the Nepean and makes recommendations to reform the existing service system in the long term. The project has a strong focus on increasing collaborative service delivery to respond to homelessness.

Other NPAH Outputs delivered: 17(b), 17(c), 17(d), 17(e), 17(h), 17(j), 17(k)

Inner City Integrated Services Project (Housing First)

The project aims to reconfigure the existing specialist homelessness services in the inner city of Sydney to shift practice to a Housing First approach in order to prioritise complex needs clients. The project provides one entry point for chronically homelessness people in inner Sydney to a pool of existing and new resources (including the full spectrum of accommodation options such as the Common Ground Project and services) which can be matched to the clients. This enables all services/responses to be wrapped around the client at the entry point. Funding is used for: support packages for clients; systems and service coordination for the Common Ground Project; and a change management strategy for the participating SHS. The initiative assists in the reform of the homelessness service system in the region by supporting the shift by SHS and other services from focusing on a crisis response to implementing a co-ordinated Housing First (long term accommodation with support) response to rough sleeping in the Inner City.

Other NPAH Outputs delivered: 17 (a), 17 (b), 17 (c), 17(e), 17(g), 17(h)

Aboriginal Assertive Outreach Service

Evidence from AHURI indicates that assertive outreach and multi-disciplinary case management teams are effective. 2006 Census data indicates that Aboriginal people represent 25% of the rough sleeper population in the City of Sydney Local Government Area compared to 2.2% of the total NSW population. The Aboriginal Assertive Outreach Service provides a multi-disciplinary team including health and generalist support to assertively engage with Aboriginal rough sleepers in the inner city and facilitate their access to long term accommodation with support. The service engages with all Inner Sydney Aboriginal rough sleepers and provides case management support to Aboriginal rough sleepers identified as chronically homeless and is linked to the generalist Assertive Outreach Service to ensure efficient use of available resources and connectedness of the service system.

Other NPAH Outputs delivered: 17 (a), 17 (b), 17 (c), 17(g), 17(h),

16 (c) Support for people to sustain their tenancies

Introduction

6 projects have been funded under this output:

- 3 projects commenced in 2009/10
- 3 projects commenced in 2010/11

Evidence base

The AHURI research synthesis informs us that:

- Key prevention mechanisms include: understanding the risk factors and danger signs; involving mainstream agencies; and coordinating government, non-government and emergency agencies in providing housing and support
- Greater investment in effective responses is needed as Aboriginal people disproportionately experience homelessness¹

• ¹ According to ABS data in the *NSW Counting the Homeless 2006 report*, 2.2% of people identified as Indigenous at the 2006 Census. Indigenous people made up 2.7 % of the boarding house population, 4.3% of those staying with other households, and 7.4% of people in improvised dwellings or sleeping rough. Additionally, according to 2007/08 SAAP data Indigenous people accounted for 18.2% of SAAP support periods in New South Wales.

Links to the *NSW Homelessness Action Plan*

Outcome Area 1 of the Action Plan includes preventing evictions from all kinds of tenures and providing appropriate long-term accommodation and/or support for people experiencing domestic and family violence, relationship and family breakdown and at key transition points. The focus on providing models of accommodation linked to support under Outcome Area 3 of the Action Plan is intended to assist people who have been homeless to be able to sustain their tenancy and prevent them from becoming homeless again.

Contribution towards NPAH Indicators

Initiatives below will contribute to delivering against the following performance indicators:

- Proportion of Australians who are homeless
- Proportion of Indigenous Australians who are homeless
- Proportion of people experiencing repeat periods of homelessness
- Proportion of families who maintain or secure safe and sustainable housing following family violence
- Proportion of people in social housing and private rental who are supported to maintain or secure sustainable housing
- Proportion of families who are homeless or at risk of homelessness who receive case management

Summary table of Commonwealth and State funded initiatives (Output 16c)

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Projects commenced in 2009/10					
Tenancy Support Mid North Coast and Richmond/Tweed (2 locations)	Mid North Coast Richmond/Tweed	People whose tenancies are at risk	1,150 (Mid North Coast) 1093 (Richmond/Tweed)	\$3.873 for Richmond Tweed and Mid North Coast 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of clients assisted • No. of clients maintaining stable accommodation • Average length of support provided
Expand delivery of products to assist people to establish and maintain a tenancy in the private rental market (including Platform 70)	Statewide	Support for people to sustain their tenancies	1,833	\$7.189 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of people supported to establish a tenancy in the private rental market • No. of private tenants supported to maintain their tenancies
Enhance Financial Counselling Services Program	Statewide	Homeless people and people at risk of homelessness	90,000	\$12.959 2008-09 - 2012/13 Source: NSW	<ul style="list-style-type: none"> • Number of clients receiving financial counselling

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Projects commenced in 2010/11					
Aboriginal Advocacy and Tenancy Support Service	Inner Sydney	Aboriginal people at risk of homelessness	300	\$2.990 2010/11-2012-13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients assisted to access legal services & support No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided
Early intervention support for people at risk of homelessness	Hunter	People at risk of homelessness	120	\$0.585 2010/11-2012-13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services Number of clients maintaining stable accommodation Average length of support provided
Early intervention in sustaining tenancies	Western NSW	People at risk of homelessness	210	\$1.345 2010/11-2012-13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided

Note: Projects funded by the Commonwealth are shaded

Project details

Tenancy Support in Richmond/Tweed and Mid North Coast

2007 SAAP data indicates that over 500 people exited long term accommodation into SHS services in Richmond/Tweed and the Mid North Coast.

According to the ABS 2006 Census, 28% of people and more than 50% of Aboriginal people in Richmond-Tweed do not have security of tenure and more than 30% of people and more than 60% of Aboriginal people in the Mid North Coast do not have security of tenure.

The NSW Counting the Homeless 2006 report indicates that regional centres such as Tweed Heads have a rate of homelessness of 67 per 10,000 people and that regional centres such as Port Macquarie have a rate of homelessness of 43 per 10,000 people. The report indicates that the rate of Indigenous homelessness has increased from 110 to 134 per 10,000 people since 2001.

This project primarily focuses on preventing homelessness and aims to curtail the significant number of people in the Richmond-Tweed and Mid North Coast area accessing SHS from long term accommodation. The project has a particular focus on preventing Indigenous homelessness. The project targets social housing tenants and identifies at risk tenancies, providing time-limited case management and support to prevent NSW Consumer Trade and Tenancy Tribunal action and eviction. Assistance includes financial counselling and budgeting, counselling, link to life skills, one-off cleaning, anger management advice and referral to support groups and services, including DV support services. The project includes a

research component that analyses the effectiveness of the model that will assist to identify predictors of tenancy failure to guide future projects.

Other NPAH Outputs delivered: 17(a), 17(b), 17(c), 17(e), 17(f), 17(g), 17(j), 17(k)

Expand delivery of products to assist people to establish and maintain a tenancy in the private rental market

This project primarily aims to increase housing options for homeless people by providing support and services that improve access to the private rental market. By increasing housing options, the project also aims to reduce the number of people accessing crisis or short-term accommodation. The project includes the following: a) The Private Rental Brokerage Service which assists clients who may be facing barriers in accessing and securing housing in the private rental market to find and sustain a private rental tenancy. This includes the provision of support, referral and limited financial assistance to assist homeless people to access the private rental market; b) Tenancy Guarantees - which encourage landlords and agents to rent properties to people who are experiencing difficulty accessing the private rental market. Up to \$1000 is available to landlord/agents to cover arrears and/or property damage over and above the rental bond; and c) Headleasing - this component is delivered through the Platform 70 project - funds have been provided to a community housing provider to support 70 headleases for the most vulnerable rough sleepers identified by Way2Home in the inner city of Sydney.

Other NPAH Outputs delivered: 17(a), 17(b), 17(c), 17(e), 17(f), 17(g)

Enhance Financial Counselling Services Program

Data from the NSW Homeless Persons Information Centre indicated that there was an increase of 52% of people contacting the service due to financial issues in 2008. This state-wide program aims to prevent homelessness by providing financial advice, advocacy and other services to assist people to maintain their tenancies. Funding is allocated to non-profit organisations for: free-of-charge accredited financial counselling/consumer legal casework services; training of clients in financial counselling or community education in personal finance, debt and credit management; and central support services for financial counselling services (eg. Helpline services).

Other NPAH Outputs delivered: 17(a), 17(b), 17(c), 17(e), 17(f), 17(g), 17(j), 17(k)

Aboriginal Advocacy and Tenancy Support Service – Inner Sydney

2006 Census data indicates that Inner Sydney has the largest proportion of Aboriginal homeless people in the State (21% of the NSW total Aboriginal homelessness population). An Aboriginal consultation workshop prioritised the provision of support to Aboriginal people at risk of homelessness to maintain tenancies and prevent evictions across all forms of tenure. The project provides early intervention support to Aboriginal families at risk of homelessness. Support includes financial counselling and assistance, linkages to mainstream services and linkages to health services including mental health and drug and alcohol services. The project also provides a tenancy support service for Aboriginal people at risk of homelessness which includes tenancy advocacy and advice. The initiative will assist in the reform of the homelessness service system in the region by supporting the shift by SHS and other services from focusing on a crisis response to supporting families and individuals at risk of homelessness. The project will also improve collaboration between tenancy support and advocacy services and SHS to ensure a co-ordinated response for Aboriginal people at risk of homelessness.

Other NPAH Outputs delivered: 17 (a), 17 (e), 17(g)

Early intervention support for people at risk of homelessness – Hunter

Supported Accommodation Assistance Program National Data Collection Agency (SAAP NDCA) data indicated that a significant proportion of homeless people in the Hunter region are homeless due to experiencing financial difficulty and eviction from long term accommodation. This project provides early intervention support, using a brokerage model, to families and individuals who are at risk of homelessness and need assistance in maintaining a tenancy in the Hunter region. Support includes financial counselling and assistance, linkages to mainstream services and linkages to health services including mental health and drug and alcohol services. The initiative assists in the reform of the homelessness service system in the region by supporting the shift by SHS and other services from focusing on a crisis response to supporting families and individuals at risk of homelessness.

Other NPAH Outputs delivered: 17 (a), 17 (e), 17(g), 17 (j)

Early intervention in sustaining tenancies – Western NSW

This project primarily focuses on sustaining tenancies to prevent homelessness and reduce the significant number of people, particularly Aboriginal people, accessing SHS and being evicted from long term accommodation in Western NSW. This was a priority identified in an Aboriginal consultation workshop undertaken in the region. The project prioritises Aboriginal families and focuses on private rental and social housing clients with complex needs in Dubbo, Narromine and Gilgandra. The project identifies at risk tenancies at an early stage and intervenes with time-limited case management support and service coordination to prevent NSW Consumer, Trader and Tenancy Tribunal action and eviction. Support includes financial counselling and assistance, linkages to mainstream services and linkages to health services including mental health and drug and alcohol services. The initiative will assist in the reform of the homelessness service system in the region by supporting the shift by SHS and other services from focusing on a crisis response to supporting families and individuals at risk of homelessness.

Other NPAH Outputs delivered: 17(a), 17(e), 17(f), 17(g), 17(j)

16(d) Assistance for people leaving child protection services, correctional and health facilities to access and maintain stable, affordable housing

Introduction

19 projects have been funded under this output:

- 10 projects commenced in 2009/10
- 7 projects commenced in 2010/11
- 2 projects will commence in 2012/13

Evidence base

The AHURI research synthesis informs us that:

- Coordination and planning prior to exits from institutions are critical to ensuring housing needs are considered and options explored
- Comprehensive support to address a range of issues and challenges faced by individuals exiting institutions is required pre/during/post institutionalisation
- Intensive support for independent living programs may be more appropriate for early intervention with young people that have complex needs
- Post-housing support is critical for maintaining stable accommodation and beginning the process of social reintegration
- Understanding the risk factors and danger signs is key

- Support to access housing is an effective preventative response
- Long term supportive housing is more effective than transitional accommodation
- Post-housing support is critical for stable accommodation and social reintegration
- Homelessness under 18 is a significant risk factor for longer term homelessness

Links to the *NSW Homelessness Action Plan*

One of the priorities under Outcome Area 1 of the Action Plan is to transition and maintain people exiting statutory care and correctional and health facilities into appropriate long term accommodation.

Contribution towards NPAH Indicators

Initiatives below will contribute to delivering against the following performance indicators:

- Proportion of Australians who are homeless
- Proportion of Indigenous Australians who are homeless
- Proportion of people exiting care and custodial settings into secure and affordable housing
- Proportion of people experiencing repeat periods of homelessness

Summary table of Commonwealth and State funded initiatives (Output 16d)

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Projects commenced in 2009/10					
Coordinated exit planning from emergency departments	Inner Sydney	Chronic homeless people People at risk of homelessness	632	\$0.393 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of clients assisted; • No. of clients accessing stable accommodation; • No. of clients assisted to access health supports including mental health and drug and alcohol services
Targeted Housing and Support for women exiting prisons	Western Sydney	Women leaving prison	62	\$3.014 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of clients housed • No. of clients provided with support
People refused bail on basis of homelessness	Western Sydney	People refused bail on basis of homelessness	450	\$0.845 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of people assisted due to lack of accommodation options
Sustaining tenancies following exits from correctional facilities	Far West	People leaving correctional facilities.	45	\$0.738 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of people transitioned into suitable sustainable accommodation
Assisting Aboriginal Young People Leaving Care	Nowra	Indigenous people who are homeless or at risk of homelessness	68	\$1.277 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • Number of young people assisted • Number of young people placed into suitable accommodation
Community Offender Support Programs (COSPs)	Various locations across the State	People exiting institutions	1655	\$53.889 2008/09 – 2012/13 Source: NSW	<ul style="list-style-type: none"> • No. of clients assisted with transitional accommodation and support

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Disability Housing and Support Initiative	South West Sydney Winge-carribee Tweed Taree	People with an intellectual disability	50 clients supported with recurrent packages	\$10.897 2008/09-2012/13 Source: NSW	<ul style="list-style-type: none"> No. of clients supported
Juniperina Shared Access Trial	Sydney Metro Northern NSW	Young women leaving juvenile detention	25	\$0.408 2008/09– 2012/13 Source: NSW	<ul style="list-style-type: none"> No. of clients housed No. of clients provided with support
Expansion of the Out of Home Care Supported Independent Living Program	Priority areas to be confirmed	Young people leaving care	462	\$21.990 2008/09 -2012/13 Source: NSW	<ul style="list-style-type: none"> No. of clients leaving OOHc into independent living
Expansion Out of Home Care Leaving Care/Aftercare Program	State-wide	Young people leaving care	147	\$5.437 2008/09-2012/13 Source: NSW	<ul style="list-style-type: none"> No. of clients leaving OOHc into independent living
Projects commenced in 2010/11					
Support for people at risk of, or who are, homeless, with mental health issues	Illawarra	Homeless people with mental health issues	110	\$0.599 2010/11-2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients referred to health supports including mental health, drug & alcohol and primary care No. of clients referred to outreach services for assistance to accommodation No. of clients accessing stable accommodation
Young people leaving care support service	North Coast	Young people exiting Out of Home Care	112	\$1.858 2010/11-2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided
Young People exiting Juvenile Justice Centres at risk of entering/ re-entering custody	North Coast	Young people at risk of homelessness	18 young people and 6 families	\$1.594 2010/11-2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided No. of clients supported to access education & employment No of clients who have not reoffended.

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Young people in contact with the Juvenile Justice system who are homeless (ALIVE)	South West Sydney	Young people at risk of homelessness	17	\$1.197 2010/11-2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided No. of clients supported to access education & employment No. of clients who have not reoffended.
Young People Exiting Juvenile Justice	Riverina Murray	Young people at risk of homelessness	18 young people and 6 families	\$1.696 2010/11-2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided No. of clients supported to access education & employment No. of clients who have not reoffended.
Linkages for people with mental illness	North West	Homeless and at risk with mental illness	36	\$1.095 2010/11-2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided
Bail Assistance Line * Includes the Transition Program for Aboriginal People from Year 1.	Western Sydney, Newcastle Dubbo	Young people otherwise on remand in custody. Priority to Aboriginal young people.	105	\$2.681 2009-10 – 2012/13 Source: NSW	<ul style="list-style-type: none"> No. of clients assisted

New Projects to commence in 2012/13

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Leaving care project to reduce homelessness and improve employment prospects (Stepping Out Starting Off Project)	Statewide	Young people leaving care	150	\$0.750 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. clients assisted through implementation of leaving care plans. No. of clients supported to access education & employment Number of young people assisted to secure safe and stable accommodation.
Improving outcomes for people exiting correctional institutions	Statewide	People leaving correctional facilities.	1200	\$0.620 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of applications received No. of clients provided with proof of identity

Note: Projects funded by the Commonwealth are shaded

Project details

Coordinated exit planning from emergency departments

People exiting health facilities into homelessness is a significant issue in NSW. A 2007 assessment of St Vincent's Emergency Department, located in Inner Sydney, indicates that there are often 2-3 people per day in the Emergency Department who are homeless.

This project aims to reduce the number of people exiting emergency departments into homelessness, with a focus on preventing exits into rough sleeping. The project also aims to reduce the length of time homeless people spend in emergency departments. The project has established a new system of coordinated exit planning and linkages to long term supports including accommodation. This has been facilitated through the creation of a new position in an inner-city hospital to liaise with homeless clients attending emergency departments and/or Psychiatric Emergency Care Centres to ensure discharge planning which is responsive to homeless people is undertaken. The position works closely with the assertive outreach project in the inner city under output 16(b).

Other NPAH Outputs delivered: 17(a), 17(b), 17(c), 17(e), 17(g)

Targeted Housing and Support for women exiting prisons

This project aims to prevent homelessness and reduce recidivism by providing long-term accommodation and support for women exiting prison, and focuses on preventing exits into rough sleeping and SHS. It is a supportive housing project that builds on lessons from the NSW Housing and Human Services Accord Dillwynia Shared Access Trial, expanded to include a focus on clients from another prison in the Western Sydney area. Components include: focus on exit planning; long term housing; flexible support matched to client need including SHS, health, case management, training and employment, children's services, financial counselling.

Other NPAH Outputs delivered: 17(b), 17(c), 17(e), 17(g)

People refused bail on basis of homelessness

This project has two components: One component is the Bail Support Pathways Project which assists defendants in a Sydney court who are refused bail and who are homeless or at risk of homelessness. These defendants have a range of complex issues in addition to being homeless or at risk of homelessness (such as substance abuse, mental health issues, criminal histories) and are likely to have previously failed to appear in court. If suitable and eligible, and if bail is then granted, a contracted NGO (Richmond Fellowship) organises supported accommodation (pending court resolution), and provides case management support in the community to address the defendant's risk factors. The second component involves providing advice/assistance in relation to accommodation options, to people who are refused bail for more than 10 days, in the event they are subsequently released on bail.

Other NPAH Outputs delivered: 17(b), 17(c), 17(e), 17(g), 17(k)

Sustaining tenancies following exits from correctional facilities – Far West

Research demonstrates that homeless people are nearly twice as likely to have been in prison in the previous 12 months² and 7% of prisoners reported that they were homeless at the time of their arrest³.

In 2005–06, 12% of SAAP clients reported that they had spent time in the criminal justice system and 11% reported that they had repeated admissions to correctional facilities. A significant Australian study⁴ of people released from prison found that being homeless and not having effective accommodation support were both strongly linked to returning to prison. Sixty-one per cent of those homeless on release returned to prison, compared to 35% of those with accommodation. In addition, the recurrent cost of providing one person with a prison bed is extremely high compared to the recurrent cost of public housing. It is estimated that the average recurrent cost of providing a unit of public housing is \$5,990 per year (2006–07 figure) compared with the average recurrent cost of providing one prison bed at \$65,000 per year (2005–06 figure)⁵.

This project aims to prevent homelessness and reduce recidivism by providing long term support and accommodation to people exiting correctional facilities who are at high risk of re-offending, with a focus on Indigenous people. Far Western NSW has a significant Aboriginal population and according to the NSW Counting the Homeless 2006 report a high rate of homelessness (over 60 people per 10,000 of the population). The project has established transitional/community support workers to provide individual case management and support to offenders throughout their transitional period from custody back into the community. Emphasis is on assisting ex-offenders to access and sustain their tenancies and linking them to appropriate support from non-government organisations.

Other NPAH Outputs delivered: 17(b), 17(c), 17(e), 17(g)

² Makkai, T. (1999) "Drug Use Monitoring in Australia (DUMA): A Brief Description" in Research and Public Policy Series, No. 21.; Mouzos, J., Hind, N., Smith, L. & Adams, K. (2007) "Drug Use Monitoring in Australia: 2006 Annual Report on Drug Use Among Police Detainees" in Research and Public Policy Series, No. 75.

³ Australian Institute of Criminology, *Crime Facts Info: Homelessness, drug use and offending*, Fact Sheet no. 168, Canberra, 2008.

⁴ Baldry, E., McDonnell, D., Maplestone, P., & Peeters, M. (2003) *Ex-prisoners and accommodation: what bearing do different forms of housing have on social reintegration?* Melbourne: AHURI

⁵ Mental Health Coalition of South Australia (2008) *Housing for Mental Health: 2008–2012*, Adelaide.

Assisting Aboriginal Young People Leaving Care

This project aims to prevent Indigenous homelessness by assisting Aboriginal young people in care to transition to independent living. Under this project two additional case worker positions have been established in an existing Aboriginal specific leaving care service provider to assist indigenous young people leaving care to move into appropriate and sustainable accommodation arrangements.

Other NPAH Outputs delivered: 17(d), 17(e), 17(g), 17(j)

Community Offender Support Programs (COSPs)

COSPs aim to prevent and address homelessness and reduce recidivism by providing support and accommodation to people prior to their exit from the correctional system. COSPs are a non-custodial community based service where offenders on parole (including court based parole) or a community based sentence who are homeless or at risk of homelessness can reside and participate in programs aimed at reducing re-offending. This includes involvement from the community services that assist in the re-settlement process. Specially trained staff work with the offender to secure long term accommodation from the moment the client enters the COSP.

Other NPAH Outputs delivered: 17(b), 17(c), 17(e), 17(k)

Disability Housing and Support Initiative

This project provides housing and support to clients with complex housing needs to assist them to sustain their tenancies and participate in their communities. The project is targeted at people aged 18-65 years who have been assessed as having an intellectual disability and are able to function within a community housing setting with a maximum of 35 hours drop-in support per week.

Other NPAH Outputs delivered: 17(g), 17(e) 17(a)

Juniperina Shared Access Trial

This project aims to prevent homelessness and reduce recidivism by providing long term support and accommodation to young women who have entered a correctional facility, with a focus on indigenous people. The target group for this partnership is young women aged between 16 and 21.5 years with a history of offending, or at risk of re-offending and entering/re-entering Juniperina Juvenile Justice Centre. Aboriginal women are considered a priority group.

Other NPAH Outputs delivered: 17(b), 17(c), 17(d), 17(e), 17(g), 17(j)

Out of Home Care Supported Independent Living

This project aims to prevent homelessness by assisting young people in care to transition to independent living. The program integrates accommodation and support that aims to prepare and support young people in making a smooth transition to independent living, self reliance and adulthood. The target group is young people aged 16 to under 18 years. Key components are: 1) Accommodation Services including accommodation which is appropriate and affordable; supported living arrangements which vary in intensity of day to day support provided by case workers. 2) Support Services including independent living skills training; education, training and employment assistance; (re) establishing social and family networks

and peer support; health, counselling services and other support services; linkages to mainstream services to continue relevant support.

Other NPAH Outputs delivered: 17(d), 17(g),17(j)

Out of Home Care Leaving Care/Aftercare

This project aims to prevent homelessness by assisting young people who have exited care to transition to and maintain either independent living and/or connections with family. Aftercare support is provided to children and young people aged 15-25 years who have left Out-of-Home care. Assistance includes casework and financial support. Casework may include attempts to re-connect the young person with family or to establish the young person in their own accommodation. Financial assistance may include purchase of household furniture and rental bonds.

Other NPAH Outputs delivered: 17(d), 17(g),17(j)

Support for people at risk of, or homeless, with mental health issues – Illawarra

The need to improve the connections between mental health services and the rest of the homelessness service system was identified as a high priority at the 2010 Illawarra regional planning consultation. This project aims to reduce the number of people exiting mental health facilities and services into homelessness. The project has established a new system of coordinated exit/discharge planning and linkages to long term supports including accommodation. This project employs a dedicated Homelessness Mental Health Officer who works across community mental health services and the hospital network in the region to support people experiencing mental health and homelessness issues and facilitate partnerships across the service system. Brokerage funds are utilised to support effective discharge plans and ongoing support for the client group. The project also focuses on ensuring cross-agency collaboration to improve discharge planning policies and accommodation support processes for the target client group.

Other NPAH Outputs delivered: 17 (c), 17(e)

Young people leaving care support service - North Coast

2006 Census data indicates that the North Coast region has a slightly younger homeless demographic than NSW. The Aboriginal consultation workshop in this region identified young people leaving care as a priority target group for the region. This project provides housing and support to young people, including Aboriginal young people, on the North Coast of NSW who are exiting, or have exited out of home care, including generalist support, appropriate accommodation and access to health services, where required. The project increases collaborative service delivery to this client group and identifies and resolves systemic issues including early engagement of clients prior to leaving care.

Other NPAH Outputs delivered: 17 (d), 17(e)

Young People exiting Juvenile Justice Centres at risk of entering/re-entering custody – North Coast

The North Coast has a large and increasing Aboriginal youth population which is over-represented in the juvenile justice system. This project provides intensive support and accommodation to young people with complex needs exiting Juvenile Justice custody or at risk of entering custody while on community based orders due to homelessness. Priority is given to Aboriginal young people. Support includes the provision of long term accommodation, intensive support and a focus on supporting young people to access

education and employment and reduce recidivism. The project also focuses on ensuring cross-agency collaboration to improve discharge planning policies and accommodation support processes for the target client group.

Other NPAH Outputs delivered: 17 (d)

Young people in contact with the Juvenile Justice system who are homeless (ALIVE) – South West Sydney

SAAP NDCA data indicates that South Western Sydney SAAP clients are significantly younger than the NSW average. This project provides intensive support and accommodation to young people with complex needs exiting Juvenile Justice custody or at risk of entering custody while on community based orders due to homelessness. Priority is given to Aboriginal young people and young people from Culturally and Linguistically Diverse communities. Support includes the provision of long term accommodation, intensive support and a focus on supporting young people to access education and employment and reduce recidivism. The project also focuses on ensuring cross-agency collaboration to improve discharge planning policies and accommodation support processes for the target client group. The project will support the South Western Sydney Youth Hub initiative.

Other NPAH Outputs delivered: 17 (d)

Young People Exiting Juvenile Justice – Riverina Murray

2006 Census and SAAP NDCA data indicates that clients in the Riverina Murray are younger than the NSW average and are residing in SHS accommodation for longer than the NSW average. 13% of Aboriginal homeless people are located in the Riverina Murray. This project provides intensive support and accommodation to young people with complex needs exiting Juvenile Justice custody or at risk of entering custody while on community based orders due to homelessness or needing an exit from SHS services. Priority is given to Aboriginal young people. Support includes the provision of stable housing, intensive support and a focus on supporting young people to access education and employment and reduce recidivism. The project also focuses on ensuring cross-agency collaboration to improve discharge planning policies and accommodation support processes for the target client group.

Other NPAH Outputs delivered: 17 (d)

Linkages for people with mental illness – North West

The North Western regional consultation identified the need for improving pathways for people with mental health issues who are homeless or at risk of homelessness. This project assists people with a mental illness who are homeless or at risk of homelessness. Priorities include those who are at risk and require early intervention, those who have a dual diagnosis of mental illness and drug and alcohol problems and those with mental illness leaving correctional institutions in the North West region. The project includes support to access and maintain long term accommodation, linkages to mainstream services and linkages to health services including mental health and drug and alcohol services. It aims to identify systemic disconnects across the human service system that act as barriers to supporting people with a mental illness in maintaining appropriate, affordable and secure housing. The initiative implements strategies to overcome these barriers in a way that reshapes the human services system to better respond to meeting the housing and support needs of people with a mental illness. The initiative will assist in the reform of the homelessness service system in the region by supporting a collaborative approach from mainstream, specialist and specialist

homelessness services to support people with mental illnesses who are homeless or at risk of homelessness.

Other NPAH Outputs delivered: 17 (b),17 (c),17 (e),17 (g)

Bail Assistance Line

This project assists young people in Western Sydney, Newcastle and Dubbo who would otherwise be held on remand in custody. The project addresses issues related to bail refusal which are often related to accommodation. Priority is given to Aboriginal young people. The project incorporates the Transition Program for Aboriginal People that was funded under Year 1 of the NPAH. This program provides a range of accommodation and support to maximise the opportunity for Aboriginal young people to access and successfully complete bail periods, promote positive community re-integration of Aboriginal young people leaving custody and assist Aboriginal young people on community based orders who become homeless and are at risk of entering custody.

Other NPAH Outputs delivered: 17(b), 17(c), 17(d), 17(e), 17(g), 17(j), 17(k)

Leaving care project to reduce homelessness and improve employment prospects (Stepping Out Starting Off Project)

Too many young people leave care without the life skills to make a successful transition to adulthood. Research shows that young people leaving care can often face an unstable future involving periods of homelessness, unemployment and involvement with the criminal justice system.

This project will enable immediate action to be taken by Community Services to review and strengthen the current approach to supporting young people leaving out of home care, specifically to ensure they adequately deal with the risk of homelessness. The outcomes of this will be to:

- reduce young people's transition from statutory OOHC into homelessness; and
- increase their access to employment, education and training.

The project will be delivered in identified areas of high need and be delivered as a partnership between government and non government agencies. The project will also undertake a short research project to identify innovative service options for this target group. The outcomes of this research will be used to inform the future model of service delivery to young people in Out Of Home Care to reduce their vulnerability to homelessness.

Other NPAH Outputs delivered: 17 (d), 17(e), 17(j)

Improving outcomes for people exiting correctional institutions

Some 15,000 people cycle through correctional centres in NSW each year and it is estimated a significant number of these people exit these institutions without any identification. This increases their risk of homelessness due to the time delay in securing support and can make access to appropriate healthcare and other services difficult.

This project will help unblock the current backlog and strengthen current approaches and policies for gaining identification for prisoners. It has the following four elements:

- establishing a process for identifying those people in custody who do not have any identification;
- providing identification (such as birth certificates and Medicare cards);
- establishing a system to scan, save and store electronic versions of identification to be provided to inmates upon release; and
- developing policies and procedures for ongoing implementation within business as usual practices after June 2013.

As well as the direct operational element of the project, it will establish processes and policies around identifying clients without identification coming into custody. A process and mechanism for scanning and storing inmate identification against their client file (pending legal advice) will be established.

Other NPAH Outputs delivered: 17(e), 17(g),

17(d) Support to assist homeless young people aged 12-18 years who are homeless or at risk of homelessness to re-engage with a family where it is safe to do so, maintain sustainable accommodation and engagement with education and employment.

Introduction

3 projects commenced in 09/10 have been funded under this output.

In addition, several projects under output 16 (d) will assist young people leaving Out of Home Care or those in contact with the Juvenile Justice system.

Evidence base

The AHURI research synthesis informs us that:

- Experiencing homelessness under 18 is a significant risk for longer term homelessness
- Coordination and planning prior to institutional exits are critical to ensuring housing needs are considered and options explored
- Comprehensive support to address a range of issues and challenges faced by individuals exiting institutions is required pre/during/post institutionalisation
- Assertive school welfare programs with strong links to community agencies can help prevent homelessness in school children
- Young people without complex needs may benefit from secure accommodation integrated with support to maintain ties with mainstream education and employment, and develop independent living skills and confidence, eg: as provided by Foyers, and
- Post-housing support is critical for maintaining stable accommodation and beginning the process of social reintegration.

Links to NSW Homelessness Action Plan

Overall young people are identified as one of the key target groups of the NSW Homelessness Action Plan. Activity under Outcome Area 2 of the Plan is focussed on

improving responses across the service system to all people that are currently homeless, including young people. One of the priorities under Outcome Area 3 of the NSW Homelessness Action Plan is providing models of accommodation with support that are suitable for different target groups. Young people aged 12-18 are one of the groups targeted by this priority.

Contribution towards NPAH Performance Indicators

Initiatives identified below have been developed incorporating these findings and will contribute to delivering against the following NPAH Performance Indicators:

- Proportion of Australians who are homeless
- Proportion of Australians who are experiencing primary homelessness
- Proportion of people exiting care and custodial settings into secure and affordable housing
- Proportion of people experiencing repeat periods of homelessness
- Proportion of young people (12 to 18 years) who are homeless or at risk of homelessness who are re-engaged with family, school or work

Summary table of Commonwealth and State funded initiatives (Output 17d)

Project	Location	Target group	Estimated no. of clients (whole projects period)	Total funding (\$M)	Performance measures
Projects commenced in 2009/10					
Inner City Supportive Housing and Support for Young People	Inner Sydney	Young people	554	\$2.511 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of clients assisted • No of outreach sweeps • No. of clients accessing stable accommodation • No. of young people re-engaged with education, training and employment • Average length of support provided
Youth hub project incorporating Foyer model and outreach support	South Western Sydney	Young people, including young people exiting correctional facilities	138	\$2.931 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of clients assisted • No. of clients accessing stable accommodation • No. of young people re-engaged with education, training and employment • Average length of support provided • Percentage of people who report their needs are met as a result of the service.
Foyer Model – Young People in Illawarra	Illawarra	Young people	95	\$2.891 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of clients assisted • No. of clients accessing stable accommodation • No. of young people re-engaged with education, training and employment • Average length of support provided • Percentage of people who report their needs are met as a result of the service.

Note: Projects funded by the Commonwealth are shaded

Project details

Inner City Supportive Housing and Support for Young People

The NSW Counting the Homeless 2006 report indicates that 18% of homeless people were aged 12- 18 years. Further, according to 2007/08 SAAP data, over 35% of SAAP clients in NSW were young people and over 50% were not engaged with education and training. In particular, SAAP data indicates that a significant number of young people entering SAAP services in Inner Sydney (44%) are not linked to education, training or employment.

This project works with homeless young people on the streets and facilitates their move to long term accommodation with support as well as provide an early intervention response to young people at risk of homelessness by building on the successful Kings Cross Youth at Risk initiative. This project involves coordinated case management and supportive housing for young people who are homeless or at risk of homelessness. The aim of the project is to achieve long term and sustainable outcomes for young people, through providing them with integrated housing and support to address the underlying causes of their homelessness.

Other NPAH Outputs delivered: 16(b), 16(d), 17(b), 17(c), 17(d), 17(e), 17(g), 17(h),17(j)

Youth hub project incorporating Foyer model and outreach support

The NSW Counting the Homeless 2006 report indicates that 18% of homeless people were aged 12- 18 years. Further, according to 2007/08 SAAP data, over 35% of SAAP clients in NSW were young people and over 50% were not engaged with education and training. In particular, SAAP data indicates that a significant number of young people entering SAAP services in South Western Sydney (41%) are not linked to education, training or employment.

This project aims to work with young people exiting correctional facilities and facilitate their move to long term accommodation with support as well as provide an early intervention response to young people with lower needs who are at risk of homelessness. This project builds on the achievements of the NSW Miller Campus (Foyer model). AHURI research finds that initial outcomes from the first year of accommodation in the NSW Miller Campus appeared promising, with indications that the program prevented young people from leaving school. The project provides accommodation and support services, including links to education, training and employment for young people. The Foyer component provides on-site accommodation and support services to young people with lower needs. The project also focuses on integrating young people exiting correctional facilities back into the community through scattered housing which accesses outreach support services at the Foyer site.

Other NPAH Outputs delivered: 16(b), 16(d), 17(b), 17(c), 17(d), 17(e), 17(g), 17(h),17(j)

Foyer Model – Young People in Illawarra

The NSW Counting the Homeless 2006 report indicates that 18% of homeless people were aged 12- 18 years. Further, according to 2007/08 SAAP data, over 35% of SAAP clients in NSW were young people and over 50% were not engaged with education and training. In particular, SAAP data indicates that a significant number of young people entering SAAP services in Illawarra (65%) are not linked to education, training or employment.

The project provides an early intervention response to young people who are homeless or at risk of homelessness. The project provides an on-site accommodation and support service to young people without complex needs. The aim of the project is to achieve long term and sustainable outcomes for young people, through providing them with integrated housing and access to support to address the underlying causes of their homelessness. Components include assessment, referral and advocacy; living and social skills training; counselling, mediation and conflict resolution; financial and material support; education, training and employment support; and other generalist support.

Other NP Outputs delivered: 16(b), 16(d), 17(b), 17(c), 17(d), 17(e), 17(g), 17(h),17(j)

17(e) Improvements in service coordination and provision

Introduction

7 projects have been funded under this output:

- 1 project commenced in 2008/10
- 2 projects commenced in 2009/10
- 1 project commenced in 2010/11
- 3 new project will commence in 2012/13

From the research synthesis undertaken by AHURI it has been identified that:

- Coordinating government, non-government and emergency agencies in providing housing and support is key to preventing homelessness;
- It can take many attempts to successfully exit homelessness. It is desirable to minimise the number of attempts;
- Administrative systems can inadvertently humiliate or degrade people experiencing homelessness.
- Persistence and practical outreach support are critical for engaging and working effectively with people experiencing long-term homelessness;
- Multi-disciplinary case management teams are effective and cost effective.

Links to NSW Homelessness Action Plan

One of the priorities under Outcome Area 2 of the NSW Homelessness Action Plan is the delivery of integrated service responses across the overall service system. The service system includes mainstream, specialist support and specialist homelessness services. Key strategies of this priority include the need to: establish consistent cross-agency assessment and practices; build the capacity of the overall service system and workforce to deliver integrated responses; and share relevant data across the overall service system.

Contribution towards NPAH Performance Indicators

Initiatives identified below have been developed incorporating these findings and will contribute to delivering against all of NPAH Performance Indicators.

- Proportion of Australians who are homeless
- Proportion of Indigenous Australians who are homeless
- Proportion of people experiencing repeat periods of homelessness

Summary table of Commonwealth and State funded initiatives (Output 17e)

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Projects commenced in 2008/09					
Increased capital	Statewide	People eligible for social housing ie. homeless or at risk of homelessness	N/a	\$37.0 2008/09 – 2011-12 Source: NSW	
Projects commenced in 2009/10					
Rural interagency homelessness project for people with complex needs (2 locations)	Albury/Wagga Wagga and New England	People with complex needs across multiple LGAs	280 (Albury/Wagga Wagga) 257 (New England)	\$5.513 2009/10 – 2012/13 covering Albury/Wagga and New England Source: Commonwealth	<ul style="list-style-type: none"> No. of people housed No. of people supported No. of people able to sustain their tenancy
Evaluation and research	Statewide	Homeless or at risk of homelessness across all target groups	N/a	\$1.445 2009/10-2011/12 Source: Commonwealth	<ul style="list-style-type: none"> Evaluation methodology developed Baseline data established
Projects commenced in 2010/11					
Sydney Inner City Drift	Inner Sydney	Homelessness	400	\$1.669 2010/11 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> Compilation of service gap, client data & needs in areas identified as causing people to drift to the city to seek support and crisis accommodation Number of clients case managed Number of clients assisted to remain in their communities of origin Number of clients referred to mainstream supports including mental health and drug and alcohol services Number of clients provided support to maintain tenancy & level of support provided (i.e. low, medium, or high) Average length of support provided
New projects to commence in 2012/13					
Improved client access to specialist homelessness services	State-wide	Homeless or at risk of homelessness	N/a	\$0.930 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> Common assessment, referral and case management system designed Associated business processes for assessment, referral and case management by service providers developed
Innovation Fund	State-wide	Homeless or at risk of homelessness	N/a	\$2.000 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> Tender completed and projects approved Funding for approved projects disbursed
Industry and workforce strategy development	State-wide	Homeless or at risk of homelessness	N/a	\$2.400 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> Workforce development strategy developed Industry development strategy developed

Note: Projects funded by the Commonwealth are shaded

project details

Increased capital

This program addresses and prevents homelessness by expanding the available social housing stock in NSW for homeless people and people at risk of homelessness. The amount provided is based on a calculation of the NSW Government funding ramp-up for new social housing above historic figures in the 2008/09 budget as compared to the forward years (2009/10 to 2012/13). In keeping with the National Partnership agreement this matched funding represents new capital funding provided in the NSW budget.

Other NPAH Outputs delivered: All

Rural interagency homelessness project for people with complex needs

Census data identifies that the Albury/Wagga and New England regions have a significant homeless population, including rough sleepers. The NSW Counting the Homeless 2006 report indicates that Albury had a homeless population of 344 (or 69 per 10 000) and Wagga had 251 (or 48 per 10 000) homeless people and the Northern Tablelands had a homeless population of 367 (or 59 per 10 000). Local service providers in Albury reported a significant increase in SHS accommodation in recent years. Further, the availability of crisis and mainstream services is limited in rural areas and homeless people are spread across a large area. Access to services in rural areas is an ongoing issue for homeless people.

The project focuses on working with chronically homeless people to facilitate their move to long term accommodation with support as well as to provide an early intervention response to homelessness. The project also aims to improve health outcomes for homeless people and reduce presentations by homeless people to health facilities. The project in Albury/Wagga Wagga also includes access to outreach legal support. Research undertaken by the Public Interest Advocacy Centre in NSW identified that there is a gap between the legal needs of the homeless population and legal services available. This project includes coordinated case management and multi-disciplinary teams across locations and agencies, and access to supportive housing.

Other NPAH Outputs delivered: 16(b), 16(c), 16(d), 17(a), 17(b), 17(c), 17(e), 17(f), 17(g), 17(h), 17(j), 17(k)

Evaluation and research

This project supports and links in with the Commonwealth's evaluation and research agenda, with a particular focus on assessing the effectiveness and efficiency of the NSW initiatives undertaken as part of the NPAH. This includes gathering baseline data on all indicators and performance measures in the NPAH and the development and implementation of an Evaluation Strategy for the Homelessness Action Plan.

The purpose of the Evaluation Strategy is to -

- contribute to a comprehensive evidence base which will be used to inform future service planning and resource allocation for homelessness services in NSW
- ensure that projects are evaluated in a consistent and appropriate manner
- enable projects which are utilising new approaches (exemplar projects) to be evaluated at a more detailed level
- ensure that HAP projects are assessed against the relevant information and evidence from existing research, modelling studies and the views of key stakeholders
- provide information for reporting on the achievements under the NPAH.

The Evaluation Strategy involves three individual but interconnected elements, namely:

- self evaluations
- extended evaluations for selected or exemplar projects
- cross cutting thematic analysis.

Other NPAH Outputs delivered: All

Sydney Inner City Drift

According to Homeless Persons Information Centre caller profile data, it is estimated that around 33% of people accessing Inner Sydney homelessness services could be located in Greater Metropolitan Sydney, rather than Inner Sydney. This project reduces the number of first time homeless people being placed in homeless support services in Inner City Sydney and identify sustainable models in Greater Metropolitan Sydney where large numbers of homeless people originate who drift to the inner city. The project has also established partnerships with mainstream services to generate integrated support plans for first time homeless people and establish links with specialist services for mental health and drug and alcohol to target key factors in the homeless population who drift to the inner city.

This project will review the geographic origin of clients using Inner City specialist homelessness services, identify gaps in these areas and where appropriate and possible shift Inner City specialist homelessness services to these areas. The project also provides in the interim early intervention brokerage for the Greater Metropolitan Sydney area to assist homeless people to remain in their communities and then develop project models and a longer term brokerage project to address the issue of inner city drift. The initiative will assist in the reform of the homelessness service system in the region by focusing on early intervention responses to homelessness as well as assisting homelessness specialist services to be located in areas of greatest need.

Other NPAH Outputs delivered: 16 (b), 16(c), 17 (a), 17 (d), 17(g), 17 (h)

Improved client access to specialist homelessness services

This project will address the issues that homeless people, their advocates and specialist homelessness services see as barriers to accessing the right services to resolve their needs and ensure they are sustainably housed and don't revolve through the system.

This project will improve client access to the specialist homelessness services through-

- designing a common assessment, referral and case management system
- developing the associated business processes for assessment, referral and case management by service providers
- developing the associated business processes for system monitoring and reporting by Housing NSW
- supporting service providers to migrate to and use the system.

The full access project will be designed in consultation with the SHS sector and will seek to:

- improve information about vacancies, demand, service rates, exits from the system and clients re-entering
- introduce a single system for consistent client intake, assessment, referrals and case management
- better match clients with the services that will meet their specific needs and that will stop the cycle of homelessness

The improved access system will encompass the outreach services needed to target rough sleepers and more entrenched homeless clients, as well as the early intervention and prevention services aimed at keeping people housed in their existing home.

Other NPAH Outputs delivered: 16 (b), 16(c), 17 (a), 17 (d), 17(g), 17 (h)

Innovation Fund

Many specialist homelessness service providers in NSW predominantly deliver crisis or transitional supported accommodation. In this model support is provided on the basis of

someone living in a refuge or in medium term accommodation. Whilst there has been good progress in the shift to prevention, early intervention and 'Housing First' responses for homeless people with complex and multiple needs, the bulk of specialist homelessness service provision in NSW is still based on older models and approaches.

In response to this challenge, the Innovation Fund is being designed specifically to help service providers to move to the new service models that will be funded. The Fund will support the reform of the SHS taking place as part of *Going Home Staying Home* through helping organisations deliver new types of services to clients.

The Fund aims to help service providers to change what they do and how they do it. It will assist them to put forward innovative proposals to support their service, or groups of services, to deliver the new service models.

Other NPAH Outputs delivered: 16 (b), 16(c), 17 (a), 17 (d), 17(g), 17 (h)

Specialist homelessness services industry and workforce development

This project will involve the development of two strategies: an industry development strategy and a workforce development strategy.

The industry development strategy will fund activities that ensure that the SHS industry is strengthened and has the capacity to effectively meet client needs, for example:

- supporting new industry or organisational models to deliver services, for example consortia or federated models;
- strengthening the peak arrangements in NSW and supporting peaks so that they can deliver capacity building activity for members;
- focusing on areas of governance or management requiring particular capacity development, for example, strategic or service planning by providers; and
- building effective industry networks, both across providers, other parts of the social housing industry and with government and private sector agencies.

The workforce development strategy, funds will be used to support strategies that ensure that the SHS sector has a skilled and stable workforce able to deliver the services required as part of the changing balance of resource allocation. For example:

- provide appropriate learning and development opportunities for sector staff;
- impact on retention and staff turnover rates;
- attract new and appropriately qualified workers into the sector; and
- build skill and practice levels to meet different requirements for service models, such as ensuring staff can work in an outreach context rather than a residential setting.

The project will also assist the sector to participate in the *Going Home Staying Home* reform and will support providers to transition to the new system, including the preferred provider procurement arrangements, industry forums and guidance materials.

Other NPAH Outputs delivered: 16 (b), 16(c), 17 (a), 17 (d), 17(g), 17 (h)

17(f) Support for women and children experiencing domestic and family violence to stay in their present housing where it is safe to do so

Introduction

2 projects have been funded under this output. They commenced in 2009/10.

Evidence base

The AHURI research synthesis informs us that:

- Domestic and family violence combined with a lack of affordable housing is a major cause of women's homelessness
- Socio-economic disadvantage is a key risk factor for homelessness caused by family violence
- Assisting women to stay in their home where this is possible is preferable as it minimises disruption, particularly to social and educational supports
- A lack of affordable housing options reduces the effectiveness of the women's refuge system. Without permanent housing options, women are faced with returning to a violent situation or homelessness
- Permanent housing is preferable to transitional accommodation to minimise disruption particularly for children at school

Links to the *NSW Homelessness Action Plan*

Relevant priorities under Outcome Area 1 of the *NSW Homelessness Action Plan* include supporting women and children that experience domestic and family violence to remain safe in their homes and communities where possible and providing women and children that experience domestic and family violence with access to appropriate, long-term accommodation.

In addition to the actions identified below, NSW has commenced a number of new activities under these priorities from within existing resources during 2009/10 including the roll-out of the Staying Home Leaving Violence program across NSW which focuses specifically on supporting women and children to stay in their own homes.

Contribution towards NPAH Performance Indicators

Initiatives below will contribute to delivering against the following performance indicators:

- Proportion of Australians who are homeless
- Proportion of Australians who are experiencing primary homelessness
- Proportion of families who maintain or secure safe and sustainable housing following family violence
- Proportion of people experiencing repeat periods of homelessness
- Proportion of families who are homeless or at risk of homelessness who receive case management

Summary table of Commonwealth and State funded initiatives (Output 17f)

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Projects commenced in 2009/10					
Long-term accommodation and support for women and children experiencing domestic and family violence (3 locations)	Western Sydney, Illawarra and Hunter	Women and children experiencing domestic and family violence	90 (Western Sydney) 109 (Illawarra) 99 (Hunter)	\$6.887 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of families housed No. of families supported
Provision of rental subsidy for women escaping domestic and family violence	Statewide	Women and children experiencing domestic and family violence	852	\$12.038 2009/10-2012/13 Source: NSW	<ul style="list-style-type: none"> No. of families assisted into the private rental market

Note: Projects funded by the Commonwealth are shaded

Project details

Long-term accommodation and support for women and children experiencing domestic and family violence

In 2007/08 NSW SAAP data indicates that the main reason for people seeking assistance from SAAP was domestic/family violence (19.9% of SAAP support periods) and the second main reason being relationship/family breakdown (12.4%). According to the Bureau of Crime Statistics and Research in 2007 15% of NSW Apprehended Domestic Violence Orders were made in Western Sydney and 17% of domestic violence related assaults occurred there. Research also indicates that 11% of domestic related assaults occurred in the Hunter region and 6% in the Illawarra region. 13% and 8% of NSW Apprehended Domestic Violence Orders were made in the Hunter and Illawarra areas respectively. Additionally, Western Sydney, Hunter and Illawarra have service capacity. Western Sydney also has proximity to a Staying Home Leaving Violence site already in operation.

This project addresses women and children’s homelessness caused by domestic violence. The project also aims to improve women and children’s safety and reduce the length of time families who have experienced domestic violence spend in SHS. The project provides long term supportive housing project for women and children who have experienced domestic violence, who are required to leave their own home. The project links closely with the Staying Home Leaving Violence program. The model could be rolled out more broadly across NSW following an initial evaluation if deemed a good example of best practice.

Other NPAH Outputs delivered: 16(c), 17(d), 17(e), 17(f), 17(g), 17(j), 17(k)

Provision of rental subsidies for women escaping domestic and family violence

In 2007/08 NSW SAAP data indicates that the main reason for people seeking assistance from SAAP services was domestic/family violence (19.9% of SAAP support periods) and the second main reason being relationship/family breakdown (12.4%). Research also indicates

that 11% of domestic related assaults occurred in the Hunter region and 6% in the Illawarra region. 13% and 8% of NSW Apprehended Domestic Violence Orders were made in the Hunter and Illawarra areas respectively. Additionally, Hunter and Illawarra have service capacity.

This project addresses women and children's homelessness caused by domestic violence through the provision of rental subsidies in the private market. The project also aims to improve women and children's safety and reduce the length of time families who have experienced domestic violence spend in SHS. This project commenced in the Illawarra and Hunter regions however it is now statewide.

Other NPAH Outputs delivered: 16(c), 17(d), 17(e), 17(f), 17(g), 17(j), 17(k)

17(g) Assistance for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing

Introduction

Thirteen projects have been funded under this output:

- 1 project commenced and was completed in 2009/10
- 3 projects commenced in 2009/10 and are continuing
- 8 projects commenced in 2010/11
- 1 new project will commence in 2012/13

Evidence base

The AHURI research synthesis informs us that:

- Indigenous overcrowding in social housing may be a significant direct and indirect cause of homelessness
- Greater investment in effective responses is needed as indigenous people disproportionately experience homelessness
- It can take many attempts to exit homelessness. It is desirable to minimise the number of attempts
- Permanent supportive housing is more effective than transitional accommodation

Links to the *NSW Homelessness Action Plan*

One of the priorities under Outcome Area 2 of the Action Plan is the provision of accommodation to people experiencing relationship and family breakdown and at key transition points in their lives.

Contribution towards NPAH Performance Indicators

Initiatives below will contribute to delivering against the following performance indicators:

- Proportion of Australians who are homeless
- Proportion of Australians who are experiencing primary homelessness
- Proportion of families who maintain or secure safe and sustainable housing following family violence
- Proportion of people in social housing and private rental who are supported to maintain or secure sustainable housing
- Proportion of people experiencing repeat periods of homelessness

Summary table of Commonwealth and State funded initiatives (Output 17g)

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
One off in 2009/10					
Research project – Aboriginal overcrowding in remote locations	Far West	Indigenous people	N/A	\$0.073 2009/10 Source: Commonwealth	<ul style="list-style-type: none"> Research project completed
Projects commenced in 2009/10					
Increased provision of Temporary Accommodation	Statewide	Homeless people and people at risk of homelessness	25,600 additional assistances over the 4 year	Additional \$30.838 2009/10 – 2012/13 Source: NSW	<ul style="list-style-type: none"> No. of clients receiving temporary accommodation
Increased provision of Special Assistance Subsidy	Statewide	People living with disabilities and people living with HIV/AIDS	590 additional assistances over 09/10 and 10/11	Additional \$20.441 2009/10 – 2010/11 Source: NSW	<ul style="list-style-type: none"> No. of clients receiving special assistance subsidy
Increased provision of Rentstart	Statewide	People that are homeless or at risk of homelessness	20,729 additional assistances over the 4 year period	Additional \$25.222 2009/10 – 2012/13 Source: NSW	<ul style="list-style-type: none"> Number of clients receiving Rentsart
Projects commenced in 2010/11					
Central Coast Homeless Family Brokerage Project	Central Coast	At risk and homeless families	50 families	\$1.339 2010/11- 2012-13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided
North Coast Accommodation Project	Mid North Coast/ Richmond Tweed	Homeless people	600	\$5.998 2010/11- 2012-13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients assisted to access legal services and support No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Boarding House Outreach Project (including extension)	Inner Sydney	Boarding house residents	242	\$1.134 2010/11 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of women clients assisted Number of women provided with case management support Percentage of woman who have sustained long term stable accommodation No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided
North West Aboriginal SAAP Project	North West	Aboriginal people leaving SAAP	17	1.049 2010/11 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided
Community connections – coordinated outreach, accommodation and support	South East NSW	Range of homeless people	291	\$4.862 2010/11 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients assisted to access legal services or support No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided
Intensive case management support for single men with complex needs	Western NSW	Single men with mental health/ substance abuse issues	67	\$1.178 2010/11 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided

Project	Location	Target group	Estimated no. of clients (whole project period)	Total funding (\$M)	Performance measures
Project 40	Nepean	Vulnerable homeless families	37 families	\$1.173 2010/11 – 2012/13 Source: Commonwealth \$0.750 2010/11 – 2012/13 Source: NSW	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided
Young Aboriginal Parents Project	Western NSW	Indigenous people Young people Vulnerable homeless families	90	\$1.345 2010/11 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients assisted to access health supports including mental health & drug & alcohol services No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided
New project to commence in 2012/13					
Supporting people in Temporary Accommodation to find and sustain secure housing (Rapid Rehousing Project) (2 Locations)	Coffs Harbour and Penrith/Mt Druitt	Homeless people	100 cross all locations	\$1.000 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> No. of clients assisted No. of clients accessing stable accommodation No. of clients maintaining stable accommodation Average length of support provided Project established in two locations by June 2013 100 clients provided a response by June 2013 Evaluation commenced by early 2013

Note: Projects funded by the Commonwealth are shaded

Project details

Research project: Aboriginal overcrowding in accommodation in remote locations – one off, this project is now completed.

Far Western NSW has a significant Aboriginal population and according to the NSW Counting the Homeless 2006 report a high rate of homelessness (over 60 people per 10,000 of the population). Further, the report indicates that the rate of indigenous homelessness has increased from 110 to 134 per 10,000 of the population since 2001.

This project identified responses to address Indigenous homelessness, particularly homelessness caused by overcrowding. The project included research to understand Aboriginal overcrowding in remote and very remote locations, and across all tenure types. The outcomes of this research have been used within other Aboriginal focused projects.

Other NPAH Outputs delivered: 16(c), 16(d), 17(a), 17(b), 17(c), 17(e), 17(f)

Temporary Accommodation

Temporary Accommodation is an essential element of the SHS system and provides an early intervention response to homelessness and a gateway into longer-term solutions to homelessness. Data from the NSW Homeless Persons Information Centre indicates that

there has been an increase of 52% of people contacting the service due to financial hardship in 2008. The Temporary Accommodation program is provided by Housing NSW to assist homeless persons and people in housing crisis by providing temporary accommodation in low-cost hotels, motels, caravan parks and similar accommodation.

Other NPAH Outputs delivered: 16(b), 16(d), 17(a), 17(b), 17(c), 17(e), 17(f)

Special Assistance Subsidy (SAS) (now called Private Rental Subsidy)

SAS prevented and addressed homelessness for people living with disabilities and HIV/AIDS by increasing access to the private rental market. SAS was provided to people living with disabilities and people living with HIV/AIDS who rent in the private market to assist them to maintain their tenancies. The amount of rent a client paid is similar to the amount they would pay as a public housing tenant. Housing NSW pays the balance of reasonable rent charged.

Other NPAH Outputs delivered: 16(c), 16(d), 17(a), 17(b), 17(c)

Rentstart

Rentstart aims to increase housing options for homeless people and prevent homelessness by providing financial assistance that improves access to the private rental market as well as assist people to maintain their tenancies in the private rental market. The Rentstart scheme provides a range of financial assistance for eligible clients to help them enter or sustain tenancies in the private rental market. The scheme is intended to provide timely financial help with housing related costs to clients in need, particularly those facing homelessness, and assist tenants whom Housing NSW has assessed as ineligible for a further public housing lease due to their income and assets.

Other NPAH Outputs delivered: 16(c), 16(d), 17(a), 17(b), 17(c)

Central Coast Homeless Family Brokerage Project

2006 Census data and SAAP NDCA data indicates that families and in particular, Aboriginal families and young people represent a significant proportion of homeless people in the Central Coast either accessing SHS or staying with friends and family. This project provides a brokerage model of support including long term accommodation (including social housing and private rental), integrated case management, material support for families and early intervention support to maintain tenancies to homeless families and families at risk of homelessness. The project prioritises young people with children or expecting children, large Aboriginal families and women and children escaping domestic violence, including Aboriginal women and children. The initiative assists in the reform of the homelessness service system in the region by supporting the shift by homelessness specialist and other services from focusing on a crisis response to supporting families and individuals in long term accommodation and by supporting families at risk of homelessness.

Other NPAH Outputs delivered: 16(c), 17(d), 17(f), 17e, 17g, 17j, 17k

North Coast Accommodation Project

2006 Census data indicates that 11% of the NSW homeless population and 14% of the Aboriginal homeless population are in the North Coast. This project supports the Tenancy Support initiatives in the North Coast by providing multi-disciplinary case management support, including access to legal support to enable homeless people (prioritising families, Aboriginal families, women escaping domestic violence and people exiting correctional institutions) to establish and sustain a tenancy in service clusters on the Mid North Coast and Richmond/Tweed. Support includes generalist support and assistance to access both social housing and private rental, linkages to mainstream services and linkages to health services including mental health and drug and alcohol services. The project also prioritises access to legal services for homeless people. The initiative will assist in the reform of the homelessness service system in the region by supporting the shift by SHS and other services from focusing on a crisis response to supporting families and individuals in long-term accommodation.

Other NPAH Outputs delivered: 16(c), 16(d), 17(f), 17(k)

Boarding House Outreach Project – Inner Sydney

2006 Census data indicates that Inner Sydney has a greater proportion of homeless people in boarding houses than NSW as a whole (48% compared to 23%). The project provides an outreach service to inner Sydney boarding house residents, wrap around support, case co-ordination and services to boarding house residents with complex needs and will provide transition into more stable accommodation if required. Support services provided includes financial counselling and assistance, general health and care support, tenancy support and linkages to mainstream services including aged care, mental health and drug and alcohol services. It also works with boarding house owners and managers to improve services for residents.

This project will extend its scope in 2012/13 to:

- increase the focus on women in boarding houses (often older women);
- increase the geographic reach of the project to other LGAs; and
- develop resources for use by boarding house residents and service providers that can support transition to private rental.

Other NPAH Outputs delivered: 16(c), 17 (b), 17 (c), 17 (e), 17 (f), 17 (j)

North West Aboriginal Specialist Homelessness Services Project

2006 Census data and SAAP NDCA data indicates that 68% of Aboriginal homeless people in the region are in a specialist homelessness service, and that these clients in the region receive support for a longer period of time than the NSW average. This project has a specific focus on facilitating exit options for Aboriginal people in specialist homelessness services in the North West region. The project assists Aboriginal people in specialist homelessness services through the provision of social housing and housing support as well as facilitating access to private rental accommodation options. The project also identifies systemic disconnects across the human service system that act as barriers for Aboriginal people leaving specialist homelessness services and maintaining appropriate, affordable and secure housing. The project will develop and implement strategies to overcome these barriers in a way that reshapes the human services system to better respond to meeting the housing needs of Aboriginal people. Support includes advocacy with private rental providers, generalist support and assistance to access both social housing and private rental, linkages to mainstream services and linkages to health services including mental health and drug and alcohol services.

Other NPAH Outputs delivered: 16(d), 17 (a), 17 (b), 17 (c), 17(g)

Community connections – coordinated outreach, accommodation and support – South East NSW

The project focuses on working with a range of homeless people including homeless men with complex issues, young people 16 -18 years with complex issues and women and children escaping domestic violence to facilitate their move to long term accommodation with support as well as to provide an early intervention response to homelessness. The project aims to improve health outcomes for homeless people and reduce presentations by homeless people to health facilities and includes access to outreach legal support. Research undertaken by the Public Interest Advocacy Centre in NSW identified that there is a gap between the legal needs of the homeless population and legal services available. This project includes coordinated case management and brokerage support across different locations and agencies, and access to supportive housing in the region.

Other NPAH Outputs delivered: 16(c), 16(d), 17,(d), 17(g)

Intensive case management support for single men with complex needs – Western NSW

According to the SAAP NDCA data Western NSW has a much greater proportion of single men in SAAP compared to NSW (64% compared to 42%). The SAAP data also indicates that around 50% of SAAP clients are Aboriginal compared to 15% in NSW. This project provides integrated and intensive case management support for single men with mental health and/or drug and alcohol issues to exit SHS into long term accommodation with sustained support, with a focus on Aboriginal men. The project also includes a prevention and early intervention support component. Support includes advocacy with private rental providers, generalist support and assistance to access both social housing and private rental, linkages to mainstream services and linkages to health services including mental health and drug and alcohol services. The project also identifies systemic disconnects across the human service system that act as barriers for single men with complex needs, including Aboriginal men, leaving SHS and will develop and implement strategies to overcome these barriers in a way that reshapes the human services system to better respond to meeting the housing needs of single men with complex needs, including Aboriginal men.

Other NPAH Outputs delivered: 16(c), 16(d), 17 (a), 17 (b), 17 (c), 17(g)

Project 40 – Nepean

2006 Census data and NDCA data indicates that Western Sydney has a higher proportion of homeless families, including single women with children than the rest of NSW. Western Sydney also has a significant number of Aboriginal homeless people and people from Culturally and Linguistically Diverse communities who are homeless. This project involves the integration of specialist homelessness services and community housing to create one entry point and one pool of resources for homeless families. The project aims to reconfigure the specialist homelessness sector in the Nepean area to shift current policy to take on a Housing First approach. Funding is used for support packages for clients. The initiative will assist in the reform of the homelessness service system in the region by supporting the shift by homelessness specialist and other services from focusing on a crisis response to implementing a co-ordinated Housing First (long term accommodation with support) response to homelessness in the Nepean area.

Other NPAH Outputs delivered: 16(c), 17 (b), 17 (c), 17 (e), 17 (f), 17 (j)

Young Aboriginal Parents Project – Western NSW

2006 Census data and SAAP NDCA data indicates that homeless people in Western NSW are younger than NSW as a whole and 6% of the Aboriginal homeless population is located in Western NSW. Overcrowding in Aboriginal households and support for young Aboriginal parents was a priority identified in the Aboriginal consultation workshop undertaken in the region. The project provides appropriate long term accommodation and support in Dubbo to young Aboriginal parents, including parents who are under the age of 18. The project also supports young parents to maintain existing tenancies. This model is also designed to reduce Aboriginal overcrowding by enabling new parents to access housing rather than moving into, or between the homes of other family members. The project will also improve local interagency coordination and collaboration within Dubbo in responding to homelessness and the development of prevention strategies for young parents and identify and resolve barriers to the effective provision of tenancy support services to young parents aged under 18 years.

Other NPAH Outputs delivered: 16(c), 17(c), 17(d)

Supporting people in Temporary Accommodation to find and sustain secure housing (Rapid Rehousing Project)

Temporary Accommodation is a last resort for people who have no safe place to stay for the night. This project will provide short term case management support for eligible clients who are repeat users of Temporary Accommodation to enable them to find and sustain a tenancy in the private rental market. This project will have a priority focus on Aboriginal people and single parents who are repeat users of Temporary Accommodation.

Eligible clients who are repeat users of Temporary Accommodation will be referred by Housing NSW to a service which will undertake an assessment of their needs and determine what assistance is needed. They will be provided with assistance to find and apply for a property in the private rental market. This will support them with rental applications, obtaining identification or other documentation, mentoring on personal presentation and communicating with real estate agents and/or help to access Housing NSW's private rental products, such as Rentstart and Start Safely.

Clients will also be linked to the support services they need to be able to sustain their tenancy. For example, this could include financial counselling, referrals to employment agencies or Homecare, drug and alcohol services, mental health services or parenting support. The service will also provide early intervention for tenancies that are identified as being at risk. The available funding will assist an estimated 180 clients, however it is expected that 100 will be assisted by 30 June 2013 due to the time that will be required to set up this project.

Other NPAH Outputs delivered: 16(c), 17 (b), 17 (c), 17 (e), 17 (f), 17 (j)

17(h) Outreach programs to connect rough sleepers to long term housing and health services (refer to other initiatives)

Refer to initiatives under Outputs 16(b), 17(d), 17(e)

17(i) State and Rural homelessness action plans to assist homeless people in areas identified as having high rates of homelessness

Introduction

1 project has been funded under this output. This commenced in 2009/10.

The development of regional homelessness action plans is a key policy direction in the Commonwealth Government's White Paper on homelessness. As outlined in Section 2.4, NSW has undertaken a comprehensive regional planning process in consultation with government and non-government stakeholders. The resulting plans will be the main mechanism for implementing the NPAH.

Summary table of Commonwealth and State funded initiatives (Output 17i)

Project	Location	Target group	Estimated no. of clients	Total funding (\$M)	Performance measures
One off in 2009/10					
Homelessness Regional Action Plans	Statewide		N/A	\$0.437 Source: Commonwealth	<ul style="list-style-type: none"> No. of plans developed

Project details

Homelessness Regional Action Plans

In addition to implementing the initiatives identified in this Implementation Plan a major focus in NSW during 2009/10 was the development of Regional Homelessness Action Plans. Refer to Section 2.5.

This project is now complete.

Other NPAH Outputs delivered: All

17 (j) Support for children who are homeless or at risk of homelessness including to maintain contact with the education system

Refer to Outputs 16(d), 17(d), 17(g)

17(k) Legal services for people who are homeless or at risk of homelessness as a result of legal issues including family violence, tenancy or debt

Evidence base

The AHURI research indicates that multi-disciplinary teams are effective and cost effective in addressing and preventing homelessness. Consequently, legal services for people who are homeless or at risk of homelessness have been incorporated into several multi-disciplinary initiatives already outlined:

- Newcastle Assertive Outreach Service [Output 16 (b)]
- North Coast Accommodation Project [Output 16(c)]
- Rural Interagency Homelessness Project for people with complex needs (Albury/Wagga Wagga) [Output 17 (e)]
- Community Connections Project in South Eastern NSW [Output 17(g)]

17(l) Workforce development and career progression for workers in homelessness services

Introduction

1 project has been funded under this output. This commenced in 2009/10.

Evidence base

From the research synthesis undertaken by AHURI to inform the NSW Homelessness Action Plan Priorities 2009 -2010 findings relevant to this output area include:

- Administrative systems can inadvertently humiliate or degrade people experiencing homelessness
- High workloads and scarce resources can impact on workers' capacity to maintain respectful ethical practice
- Building a trusting relationship takes time; six months may be a minimum threshold for establishing relationship based support. More than 20 contacts and around 12 months may be a threshold for achieving improved housing and employment related outcomes. It is preferable that these contacts take place in the context of stabilised long-term housing.
- Post housing support is critical for maintaining stable accommodation and beginning the processes of social re-integration.

Links to the *NSW Homelessness Action Plan*

Improving capacity across service system is a priority under the NSW Action Plan.

Contribution towards NPAH Performance Indicators

The initiative below will contribute to delivering against the following performance indicators:

- Proportion of Australians who are homeless
- Proportion of Indigenous Australians who are homeless.

Summary table of Commonwealth and State funded initiatives (Output 17I)

Project	Location	Target group	Estimated no. of clients	Total funding (\$M)	Performance measures
Continuing from 2009/10					
State wide sector capacity building	State wide	Staff	N/A	\$1.077 2009/10 – 2012/13 Source: Commonwealth	<ul style="list-style-type: none"> • No. of tools/resources developed • No. staff trained

Project details

State wide sector capacity building

Develop tools to assist SHS and other agencies to manage the shift in focus from assisting people on-site to providing assistance to people in long term social and private rental housing.

Other NPAH Outputs delivered: All

Appendix A: Regional Homelessness Profiles and Projects (2009/10–12/13)

Region	Homelessness profile	Identified priorities	Projects ⁶
Greater Western Sydney	<ul style="list-style-type: none"> 3274 homeless concentrated in Western Sydney. 9% of the Indigenous homeless in Western Sydney. Indigenous homeless people much more likely to be in SAAP - 41% were in SAAP accommodation compared to 15% for non Indigenous homeless. Aboriginal clients are significantly over represented in SAAP services given that Aboriginal people represent 2.2% of the NSW population (2006 Census) 30% of SAAP clients in Western Sydney were single females with children compared to 19% for NSW. Greater proportion of females alone and couples with and without children than state averages. Primary reason for seeking SAAP is financial difficulty followed by domestic and family violence. 	<ul style="list-style-type: none"> Aboriginal community housing worker Pre-tribunal protocol to provide support for people at risk of losing tenancy through eviction Permanent supportive housing for ex-prisoners 	<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Extend Nepean Youth Homelessness Project (16b) Supportive housing for people exiting prisons (16d) People refused bail on basis of homelessness (16d) Support for women escaping domestic violence (17f) <p><u>NSW funded</u></p> <ul style="list-style-type: none"> Homelessness Intervention Project (16b) Community Offender Support Programs (16d) Juniperina Shared Access Trial (16d) <p>2010-2011 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Project 40 for vulnerable homeless families (17g) <p><u>NSW funded</u></p> <ul style="list-style-type: none"> Bail Assistance Line for young offenders (16d)
South Western Sydney	<ul style="list-style-type: none"> 1774 homeless people concentrated in Bankstown, Fairfield, Campbelltown and Liverpool 5% of NSW's Indigenous homeless population in region Greater proportion of homeless people staying with friends (54% of homeless people) Younger demographic than NSW 69% of reason for seeking SAAP family-related Higher rate of eviction and accommodation ended 	<ul style="list-style-type: none"> Intensive tenancy support to prevent eviction Long term accommodation and support for women escaping domestic violence Support and accommodation targeted to youth including a focus on sustaining tenancies Aboriginal specific support linked to long term housing 	<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Youth Hub incl. Foyer model and outreach (17d) <p><u>NSW funded</u></p> <ul style="list-style-type: none"> Community Offender Support Programs (16d) Disability Accommodation Support Initiative (16d) <p>2010-2011 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Young People Exiting Juvenile Justice (ALIVE) (16d)
Coastal Sydney	<ul style="list-style-type: none"> 10,000 homeless people with the largest concentrations in the City of Sydney and Marrickville 21% of NSW's Indigenous homeless population in region, with 25% rough sleeping and 36% in SAAP accommodation Greater proportion of homeless people in boarding houses (48% of homeless people) Slightly older demographic than NSW 30% of main reason for seeking assistance in SAAP 	<ul style="list-style-type: none"> Intensive tenancy support to prevent eviction including a focus on Aboriginal people in social housing Aboriginal assertive outreach service Assertive outreach to youth outside inner city to stop drift into inner city Assertive outreach to people living in boarding houses Support and accommodation for women 	<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Assertive Outreach & Supportive Housing (16b) Exit planning from emergency Departments (16d) Supportive housing/support for young people (17d) <p><u>NSW funded</u></p> <ul style="list-style-type: none"> Homelessness Intervention Project (16b) Community Offender Support Programs (16d) Juniperina Shared Access Trial (16d)

⁶ Includes the primary output area under the National Partnership Agreement on Homelessness. Some projects will appear against more than one region. Details are in Section 7 of the plan.

Region	Homelessness profile	Identified priorities	Projects ⁶
Coastal Sydney	<ul style="list-style-type: none"> were drug and alcohol related Greater proportion women with children (29% SAAP clients were single women with children) 	<ul style="list-style-type: none"> and children escaping domestic violence Support for people leaving correctional facilities, including focus on Aboriginal men 	<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Assertive Outreach & Supportive Housing (16b) Exit planning from emergency Departments (16d) Supportive housing/support for young people (17d) <p><u>NSW funded</u></p> <ul style="list-style-type: none"> Homelessness Intervention Project (16b) Community Offender Support Programs (16d) Juniperina Shared Access Trial (16d) <p>2010-2011 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Inner City Integrated Services (Housing First) (16b) Aboriginal Advocacy & Tenancy Support (16c) Sydney Inner City Drift (17e) Aboriginal Assertive Outreach Service (16b) Boarding House Outreach Project (17g) <p>2012-2013 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Extension of boarding house outreach project (17g)
Illawarra	<ul style="list-style-type: none"> 1338 homeless people concentrated in Wollongong 6% of NSW's Indigenous homeless population in region Greater proportion of homeless people in SAAP than NSW (35% of homeless people) Slightly younger demographic than NSW Greater proportion women with children (26% SAAP clients were single women with children) 32% of main reason for seeking assistance in SAAP were family-related Higher rate of eviction than NSW 	<ul style="list-style-type: none"> Intensive tenancy support to prevent eviction for families Assistance to young people exiting custody and out of home care Assistance to people with mental health issues, including young people Aboriginal specific integrated case management Intensive support and accommodation for Aboriginal people who are homeless 	<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Aboriginal young people leaving care (16c) Foyer model – young people in Illawarra (17d) Support for women escaping domestic violence (17f) <p><u>NSW funded</u></p> <ul style="list-style-type: none"> Community Offender Support Programs (16d) <p>2010-2011 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Support for people at risk of, or who are, homeless, with mental health issues (16d)
Hunter	<ul style="list-style-type: none"> At 2006 Census around 42% of total homeless in the Hunter were in Newcastle and Lake Macquarie 10% of the NSW Indigenous homeless in Hunter. 50% of SAAP clients in the Hunter are aged 25-44 and 20% are in the 45-64 age band. Hunter has a higher proportion of single females (37%) and single females with children (20%) as SAAP clients 	<ul style="list-style-type: none"> Intensive tenancy support to prevent eviction including support for complex needs and access to financial counselling Aboriginal assertive outreach linked to long term housing Brokerage funding to facilitate access 	<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Newcastle Assertive Outreach (incl. legal) (16b) Support for women escaping domestic violence (17f)

Region	Homelessness profile	Identified priorities	Projects ⁶
Hunter	<ul style="list-style-type: none"> than state averages (33% and 19%) “Financial difficulty” was cited as the main reason for seeking assistance by SAAP clients in the Hunter at 35%. 	<ul style="list-style-type: none"> and maintenance of long term housing (possibly targeted to couch surfers and homeless aged 25+) Transitional housing and support to Aboriginal men recently released from prison or at risk of prison 	<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Newcastle Assertive Outreach (incl. legal) (16b) Support for women escaping domestic violence (17f) <hr/> <p>2010-2011 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Early intervention support for people at risk of homelessness (16c) <p><u>NSW funded</u></p> <ul style="list-style-type: none"> Bail Assistance Line for young offenders (16d)
Central Coast	<ul style="list-style-type: none"> 817 homeless people 3% of Indigenous homeless people in NSW Greater proportion homeless staying with friends and family (60% of homeless people) Greater proportion of women and women with children in SAAP accommodation than NSW (42% of SAAP clients were single women, 26% women with children) 31% of reason for seeking SAAP family-related Higher rate of eviction/accommodation ended 	<ul style="list-style-type: none"> Intensive tenancy support to prevent eviction Support and accommodation for young people Support and accommodation for Aboriginal people Private rental brokerage/subsidy models including a focus on women 	<p>2010-2011 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Central Coast Homeless Family Brokerage (16c)
North Coast	<ul style="list-style-type: none"> 3200 homeless people concentrated in Byron, Tweed, Clarence Valley, Ballina, Coffs Harbour, Greater Taree and Lismore; Second highest number of Indigenous homeless people in NSW (14% of NSW total) Greater proportion of rough sleepers than NSW (28% of homeless people in North Coast) Slightly younger demographic than NSW Higher proportion of single males than NSW (54% of SAAP clients) 45% of reason for seeking SAAP family-related Higher rate of previous accommodation ended than NSW 	<ul style="list-style-type: none"> Domestic violence Affordable housing Single men Integrated/sustained service delivery for complex cases Accommodation/support for Aboriginal people including rough sleepers Tenancy support and training for Aboriginal people Young people leaving institutional care Aboriginal service coordination Improved data collection, particularly Aboriginal homeless 	<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Tenancy support Mid Nth Coast/Rich. Tweed (16c) <p><u>NSW funded</u></p> <ul style="list-style-type: none"> Community Offender Support Programs (16d) <hr/> <p>2010-2011 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> North Coast Accommodation Project (16c) Young People Leaving Care Support Service (16d) Young People exiting Juvenile Justice Centres (16d) <p>2012-13 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Supporting people in Temporary Accommodation to find and sustain secure housing
Riverina/ Murray	<ul style="list-style-type: none"> 1250 homeless in Albury and Wagga Wagga. 3rd highest Indigenous homeless (13% of NSW) Greater proportion of homeless people staying with friends (45% of homeless people) 	<ul style="list-style-type: none"> Aboriginal homelessness Access to long-term/affordable housing People with complex needs Young people 	<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Rural interagency for complex needs clients (17e) <p><u>NSW funded</u></p>

Region	Homelessness profile	Identified priorities	Projects ⁶
Riverina/ Murray	<ul style="list-style-type: none"> Greater proportion of Indigenous people in SAAP than NSW (46% SAAP clients were indigenous) SAAP clients use services and stay for longer periods Higher rate of eviction and accommodation ended 	<ul style="list-style-type: none"> Families People exiting institutional care, particularly corrections 	<ul style="list-style-type: none"> Community Offender Support Programs (16d) <p>2010-2011 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Young People Exiting Juvenile Justice (16d)
Western NSW	<ul style="list-style-type: none"> 1400 homeless people concentrated in Dubbo, Broken Hill, Walgett and Bathurst 6% of NSW's Indigenous homeless population in region Greater proportion of rough sleepers than NSW (26% of homeless people in Western NSW) Greater proportion of Indigenous people in SAAP accommodation than NSW (48% SAAP clients were indigenous) Younger SAAP clients (24% of SAAP clients under 18) Greater proportion of single males in SAAP services 45% of reason for seeking SAAP family-related 	<ul style="list-style-type: none"> Housing and support for young Aboriginal mothers (under 18) Intensive tenancy support including for Aboriginal tenants Integrated service delivery Improved data and information sharing (particularly overcrowding) Support for Aboriginal women experiencing DV to stay in their homes Aboriginal tenancy facilitation services 	<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Sustaining tenancies following exits from correctional facilities (16d) <p><u>NSW funded</u></p> <ul style="list-style-type: none"> Community Offender Support Programs (16d) <p>2010-2011 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Young Aboriginal Parents Project (17d) Early intervention in sustaining tenancies (16c) Case management for single men exiting SAAP (17g) <p><u>NSW funded</u></p> <ul style="list-style-type: none"> Bail Assistance Line for young offenders (16d) <p>2012-13 Commonwealth funded</p> <ul style="list-style-type: none"> Supporting people in Temporary Accommodation to find and sustain secure housing
New England/ North West	<ul style="list-style-type: none"> 1000 homeless people concentrated in Tamworth, Armidale, Narrabri and Inverell. 7% of NSW's Indigenous homeless population in region Greater proportion of rough sleepers than NSW (30%) Greater proportion of homeless people in SAAP than NSW (21% of homeless people) Greater proportion of Indigenous people in SAAP than NSW (44% SAAP clients indigenous) 47% of reason for seeking SAAP family-related 	<ul style="list-style-type: none"> Young people with a focus on tenancy education Improved pathways for people with mental health issues Intensive tenancy support to sustain tenancies Integrated service delivery 	<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Rural interagency for complex needs clients (17e) <p><u>NSW funded</u></p> <ul style="list-style-type: none"> Community Offender Support Programs (16d) <p>2010-2011 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Linkages for People with Mental Illness (16d) North West Aboriginal SAAP Project (17g)
South East	<ul style="list-style-type: none"> 1300 homeless people concentrated in Bega Valley, Goulburn, Queanbeyan and Eurobodalla 6% of NSW's indigenous homeless population in region Greater proportion of rough sleepers than NSW (30%) of homeless people in South East) Greater proportion of Indigenous people in SAAP accommodation than NSW (24% indigenous) Greater proportion women/couples with children, men with children in SAAP accommodation than NSW 	<ul style="list-style-type: none"> Young people at risk of homelessness with mental health needs Intensive support for families at risk of homelessness Intensive support for Aboriginal tenants Supportive housing for people exiting prisons Assertive outreach for rough sleepers 	<p>2009-2010 <u>NSW funded</u></p> <ul style="list-style-type: none"> Community Offender Support Programs (16d) <p>2010-2011 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> Community connections – coordinated outreach, accommodation and support (17g)

Region	Homelessness profile	Identified priorities	Projects ⁶
Statewide			<p>2009-2010 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> • Expansion of products to assist people in the private rental market (16c) • Sector wide capacity building (17l) • Evaluation and Research (17e) <p>Funded in 2012-2013 <u>Commonwealth funded</u></p> <ul style="list-style-type: none"> • Leaving care project to reduce homelessness and improve employment prospects • Improving outcomes for people exiting correctional institutions • Improved client access to specialist homelessness services • Specialist homelessness services industry and workforce development • Innovation Fund <p><u>NSW funded</u></p> <ul style="list-style-type: none"> • Enhance financial counselling services (16c) • Expansion of OOHC Independent Living (16d) • Expansion of OOHC Leaving Care/Aftercare (16d) • Increased capital for new supply (17e) • Increased Temporary Accommodation (17g) • Increased Special Assistance Subsidy (17g) • Increased Rentstart (17g) • Rental subsidy for women escaping DV (17f) • Disability Accommodation Support Initiative (16d)

