

National Partnership Agreement on Homelessness NSW Implementation Plan 2009-2013



Year 1



National Partnership Agreement on Homelessness

NSW Implementation Plan 2009-2013 Year 1

NSW's proposal:

Reducing homelessness: moving investment to evidence based services

- ✓ NSW is committed to reducing homelessness by 7% and 25% reduction in primary homelessness by 2013
- ✓ Year 1 plan for new and improved services for homeless people and those at risk of homelessness
- ✓ Projects for 2009/10 are based on evidence and meet all the core outputs of the National Partnership Agreement on Homelessness
- ✓ Years 2 to 4 plan to build on learnings from Year 1
- ✓ Developing strategic, responsive services through regional homelessness action plans
- ✓ Supports NSW whole of government Action Plan on Homelessness
- ✓ Commonwealth funding invested in services
- ✓ Driving sustainable change to the homelessness and mainstream service systems – additional investment in prevention services
- ✓ NSW is providing \$67.25M of its matching commitment in Year 1

NSW's commitment to reducing homelessness

The NSW Implementation Plan for the Homelessness National Partnership sets out the specific commitment of funding by the Commonwealth and NSW Governments under the National Partnership Agreement to prevent and reduce homelessness in NSW.

In response to the NSW Auditor General's 2007 report *Responding to Homelessness* the NSW Government had commenced the development of the NSW Homelessness Action Plan. The priority afforded homelessness by Council of Australian Government in 2008 has had important ramifications for NSW's efforts to develop a homelessness framework and has highlighted the importance of the NSW Government working collaboratively with the Commonwealth.

Accordingly development of the NSW Homelessness Action Plan has occurred in tandem with the Green and White Paper and COAG processes, allowing national directions as outlined in the National Partnership on Homelessness to be incorporated into the NSW Homelessness Action Plan wherever relevant.

The National Partnership Agreement on Homelessness complements and supports NSW's whole of government approach to reducing homelessness

The NSW Homelessness Action Plan is being finalised and implementation will begin in the 2009/10 financial year. The NSW Homelessness Action Plan has been developed collaboratively across relevant NSW Government agencies and in consultation with the non-government sector. It incorporates key relevant directions from all contemporary policy drivers in the homelessness field.

The NSW Homelessness Action Plan is underpinned by a comprehensive policy framework structured under the following three aspirational outcome areas, each of which corresponds with the key strategies under the National Partnership Agreement:

1. People never become homeless;
2. People who are homeless receive effective responses so that they do not become entrenched; and
3. People who have been homeless do not become homeless again.

Together, the NSW Homelessness Action Plan and the NSW Implementation Plan for the National Partnership on Homelessness will improve outcomes for people who are homeless or at risk of homelessness in New South Wales by driving a reform agenda focussed on increasing prevention and early intervention and improving the level of collaboration across the service system.

To ensure that implementation of the National Partnership on Homelessness and the Homelessness Action Plan occurs in a joined-up and consistent manner, the NSW Government will re-align existing effort, make additional investment (some of which constitutes the State's matching funding under this National Partnership) and utilise funding under the National Partnership to help drive the reforms required to achieve the outcomes sought.

Initiatives funded under the National Partnership on Homelessness will utilise the significant additional investment being made into the capital component of the social housing system, through the National Partnership Agreements on Social Housing and the Nation Building and Jobs Plan. Accordingly, funding under the Homelessness National Partnership will be primarily invested into the provision of support with the aim of achieving sustainable longer term reforms to the way support services are provided to people that are homeless or at risk of homelessness in NSW.

Increasing the evidence base on homelessness

A key issue raised in the Commonwealth's White paper on Homelessness is the limitations of current data holdings to inform best practice. As in other jurisdictions there are difficulties in establishing the true extent and impact of homelessness in New South Wales. Census data is limited by the length of time between reports and SAAP data provides only a partial insight into the service system as a whole. This Implementation Plan recognises that the development and implementation of effective responses to homelessness must be accompanied with good information and data to continuously improve outcomes for people who are homeless or at risk of homelessness.

In recognition of the current paucity of available data and relevant Australian research, increasing the evidence base is considered a critical element of driving reforms to the service system aimed at improving effectiveness and efficiency. NSW is firmly of the opinion that this current paucity of information is prohibitive of developing a comprehensive and detailed plan for the expenditure of National Partnership funding for the full four years of the Agreement.

In keeping with the commitment to ensure the efficient use of the funding available under the National Partnership, NSW has initially developed this Implementation Plan for the first year only. As agreed with the Commonwealth, a further plan for the remaining three years of the partnership will be negotiated with the with specific reference to the outcomes achieved during the first year and any new and emerging issues identified.

Projects based on available evidence and consultation with stakeholders

A series of projects have been identified to be initiated in 2009/10 with the aim of beginning the process of achieving the outcomes sought through the National Partnership and the associated reforms to the service system. A number of these projects include a research or evaluative component as a means of improving and building upon the evidence base. Several other projects are specifically focussed on research and/or data development.

The projects, which are arranged under relevant outputs in the National Partnership Agreement, have been developed collaboratively across Government agencies, and in consultation with the non-government sector, based on regional and state-wide need identified in census and SAAP data as well as the available evidence base. To assist with the development of these projects NSW commissioned a research synthesis paper from the Australian Housing and Urban Research Institute that reviews the evidence available. The relationship between each of the projects and the data and evidence base is identified, where relevant, under each of the output areas in this Implementation Plan.

The total cost of projects in 2009/10 that will utilise the Commonwealth component of the funding under this National Partnership, excluding *A Place to Call Home*, is \$18.012 million. All the projects focus on the provision of services and none of the Commonwealth component of funding is being utilised for housing infrastructure. A number of the projects will require funding from the Commonwealth component for up to four years to enable full analysis of their efficiency and effectiveness and the potential to adopt them within the reformed service system. Some time will be needed to establish a number of these projects meaning that there may be some carry forward of year 1 funds required. As the estimated number of clients is based on a full 12 months of operation of these projects, some variation to these projections during 2009/10 can be expected.

A total of \$67,247,001 of State matching funds has been identified for 2009/10. This funding, and the associated projects, is summarised in the table below. In keeping with the requirements detailed at paragraph 35 of the National Partnership Agreement the projects directly address the outputs of this Agreement and include new recurrent and capital funding provided in the 2008/09 NSW Budget.

MATCHING FUNDS			
PROJECT NAME	FUNDING 2008/09	FUNDING 2009/10	TOTAL
Homelessness Intervention Project	\$1,500,000		\$1,500,000
Enhance Financial Counselling Services Program	\$1,359,491	\$2,900,000	\$4,259,491
Community Offender Support Programs (COSP)	\$5,705,849	\$22,563,843	\$28,269,692
Disability Housing and Support Initiative	\$340,000	\$1,040,000	\$1,380,000
Juniperina Shared Access Trial	\$71,840	\$73,587	\$145,427
Transition Program for Aboriginal People		\$340,195	\$340,195
Expansion of the Out of Home Care Supported Independent Living Program	\$1,390,614	\$3,666,300	\$5,056,914
Expansion Out of Home Care Leaving Care/Aftercare Program	\$131,761	\$263,521	\$395,282
Increased capital for new	\$9,250,000	\$9,250,000	\$18,500,000

supply			
Provision of rental subsidy for women escaping domestic and family violence		\$4,000,000	\$4,000,000
Increased provision of Temporary Accommodation		Additional \$2,000,000 to confirmed funding	\$2,000,000
Increased provision of Special Assistance Subsidy		Additional \$800,000 to confirmed funding	\$800,000
Increased provision of Rentstart		Additional \$600,000 to confirmed funding	\$600,000
Total	\$19,749,555	\$47,497,446	\$67,247,001

It is important to recognise that the projects identified in this Plan will not in isolation facilitate the reforms sought in the National Partnership on Homelessness. Rather, the reforms will be achieved through a combination of funded projects and changes in priority and activity across the service system over time to be driven via both the National Partnership and the NSW Homelessness Action Plan. As agreed, there may need to be a variation to the plan as implementation progresses. NSW will advise the Commonwealth of any variations as required.

Measuring progress

Simple output oriented performance measures have been identified against each of the projects. NSW notes that further work is to be undertaken to develop the performance indicators and benchmarks identified in the National Partnership Agreement. The performance measures identified within this plan therefore represent proxy measures in this context. Whilst the relationship between projects under each of the output areas and the Performance Indicators in the National Partnership has been noted, it is important to recognise that there is not a simple linear relationship between specific activity and the benchmarks set. Activities that are preventative in nature as well as those that are designed to respond to the current population of homeless people will, for example, both contribute to reducing the total number of people that are homeless. As is stated in the National Partnership Agreement, the extent to which benchmarks are attained will reflect efforts by all levels of government, noting that some factors are beyond the control of governments.

Regional Homelessness Action Plans

An important component of the overall effort to achieve the outcomes sought through the National Partnership on Homelessness will be the development of Regional Homelessness Action Plans. The development of regional plans is a key component of the Commonwealth's reform agenda and policy directions identified in both the White Paper and the National Partnership Agreement. Development of these plans will utilise and build upon existing cross agency structures in NSW, particularly the Regional Coordination Management Program. Development of the plans will also be informed by an analysis of data available at the regional level regarding the prevalence of homelessness in the area and the opportunities and limitations of the existing service system to respond to this demand. The Plans will also provide the key to linking all elements of the service system together, including relevant existing plans and initiatives. In developing the plans, those priority groups requiring higher levels of assistance within each region will be identified and actions developed to address the specific needs of these groups in accordance with the complementary directions set in the National Partnership on Homelessness and the NSW Homelessness Action Plan.

Accordingly the development of the Regional Homelessness Action Plans will be the key mechanism for guiding future decisions regarding future investments under this National Partnership Agreement.

Inclusive governance oversight

Comprehensive consultation has been undertaken with the non-government sector in the development of the NSW Homelessness Action Plan and this National Partnership Implementation Plan. To oversee implementation of this Plan and the NSW Homelessness Action Plan, NSW will establish appropriate governance mechanisms that will ensure ongoing participation of relevant government agencies and the non-government sector. Mechanisms to establish input from consumer groups will also be explored. A core focus of the governance mechanism established will be to oversee the development of, and decisions regarding the allocation of funding to projects identified within, the Regional Homelessness Action Plans.

Overall this Implementation Plan provides:

- A broad indication of the new efforts to be undertaken by the NSW Government in the area of homelessness through the NSW Homelessness Action Plan as these pertain to the output areas of the National Partnership Agreement on Homelessness;
- Specific details of the proposed expenditure of Commonwealth funds under the National Partnership commencing in 2009/10 against each of the output areas; and
- Details of the NSW matching component of the National Partnership funds commencing in 2009/10, identified within the parameters agreed for this purpose from the 2008/09 Budget including new recurrent and capital funding.

CORE OUTPUTS

16(a) A Place to Call Home

The *A Place to Call Home* initiative will be implemented in NSW in accordance with the implementation plan already submitted to, and endorsed by, the Commonwealth Government. Given that the implementation plan was developed on the basis of an agreed annual schedule of dwelling numbers, this is the only output against which details can currently be provided for the full five years of the National Partnership. In keeping with the agreement to review and develop the National Partnership Implementation Plan on an annual basis, and pending an assessment of the relative impact of this initiative in its current form, NSW may seek to renegotiate elements of the way this initiative is to be implemented in future years.

	2008-09	2009-10	2010-11	2011-12	2012-13
Aust Gov funding	\$6,371,000	\$6,371,000	\$6,371,000	\$6,371,000	\$13,296,000
State Gov funding: capital	\$3,500,000	\$3,858,400	\$3,926,300	\$4,315,053	\$9,282,575
State Gov funding: services*	\$3,125,000	\$2,600,000	\$1,875,000	\$1,300,000	\$1,325,000
No of dwellings	25	26	25	26	53

*In addition to this: \$3,642,672 has been allocated for a Support Services Contingency Fund.

Please see attached for the *A Place To Call Home* Implementation Plan (TAB A). The Implementation Plan outlines the agreed performance measures for A Place to Call Home.

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

The AHURI research synthesis informs us that:

- Persistence 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.

The NSW Counting the Homeless 2006 report indicates that chronic homelessness is a priority in the Inner Sydney and Newcastle areas. In particular, 33% (a total 388 people) of Sydney's rough sleepers are located in Inner Sydney and 80% of the total homelessness population in the Hunter region was located in Newcastle. In addition, comparative to the total population, Newcastle had significant numbers of rough sleepers at 133. Consequently, initiatives working with rough sleepers have been prioritised in the Inner Sydney and Newcastle areas.

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

- Proportion of Australians who are homeless
- Proportion of Australians who are experiencing primary homelessness
- The proportion of people experiencing repeat periods of homelessness
- Number of young people who are homeless or at risk of homelessness who are re-engaged with family, school and work
- Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management
- Number of people who are homeless or at risk who are provided with legal services

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 of Outcome Area 2 of the Action Plan is to facilitate the move out of homelessness in the most efficient way possible. Chronically homeless people are a priority target group under this outcome area. Correlating with the evidence base for the Street to Home approach, Outcome Area 3 of the NSW Homelessness Action Plan also contains a key priority to provide models of accommodation with support that are suitable for different target groups

PROJECT NAME	LOCATION	TARGET GROUP	ESTIMATED NUMBER OF CLIENTS	FUNDING	PERFORMANCE MEASURES
Coordination of Assertive Outreach and Supportive Housing	Inner Sydney	Chronic homeless people (rough sleepers)	400	\$900,000 Source: Commonwealth Housing to be sourced from NAHA Social Housing Growth Fund and/or NBESP	<ul style="list-style-type: none"> • Number of clients assisted; • Number of clients assisted to access health supports including mental health and drug and alcohol services; • Number of clients accessing stable accommodation; • Average length of support provided
Newcastle Assertive Outreach Service (including legal support)	Hunter	Chronic homeless people (rough sleepers)	440	\$1,830,000 Source: Commonwealth	<ul style="list-style-type: none"> • Number of clients assisted; • Number of clients assisted to access health supports including mental health and drug and alcohol services; • Number of clients

					<p>assisted to access legal services and support;</p> <ul style="list-style-type: none"> • Number of clients accessing stable accommodation; • Average length of support provided
Homelessness Intervention Project	Inner Sydney Western Sydney	Chronic homeless Young people	20 24	\$750,000 (IS) \$750,000 (Nep) \$1.5 m Source: NSW	<ul style="list-style-type: none"> • Number of clients assisted; • Number of clients assisted to access health supports including mental health and drug and alcohol services; • Number of clients accessing stable accommodation; • Average length of support provided
Extend Nepean Youth Homelessness Project	Western Sydney	Young people	24	\$750,000 Source: Commonwealth Housing to be sourced from NAHA Social Housing Growth Fund and/or NBESP	<ul style="list-style-type: none"> • Number of clients assisted; • Number of clients assisted to access health supports including mental health and drug and alcohol services; • Number of clients accessing stable accommodation; • Average length of support provided

Project name: Coordination of assertive outreach and supportive housing in Inner Sydney

Description: This project involves assertive outreach (including health and medical components) linked to long-term supportive housing for rough sleepers in Inner Sydney. The project will consist of a re-configured and expanded version of the current Inner City Homelessness Outreach and Support Service (I-CHOSS) and will focus on working with the chronically homeless on the streets and facilitate their move to long term accommodation with support. The project also aims to improve health outcomes for homeless people and reduce presentations by homeless people to hospitals and other health facilities. Components include:

- Assertive outreach team comprising health and specialist homelessness services to conduct assessment and referral processes
- Access to a range of long-term housing options
- Access to appropriate and flexible support services including health (mental health and drug and alcohol), counselling, case management, and specialist homelessness support.

Evidence from the AHURI research synthesis indicates that assertive outreach and multi-disciplinary case management teams are effective and cost-effective. Further, the research also indicates that long term supportive housing is more effective than transitional accommodation. NSW will continue to provide funding at current levels. Commonwealth funding will be utilised to expand the service.

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

Project name: Newcastle Assertive Outreach Service

Description: This project involves assertive outreach (including health and medical components) linked to long-term supportive housing for rough sleepers in Newcastle. The project will focus on working with the chronically homeless on the streets and facilitate their move to long term accommodation with support. The project also aims to improve health outcomes for homeless people and reduce presentations by homeless people to hospitals and other health facilities. The

project 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 aspect of the project will aim to increase access to legal services for homeless people to help prevent legal issues from compounding issues for homeless people. Components include:

- Assertive outreach team comprising health and specialist homelessness services to conduct assessment and referral processes
- Access to a range of long-term housing options
- Access to appropriate and flexible support services including health (mental health and drug and alcohol), counselling, case management, and specialist homelessness support.
- Specialist legal outreach worker to provide first point of contact for clients and to coordinate involvement with community legal centres and pro bono services.

Evidence from the AHURI research synthesis indicates that assertive outreach and multi-disciplinary case management teams are effective and cost-effective. Further, the research also indicates that long term supportive housing is more effective than transitional accommodation.

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

Project name: Homelessness Intervention Project

Description: The Homelessness Intervention Project (HIP) comprises two separate initiatives, the Homelessness Intervention Team (HIT) in inner Sydney, and the Nepean Youth Homelessness Project (NYHP).

The HIT was established in November 2008 for 12 months with the following key objectives:

- To urgently house and support 20 chronically homeless people in the inner city;
- To identify and resolve impediments to the effective provision of housing and support services to the broader chronically homeless population in the inner city; and
- To make recommendations to build the capacity of the existing housing, health and community services systems to cater for people who are chronically homeless or at risk of homelessness.

Under the HIT, NSW is providing 20 social housing tenancies and has made available resources to purchase twelve month support packages for the 20 clients. The primary focus of the HIT is to work with chronically homeless people on the streets and facilitate their move to long term accommodation with support.

The NYHP has been established as a twelve month project with the primary objectives of:

- Preventing ten young people with high needs from rough sleeping and chronic homelessness through provision of social housing and a package of intensive supports;
- Identifying a minimum of 14 young people at risk of homelessness in the Nepean region and brokering a range of interventions to: resolve their crises; address issues that have led to their homelessness; stabilise them in housing; improve their health and social outcomes; and increase their access to education, training and employment; and
- Identifying and resolving impediments to the effective provision of housing and support services to the broader youth homeless population across the Nepean and making recommendations to build the capacity of the existing service system in the longer term.

The existing Youth Accommodation Interagency Network (YAIN) of SAAP services in the region, and additional partner agencies, are developing care coordination plans for clients referred from YAIN members.

The focus of the NYHP is to work with homeless young people on the streets and facilitate their move to long term accommodation with support as well as provide an early intervention response to young people at risk of homelessness.

Additional National Partnership funding will be utilised to extend and build upon the successes of the NYHP.

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

16 (c) Support for people to sustain their tenancies

The AHURI research synthesis informs us that:

- Key prevention mechanisms include understanding the risk factors and danger signs.
- Key prevention mechanisms include 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.

Richmond/Tweed and the Mid North Coast have been prioritised as 2007 SAAP data indicates that over 500 people exited long term accommodation including social housing and private rental into SAAP services in these areas. According to the ABS 2006 Census, 28% of people and more than 50% of Aboriginal people in the Richmond-Tweed area do not have security of tenure. The NSW Counting the Homeless 2006 report (the report) also indicates that regional centres such as Tweed Heads have a rate of homelessness of 67 per 10,000 of the population. According to the ABS 2006 Census more than 30% of people and more than 60% of Aboriginal people in the Mid North Coast do not have security of tenure. The report also indicates that regional centres such as Port Macquarie have a rate of homelessness of 43 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.

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

- Proportion of Australians who are homeless
- The proportion of people experiencing repeat periods of homelessness
- The number of families who maintain or secure safe and sustainable housing following family violence
- Reduce the number of people exiting social housing and private rental into homelessness
- Number of children who are homeless or at risk of homelessness who are provided with additional support to maintain contact with school
- Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management
- Number of people who are homeless or at risk who are provided with legal services

Relevant priorities under Outcome Area 1 of the NSW Homelessness Action Plan include preventing evictions from all kinds of tenures and providing appropriate long-term accommodation and/or support 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 NSW 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.

PROJECT NAME	LOCATION	TARGET GROUP	ESTIMATED NUMBER OF CLIENTS	FUNDING	PERFORMANCE MEASURES
Tenancy Support in Richmond/Tweed	Richmond/Tweed	People whose tenancies are at risk	350 (with 6 months of support)	\$713,000 (Includes \$100,000 for evaluation) Source: Commonwealth	<ul style="list-style-type: none"> • Number of clients assisted; • Number of clients maintaining stable accommodation; • Average length of support provided

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.

Tenancy Support in Mid North Coast	Mid North Coast	People whose tenancies are at risk	350 (with six months of support)	\$613,000 Source: Commonwealth	<ul style="list-style-type: none"> Number of clients assisted; Number 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	State wide	Support for people to sustain their tenancies	611	\$1.5m for Private Rental Brokerage Service \$500k for Tenancy Guarantee program Source: Commonwealth	<ul style="list-style-type: none"> Number of people supported to establish a tenancy in the private rental market Number of private tenants supported to maintain their tenancies
Enhance Financial Counselling Services Program	Statewide	Homeless people and people at risk of homelessness	22,500	\$1,359,491 (08/09) \$2.9m (09/10) Source: NSW	<ul style="list-style-type: none"> Number of clients receiving financial counselling

Project name: Tenancy Support in Richmond/Tweed

Description: This project will primarily focus on preventing homelessness and aims to curtail the significant number of people in the Richmond-Tweed area currently accessing SAAP services from long term accommodation. The project will also focus on preventing indigenous homelessness by assisting indigenous people to maintain their tenancies. The project will focus primarily on social housing tenants and will identify at risk tenancies at an early stage and put in place time-limited case management and support to prevent NSW Consumer Trade and Tenancy Tribunal (CTTT) action and eviction. Assistance may include financial counselling and budgeting, counselling, link to life skills, one-off cleans, anger management advice and referral to support groups and services, including DV support services. The project will include a research component that will analyse the effectiveness of the model in both Richmond Tweed and Mid North Coast and will establish the predictors or tenancy failure to guide future tenancy support projects.

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

Project name: Tenancy Support in Mid North Coast

Description: This project will primarily focus on preventing homelessness and aims to curtail the significant number of people in the Mid-North Coast area currently accessing SAAP services from long term accommodation. The project will also focus on preventing indigenous homelessness by assisting indigenous people to maintain their tenancies. The Project will focus primarily on social housing tenants and will identify at risk tenancies at an early stage and put in place time-limited case management and support to prevent CTTT action and eviction. Assistance may include financial counselling and budgeting, counselling, link to life skills, one-off cleans, anger management advice and referral to support groups and services, including DV support services.

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

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

Description: This project primarily aims to increase housing options for homeless people by providing support and services that improve the homeless person's ability to access the private rental market. The project also aims to address systemic barriers and perceptions of homeless people that are currently impeding the ability of homeless people to access the private rental market. By increasing housing options for homeless people, the project also aims to reduce the number of people accessing SAAP services and other short-term accommodation options. The Private Rental Brokerage Service (PRBS) 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.

Tenancy Guarantees are intended to encourage landlords and agents to rent properties to people who are experiencing difficulty accessing the private rental market. A Tenancy Guarantee of up to \$1000.00 is available to landlords/agents to cover arrears and/or property damage over and above the rental bond. Tenancy Guarantees are not for all clients, but are intended to address specific barriers faced by clients who have no tenancy history, who have a poor tenancy history, or who face discrimination in the private rental market.

These products have been trialled in a number of locations around the State. An evaluation of the PRBS showed that 70% of those referred for assistance were housed after 12 months and 90% of those housed sustained their tenancies. Utilisation of National Partnership funding will enable these products to be rolled-out on a state-wide basis.

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

Project name: Financial Counselling Services Program

Description: The Financial Counselling Services Program aims to prevent homelessness by providing financial advice, advocacy and other services to assist people to maintain their tenancies. 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 issues in 2008. The Financial Counselling Services Program is a state-wide program, which allocates funding to non-profit organisations for the provision of:

- free-of-charge accredited financial counselling/consumer legal casework services
- training of persons in financial counselling or - community education in personal finance, debt and credit management
- central support services for financial counselling services (eg. Helpline services).

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

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

The AHURI research synthesis informs us that:

- Coordination and planning prior to institutional exit 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 maintaining stable accommodation and beginning the process of social reintegration.
- Experiencing homelessness under 18 is a significant risk for longer term homelessness

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.

Studies have shown that young people leaving care are one of the most vulnerable and disadvantaged groups in the community², and report high levels of homelessness³. Nearly half (45.2%) of all people seeking the support of specialist homelessness services are young people

² Paxman J, Cashmore J, 'Longitudinal Study of Wards Leaving Care: 4-5 years After Leaving Care' Social Policy Research Centre University of New South Wales 2007

³ McDowell, *Report card: Transitioning from care*, CREATE Foundation, Sydney, 2008

under 18 years of age. Service providers report that many young adults who are experiencing homelessness have recently left child protection systems and do not have the income or life skills to manage a home of their own⁴. Further, in June 2004 more than 26% of people in out of home care were Indigenous.

Further, research demonstrates that homeless people are nearly twice as likely to have been in prison in the previous 12 months⁵ and 7% of prisoners reported that they were homeless at the time of their arrest⁶. In 2005–06, 12 per cent of SAAP clients reported that they had spent time in the criminal justice system and 11 per cent reported that they had repeated admissions to correctional facilities. Further to this research, a significant Australian study⁷ 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 per cent 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)⁸.

The locations identified for each initiative have been developed utilising SAAP data. Inner Sydney has been prioritised for exits from hospital in order to link with the initiatives in output 16(b). 2007/08 SAAP data indicates that a significant number of people exit from prison and other correctional facilities to Western Sydney (over 8% of SAAP clients in Western Sydney have exited an institution).

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

- Proportion of Australians who are homeless
- Proportion of Australians who are experiencing primary homelessness
- Increase in the number of people exiting care and custodial settings into secure and affordable housing
- The proportion of people experiencing repeat periods of homelessness
- Number of children who are homeless or at risk of homelessness who are provided with additional support to maintain contact with school
- Number of people who are homeless or at risk who are provided with legal services

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

⁴ Australian Institute of Health and Welfare (AIHW) *Homeless people in SAAP: SAAP National Data Collection annual report*, SAAP NDCA report series 12, cat. no. HOU 185, Canberra, 2008.

⁵ 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.

⁶ Australian Institute of Criminology, *Crime Facts Info: Homelessness, drug use and offending*, Fact Sheet no. 168, Canberra, 2008.

⁷ 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

⁸ Mental Health Coalition of South Australia (2008) *Housing for Mental Health: 2008–2012*, Adelaide.

PROJECT NAME	LOCATION	TARGET GROUP	ESTIMATED NUMBER OF CLIENTS	FUNDING	PERFORMANCE MEASURES
Coordinated exit planning from emergency departments	Inner Sydney	Chronic homeless people People at risk of homelessness	500	\$112,000 Source: Commonwealth	<ul style="list-style-type: none"> Number of clients assisted; Number of clients accessing stable accommodation; Number of clients assisted to access health supports including mental health and drug and alcohol services
Supportive housing for people exiting prisons	Western Sydney	People leaving prison, emphasising people with intellectual disability and/or people with children	20 clients	\$980,000 Source: Commonwealth Housing to be sourced from NAHA Social Housing Growth Fund and/or NBESP	<ul style="list-style-type: none"> Number of clients housed Number of clients provided with support
People refused bail on basis of homelessness	Western Sydney	People refused bail on basis of homelessness	150	\$220,000 Source: Commonwealth	<ul style="list-style-type: none"> Number of people assisted due to lack of accommodation options
Sustaining tenancies following exits from correctional facilities	Far West	People leaving correctional facilities.	15	\$180,000 Source: Commonwealth	<ul style="list-style-type: none"> Number of people transitioned into suitable sustainable accommodation
Assisting Aboriginal Young People Leaving Care	Nowra	Indigenous people who are homeless or at risk of homelessness	20	\$350,000 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)	Eastern Sydney: Malabar Western Sydney: Emu Plains Windsor South Western Sydney: Campbelltown Wollongong Rural areas: Kempsey Tombago, Cooma, Dubbo/Wellington, Wagg a Wagga, Bathurst, Grafton, Tamworth.	People exiting institutions	500 beds	\$5,705,849 (08/09) \$22,563,843 (09/10) Source: NSW	<ul style="list-style-type: none"> Number of beds provided for community parolees and community-based offenders
Disability Housing and Support Initiative	South West Sydney Wingecarribee Tweed Heads Taree	People with an intellectual disability	45clients	\$340,000 (08/09) \$1,040,000	<ul style="list-style-type: none"> Number of clients supported

				(09/10) Source: NSW	
Juniperina Shared Access Trial	Sydney Metro Northern NSW	Young women leaving juvenile detention	8 clients	\$71,840 (08/09) \$73,587 (09/10) Source: NSW	<ul style="list-style-type: none"> Number of clients housed Number of clients provided with support
Transition Program for Aboriginal People	Western Sydney	Young Aboriginal people in contact with Juvenile Justice	24 clients	\$340,195 (09/10) Source: NSW	<ul style="list-style-type: none"> Number of clients leaving custody on bail and at risk of entering custody whilst on community orders who are provided with support
Expansion of the Out of Home Care Supported Independent Living Program	Priority areas to be confirmed	Young people leaving care	31 Clients 08/09 87 clients 09/10	\$1,390,614 (08/09) \$3,666,300 (09/10) Source: NSW	<ul style="list-style-type: none"> Number of clients leaving OOHC into independent living
Expansion Out of Home Care Leaving Care/Aftercare Program	Statewide	Young people leaving care	44 clients 09/09 44 clients 09/10	\$131,761 (08/09) \$263,521 (09/10) Source: NSW	<ul style="list-style-type: none"> Number of clients leaving OOHC into independent living

Project name: Coordinated exit planning from emergency departments

Description: 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 will also aim to reduce the length of time homeless people spend in emergency departments. The project will establish a new system of coordinated exit planning and linkages to long term supports including accommodation. This project will establish 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 will work closely with the assertive outreach project being established in the inner city under output 16(b).

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

Project name: Supportive housing for people exiting prisons

Description: This project aims to prevent homelessness and reduce recidivism by providing long term support and accommodation to people exiting prisons, with a focus on preventing exits into rough sleeping and SAAP services. 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 specialist homelessness, health, case management, training and employment, children's services, financial counselling

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

Project name: People refused bail on basis of homelessness

Description: This project aims to reduce the significant proportion of people entering correctional facilities because they are homeless by identifying accommodation options. Research indicates that a significant proportion of people have been refused bail because of homelessness the majority of which are not given a custodial sentence. Three positions will be established in the

Parklea and Silverwater correctional centres, being the main remand centres in Western Sydney. The positions will seek and obtain accommodation options for eligible remandees and put these options before the court as part of proposed bail supervision.

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

Project name: Sustaining tenancies following exits from correctional facilities

Description: This project aims to prevent homelessness and reduce recidivism by providing long term support and accommodation to people exiting correctional facilities, 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 will include the establishment of 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. The target group are those who are at high risk of re-offending. Support to be provided by non-government organisations.

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

Project name: Assisting Aboriginal Young People Leaving Care

Description: This project aims to prevent homelessness, particularly indigenous homelessness by assisting Aboriginal young people in care to transition to independent living. Under this project two additional case worker positions will be 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 NP Outputs delivered: 17(d), 17(e), 17(g), 17(j)

Project name: Community Offender Support Programs (COSPs)

Description: COSPs aims 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 will include involvement in 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 NP Outputs delivered: 17(b), 17(c), 17(e), 17(k)

Project name: Disability Housing and Support Initiative

Description: The project provides housing and support to clients with complex housing needs in order 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 able to function within a community housing setting with a maximum of 35 hours drop-in support per week.

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

Project name: Juniperina Shared Access Trial

Description: 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 (JJC) Up to eight houses will be provided each year to house women who may have one or more children. Aboriginal women are considered a priority group. At least 12 months of support and accommodation are provided.

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

Project name: Transition Program for Aboriginal People

Description: This project aims to prevent homelessness, particularly indigenous homelessness, by assisting Aboriginal young people in contact with the justice system to transition to independent living. The project works with Aboriginal Young People in contact with the Department of Juvenile Justice (DJJ) who are homeless or at risk of homelessness aged between 10-18 years and are subject to supervision by DJJ and at risk of incarceration. It aims to provide a range of accommodation and support services which will 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, as well as assist Aboriginal young people on community based orders who become homeless and at risk of entering custody. This program will require a flexible service delivery model, which will include:

- the provision of supported accommodation for Aboriginal young people aged 15-17 years
- Support for other accommodation options for Aboriginal young people aged 10-17 years
- Case work support to Aboriginal young people on bail or at risk of entering custody while on community based orders, and those leaving custody, with a specific focus on family re-integration
- Provision of specific interventions and/or programs in consultation with DJJ staff, to address the needs of Aboriginal young offenders and to reduce their risk of re-offending
- Provision of programs and activities specifically targeted to Aboriginal young people aged 10-17 years, including access to educational pathways, vocational training, living and social skills training.

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

Project name: Out of Home Care Supported Independent Living

Description: This project aims to prevent homelessness by assisting young people in care to transition to independent living. The Supported Independent Living (SIL) 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 for the SIL program is young people aged 16 to under 18 years.

The key components of a SIL program are

1) Accommodation Services:

- Accommodation which is appropriate and affordable
- Supported living arrangements which vary in intensity of day to day supported provided by case workers.

2) Support Services

- 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 NP Outputs delivered: 17(d), 17(g), 17(j)

Project name: Out of Home Care Leaving Care/Aftercare

Description: 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 NP Outputs delivered: 17(d), 17(g),17(j)

OTHER OUTPUTS

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.

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, for example as provided by Foyers; and
- Post-housing support is critical for maintaining stable accommodation and beginning the process of social reintegration.

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%), South Western Sydney (41%) and Illawarra (65%) are not linked to education, training or employment.

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

- Proportion of Australians who are homeless
- Proportion of Australians who are experiencing primary homelessness
- Increase in the number of people exiting care and custodial settings into secure and affordable housing
- The proportion of people experiencing repeat periods of homelessness
- Number of young people (12 to 18 years) who are homeless or at risk of homelessness who are re-engaged with family, school and work
- Number of children who are homeless or at risk of homelessness who are provided with additional support to maintain contact with school
- Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management

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 includes providing models of accommodation with support that are suitable for different target groups. Young people aged 12-18 is one of the priority groups targeted by this priority.

PROJECT NAME	LOCATION	TARGET GROUP	ESTIMATED NUMBER OF CLIENTS	FUNDING	PERFORMANCE MEASURES
Inner City Supportive Housing and Support for Young People	Inner Sydney	Young people	120 per annum (110 early intervention clients; 10 high needs clients)	\$800,000 Source: Commonwealth Housing to be sourced from NAHA Social Housing Growth Fund and/or NBESP	<ul style="list-style-type: none"> Number of clients assisted; Number of outreach sweeps; Number of clients accessing stable accommodation; Number 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	45 per annum (15 clients exiting correctional facilities; 30 low needs young people)	\$1.28 m Source: Commonwealth Housing to be sourced from NAHA Social Housing Growth Fund and/or NBESP	<ul style="list-style-type: none"> Number of clients assisted; Number of clients accessing stable accommodation; Number 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	Up to 25 per annum	\$800,000 Source: Commonwealth	<ul style="list-style-type: none"> Number of clients assisted; Number of clients accessing stable accommodation; Number 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.

Project name: Inner City Supportive Housing and Support for Young People

Description: This project aims to work with homeless young people on the streets and facilitate 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. Components will include:

- Project coordinator to facilitate interagency case management
- Outreach sweeps
- Funding for brokerage

- Access to housing assistance eg. Social housing tenancies not necessarily in the inner city;
- Access to appropriate and flexible support to address underlying issues including health and medical needs, counselling, emergency accommodation, pregnancy and parenting support, and transport out of area.
- Links to education, training and employment

The project will include a research component that will analyse the effectiveness of the model.

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

Project name: Youth hub project incorporating Foyer model and outreach support

Description: 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 will build 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 research found a high level of tertiary aspirations among residents⁹. The project will provide accommodation and support services, including links to education, training and employment for young people. The Foyer component will provide on-site accommodation and support services to young people with lower needs. The project will also focus on integrating young people exiting correctional facilities back into the community through scattered housing which accesses outreach support services based at the Foyer site. Components include:

- Assessment, referral and advocacy;
- Access to appropriate and flexible support to address underlying issues including health and medical needs,;
- Access to housing assistance;
- 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)

Project name: Foyer Model – Young People in Illawarra

Description: This project aims to provide an early intervention response to young people with lower needs who are at risk of homelessness. The project will build on the Illawarra Foyer model and will provide on-site accommodation and support services 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

From the research synthesis undertaken by AHURI to inform the NSW Homelessness Action Plan Priorities 2009 -2010 it has been identified that:

- Coordinating government, non-government and emergency agencies in providing housing and support is key to preventing homelessness;

⁹ Randolph, B., & Wood, H. (2005) An interim evaluation of the Miller Live 'N' Learn Campus. Melbourne: Australian Housing and Urban Research Institute, UNSW/UWS Research Centre

- 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.

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 SAAP 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 geographical area. Access to services in rural areas is an ongoing issue for homeless people.

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

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.

The primary focus of the actions identified below is to improve the quality, availability and sharing of information across the service system as a key element of achieving improvements in service coordination. A total expenditure of \$700,000 is proposed for data development in 2009/10.

PROJECT NAME	LOCATION	TARGET GROUP	ESTIMATED NUMBER OF CLIENTS	FUNDING	PERFORMANCE MEASURES
Rural interagency homelessness project for people with complex needs	Albury/Wagga Wagga AND New England	People with complex needs across multiple LGAs	80 clients (10 high needs, 20 moderate, 50 early intervention) PLUS 80 clients (10 high needs, 20 moderate, 50 early intervention)	Albury/Wagga \$1,012,000 (total) \$712,000 for project + \$200,000 outreach legal services + \$100,000 for research (to include both Albury/Wagga and New England) New England \$712,000 (total) Source: Commonwealth Housing to be sourced from NAHA Social Housing Growth Fund and/or NBESP	<ul style="list-style-type: none"> • Number of people housed • Number of people supported • Number of people able to sustain their tenancy

Homelessness Assessment and Referral Gateway	State wide	People who are homeless or at risk of homelessness	Statewide 60,000	\$1,000,000 Source: Commonwealth	<ul style="list-style-type: none"> Homelessness specialist accommodation service database established by end 2009/10
Evaluation and research	State wide	People at risk of eviction Young People Women experiencing domestic and family violence Rough sleepers		\$700,000 Source: Commonwealth	<ul style="list-style-type: none"> Evaluation methodology developed Baseline data established Outreach legal services evaluated
Increased capital	Statewide	People eligible for social housing ie. homeless or at risk of homelessness	Statewide	\$9,250,000 (08/09) \$9,250,000 (09/10) Source: NSW	

Project name: Rural interagency homelessness project for people with complex needs

Description: The project will focus 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 aspect of the project will aim to increase access to legal services for homeless people to help prevent legal issues from compounding issues for homeless people. This project will include coordinated case management and multi-disciplinary teams across locations and agencies, and access to supportive housing. Components will include:

- Interagency case management
- Outreach services (health, legal)
- Outreach legal service (credit/debt issues as well as some criminal issues)
- Funding for brokerage
- Access to housing assistance eg. social housing tenancies
- Access to appropriate and flexible support to address underlying issues including health and medical needs, counselling, emergency accommodation, pregnancy and parenting support, and transport out of area.
- An evaluation to establish best practice components for responding to homelessness across larger regional and remote areas

Other NP 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)

Project name: Homelessness Assessment and Referral Gateway

Description: This project aims to provide an early intervention response to homelessness by providing key coordination points for homeless people and people at risk of homelessness so that they can be appropriately assessed and referred to homelessness specialist services and mainstream services in a timely and efficient manner. The project will build on the outcomes of a recently completed evaluation of the existing NSW homelessness contact points. A core component of the project will be the development of a homelessness specialist service accommodation vacancy database which will help ensure that people are appropriately referred in a timely manner to specialist and other services. The project will link to other NSW initiatives including a common assessment tool and homelessness specialist service system reform.

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

Project name: Evaluation and research

Description: This project will support and link in with the Commonwealth evaluation and research agenda outlined in the White Paper and being undertaken at the national level, with a particular focus on assessing the effectiveness and efficiency of the NSW initiatives undertaken as part of the National Partnership. This would include gathering baseline data on all indicators and performance measures in the National Partnership and the development of an evaluation methodology to assess the cost-effectiveness of responses to homelessness. This will also include an evaluation of the outreach legal services provided in Albury/Wagga and Newcastle.

Other NP Outputs delivered: All

Project name: Increased capital

Description: This program will address and prevent 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 calculation of the NSW Government funding ramp-up for social housing in the 2008/09 budget beyond matching obligations with the Commonwealth Government and the amount of this used for new supply for people that are homeless or at risk of homelessness. In keeping with the National Partnership agreement this matched funding represents new capital funding provided in the NSW budget.

Other NP Outputs delivered: All

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

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

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%). 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 provision capacity. Western Sydney also has proximity to a Staying Home Leaving Violence site already in operation.

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

- Proportion of Australians who are homeless
- Proportion of Australians who are experiencing primary homelessness
- The number of families who maintain or secure safe and sustainable housing following family violence
- The proportion of people experiencing repeat periods of homelessness
- The number of young people who are homeless or at risk of homelessness who are re-engaged with family, school and work

- Number of children who are homeless or at risk of homelessness who are provided with additional support to maintain contact with school
- Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management
- Number of people who are homeless or at risk who are provided with legal services

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 will commence 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.

PROJECT NAME	LOCATION	TARGET GROUP	ESTIMATED NUMBER OF CLIENTS	FUNDING	PERFORMANCE MEASURES
Long-term accommodation and support for women and children experiencing domestic and family violence	Western Sydney	Women and children experiencing domestic and family violence	30 families (10 high needs and 20 low needs)	\$770,000 (total) \$670,000 for project + \$100,000 for research Source: Commonwealth Housing to be sourced from NAHA Social Housing Growth Fund and/or NBESP	<ul style="list-style-type: none"> • Number of families housed • Number of families supported
Support services to assist women escaping domestic violence maintain tenancies	Illawarra and Hunter	Women and children experiencing domestic and family violence	30 Families in both locations Total: 60	\$670,000 per location Total: \$1,340,000 Source: Commonwealth	<ul style="list-style-type: none"> • Number of families housed • Number of families supported
Provision of rental subsidy for women escaping domestic and family violence	Illawarra and Hunter	Women and children experiencing domestic and family violence	213	\$4,000,000 (2009/10) Source: NSW	<ul style="list-style-type: none"> • Number of families assisted into the private rental market

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

Description: This project aims to address 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 SAAP services. The project will provide long term supportive housing project for women and children who have experienced domestic violence, who are required to leave their own home. The project will link 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. Components include:

- Access to long-term housing assistance including social housing, rental subsidies, tenancy guarantees, tenancy facilitation, Private Rental Brokerage Scheme (PRBS)

- Links to appropriate supports including specialist homelessness, case management, health (including mental health and drug and alcohol), education, training and employment, brokerage, pregnancy and parenting support, financial counselling, child support workers
- Links to new Staying Home Leaving Violence project in Mt Druitt.
- Evaluation across all three projects identified under this output area

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

Project name: Support services to assist women escaping domestic violence maintain tenancies

Description: This project aims to address 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 SAAP services. The project aims to increase housing options for women and children who have experienced domestic violence by providing integrated support and services to women to improve their ability to access the private rental market and maintain their tenancies. This support could include:

- Linking to appropriate supports including specialist homelessness, case management, health (including mental health and drug and alcohol), education, training and employment, brokerage, pregnancy and parenting support, financial counselling, child support workers

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

Project name: Provision of rental subsidies for women escaping domestic and family violence

Description: This project aims to address 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 SAAP services. The project aims to increase housing options for women and children who have experienced domestic violence by providing rental subsidies in the Illawarra and Hunter regions so that they can access the private rental market.

Other NP 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

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

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 NSW Counting the Homeless 2006 report indicates that the rate of indigenous homelessness has increased from 110 to 134 per 10,000 of the population since 2001.

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

- Proportion of Australians who are homeless
- Proportion of Australians who are experiencing primary homelessness
- The number of families who maintain or secure safe and sustainable housing following family violence
- Reduce the number of people exiting social housing and private rental into homelessness
- The proportion of people experiencing repeat periods of homelessness

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

PROJECT NAME	LOCATION	TARGET GROUP	ESTIMATED NUMBER OF CLIENTS 2009/10	FUNDING 2009/10	PERFORMANCE MEASURES
Research project – Aboriginal overcrowding in accommodation in remote locations	Far West	Indigenous people		\$100,000 for research in year 1 Source: Commonwealth	• Research project completed
Increased provision of Temporary Accommodation	Statewide	Homeless people and people at risk of homelessness	In 2007/08 over 28,000 assistances were provided across the program, increased funding will approximately provide 4,000 assistances	Additional \$2m in 09/10 Source: NSW	• Number of clients receiving temporary accommodation
Increased provision of Special Assistance Subsidy	Statewide	People living with disabilities and people living with HIV/AIDS	Nearly 1,400 households received SAS in 2007/08. Increased funding will assist approximately 80 more households	Additional \$800,000 in 2009/10 Source: NSW	• Number of clients receiving special assistance subsidy
Increased provision of Rentstart	Statewide	People that are homeless or at risk of homelessness	Increased funding will provide approximately 800 additional assistances in 2009/10	Additional \$600,000 in 2009/10 Source: NSW	• Number of clients receiving Rentsart

Project name: Research project – Aboriginal overcrowding in accommodation in remote locations

Description: This project will aim to identify responses to address indigenous homelessness, particularly homelessness caused by overcrowding. The project will include research to understand Aboriginal overcrowding in remote and very remote locations, and across all tenure types. Research in year one with a view to developing a proposal in year two. COAG has indicated that housing is an essential building block in Closing the Gap on Indigenous disadvantage. Sub-standard and overcrowded housing has detrimental impacts on the health of tenants as well as their ability to participate in education and employment.

Could include the following components:

- Investigate types of remote Aboriginal homelessness.
- Map pathways for Aboriginal persons/families/groups in remote areas from entering, existing and exiting out of homelessness.

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

Project name: Temporary Accommodation

Description: Temporary Accommodation is an essential element of the homelessness specialist service 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 increase in provision of Temporary Accommodation will also be linked with NSW's reform of the homelessness specialist system which aims to improve early intervention responses and pathways out of homelessness. 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. The program is also used to complement other private rental assistance such as Tenancy Facilitation, Tenancy Guarantees and the Private Rental Brokerage Service. Accommodation is provided for one, or a small number of nights.

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

Project name: Special Assistance Subsidy (SAS)

Description: SAS prevents and addresses homelessness for people living with disabilities and HIV/AIDS by increasing access to the private rental market. SAS is 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 pays is similar to the amount they would pay as a public housing tenant. Housing NSW pays the balance of reasonable rent charged.

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

Project name: Rentstart

Description: 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 NP Outputs delivered: 16(c), 16(d), 17(a), 17(b), 17(c)

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

The development of regional homelessness action plans is a key policy direction in the Commonwealth Government's White Paper on homelessness. The development of plans in NSW be the main mechanism for implementing the National Partnership on Homelessness. Accordingly, investment in the development of these plans is considered a necessary and effective use of resources in 2009/10.

PROJECT NAME	LOCATION	TARGET GROUP	NUMBER OF CLIENTS	FUNDING	PERFORMANCE MEASURES
Data analysis, consultation, development of local models, building local partnerships	State wide		NA	\$500,000 Source: Commonwealth	• Number of plans developed

Project name: Data analysis, consultation, development of local models, building local partnerships

Description: In addition to implementing the initiatives identified in this Implementation Plan a major focus in NSW during 2009/10 will be the development of Regional Homelessness Action

Plans. This project will undertake key activities associated with the delivery of functional plans that engage all stakeholders in delivering services to homeless people.

Other NP Outputs delivered: All

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

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 two multi-disciplinary initiatives already outlined: The Newcastle Assertive Outreach Service [Output 16 (b)] and the Rural Interagency Homelessness Project for people with complex needs (Albury/Wagga Wagga only) [Output 17 (e)].

Project name: Newcastle Assertive Outreach Service

Description: This project involves assertive outreach linked to long-term supportive housing for rough sleepers in Newcastle. The project 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 aspect of the project will aim to increase access to legal services for homeless people to help prevent legal issues from compounding issues for homeless people. Components include:

- Assertive outreach team comprising health and specialist homelessness services to conduct assessment and referral processes
- Access to a range of long-term housing options
- Access to appropriate and flexible support services including health (mental health and drug and alcohol), counselling, case management, and specialist homelessness support.
- Specialist legal outreach worker to provide first point of contact for clients and to coordinate involvement with community legal centres and pro bono services.

Project name: Rural interagency homelessness project for people with complex needs

Description: The project will focus 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 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 aspect of the project will aim to increase access to legal services for homeless people to help prevent legal issues from compounding issues for homeless people. This project will include coordinated case management and multi-disciplinary teams across locations and agencies, and access to supportive housing. Components will include:

- Interagency case management
- Outreach services (health, legal)
- Outreach legal service (credit/debt issues as well as some criminal issues)
- Funding for brokerage
- Access to housing assistance eg. social housing tenancies
- Access to appropriate and flexible support to address underlying issues including health and medical needs, counselling, emergency accommodation, pregnancy and parenting support, and transport out of area.
- An evaluation to establish best practice components for responding to homelessness across larger regional and remote areas

\$200,000 has been allocated to each initiative for the legal services aspect.

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

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.

The initiative identified below have been developed incorporating these findings. Improving capacity across service system is a priority under the NSW Homelessness Action Plan.

PROJECT NAME	LOCATION	TARGET GROUP	NUMBER OF CLIENTS	FUNDING	PERFORMANCE MEASURES
State wide sector capacity building	State wide	Staff	NA	\$350,000 Source: Commonwealth	• Number of tools/resources developed

Project name: State wide sector capacity building

Description: Develop tools to assist specialist homelessness services 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 NP Outputs delivered: All

Introduction:

This implementation plan incorporates the core components of the agreement to be established between the Australian and NSW Governments regarding the roll out of A Place to Call Home (APTCH) in NSW.

1. Provision of Housing:

In NSW, *A Place to Call Home (APTCH)* will be rolled out in the first year using new public, community and Aboriginal community housing stock, which will be allocated to APTCH. The first year's APTCH capital funds will then be used to replace this stock. The properties to be used in Year 1 will be treated as pilot sites for the development of an agreed model for further roll-out across the state from years two to five.

The intent of APTCH is consistent with the model of accommodation and support for homeless people used under NSW's *Housing First* initiative. Under *Housing First*, homeless people are moved directly into long-term permanent accommodation, and provided with appropriate support which is gradually lessened or withdrawn when they develop greater capacity to live independently. This model has been found to have greater success than transitional models in achieving sustainable outcomes in ending the homelessness cycle. Given this policy alignment, it is intended that implementation of APTCH in NSW be based on *Housing First* principles.

In the first year, NSW will make available 25 units of accommodation taking into account the range of target groups to be prioritised under APTCH and comprising a mix of 1, 2, 3 and 4+ bedroom dwellings. A list of potential properties has been identified on the basis of the following:

- Homeless individuals, including rough sleepers, will generally require 1 bedroom properties. Given the potential for these clients to require higher support needs than other clients, these properties will be located as close to services as possible.
- Families will require larger properties. A range of property sizes will be made available to reflect various family compositions.

NSW will provide homes and support services for Indigenous people at least in proportion to their share of the homeless population, and will allocate larger properties for Aboriginal families where required and available.

The management of properties will be undertaken by public, community, and Aboriginal community housing providers. APTCH tenancies will transfer directly into the existing social rental housing pool when the need for support is no longer required, or after twelve months, whichever is the sooner. Tenancies which transfer to the general asset portfolio will be subject to NSW tenure arrangements.

2. Delivery of support services:

In NSW, there are a number of long term accommodation and support programs for homeless people based on the *Housing First* approach that have been developed in partnership with a range of Government human service agencies and non-government organisations. NSW will use the principles of this approach in the provision of support for APTCH clients.

Packages of support will be provided or coordinated by agencies that are signatories to the NSW Housing and Human Services Accord (the Accord). The Accord is an agreement between ten NSW Government human services and justice agencies which provides the framework for cross-agency partnerships that improve access to social housing and support for people with complex needs,

including homeless people. The Accord includes an evaluation framework and a client information sharing schedule.

To ensure there is a consistent approach to how support is coordinated across NSW, a statewide Operating Agreement will be developed under the Accord Shared Access model during 2008. The Shared Access Model involves signatory agencies working together to develop an agreed joint assessment process for assisting mutual clients with complex housing need. This includes nominating clients, allocating appropriate housing, supporting clients and responding to their changing needs, reviewing client need at the end of the tenure period, and developing exit strategies. The aim of the model is to improve pathways for clients with complex housing needs into the social housing and support systems, providing more options for these clients, and improving links between social housing and support.

Regionally based Accord Coordinators employed by Housing NSW will work with participating housing and support agencies under the Accord arrangements.

3. Funding flows: Proposal on matching Commonwealth funding 2008/13

In line with the funding allocation from the Australian Government, commencing July 2008, there will be a staged roll out of APTCH over the five year period as follows:

Table 1: APTCH Five Year Roll Out 2008/09 to 2012/13

Year	2008/09	2009/10	2010/11	2011/12	2012/13	Total
Commonwealth Funding	\$6.371 m	\$6.371m	\$6.371m	\$6.371m	\$13.296 m	\$38.78m
Total number of dwellings	25	26	25	26	53	155

The following table (Table 2) provides a more detailed overview of how NSW proposes to match Commonwealth funding for APTCH for the period 2008 to 2013.

Table 2: Costings and NSW/Commonwealth contributions *A Place to Call Home*

Year	2008/09	2009/10	2010/11	2011/12	2012/13	Total
Number of dwellings	25	26	25	26	53	155
Costings						
Commonwealth funding						
Building and construction @ \$250,000 per dwelling	\$ 6,250,000	\$ 6,500,000	\$ 6,250,000	\$ 6,500,000	\$ 13,250,000	\$ 38,750,000
NSW funding						
Building and construction @ \$30,000 per dwelling (plus 3% Building Price Index p.a after year 1),	\$ 750,000	\$ 998,400	\$ 1,176,300	\$ 1,455,053	\$ 3,452,575	\$ 7,832,328
Land @ \$110,000 per dwelling	\$ 2,750,000	\$ 2,860,000	\$ 2,750,000	\$ 2,860,000	\$ 5,830,000	\$ 17,050,000
Support @ \$25,000 per client per year for 5 years in year 1 (\$125,000) reducing to 1 year in year 5 (\$25,000).	\$ 3,125,000 (25 X \$125,000)	\$ 2,600,000 (26 X \$100,000)	\$ 1,875,000 (25 X \$75,000)	\$ 1,300,000 (26 X \$50,000)	\$ 1,325,000 (53 x \$25,000)	\$ 10,225,000
Support Services contingency fund					\$ 3,642,672	\$ 3,642,672
Total NSW funding	\$ 6,625,000	\$ 6,458,400	\$ 5,801,300	\$ 5,615,053	\$ 14,250,247	\$ 38,750,000
Total cost	\$ 12,875,000	\$ 12,958,400	\$ 12,051,300	\$ 12,115,053	\$ 27,500,248	\$ 77,500,000
State contribution over 5 years						\$ 38,750,000
Commonwealth contribution over 5 years						\$ 38,750,000

***Note:**

The actual Commonwealth contribution to NSW for APTCH is through the provision of \$6.371m per year in years 2008 to 2011 and \$13.296m at year 2012/13.

The estimated average cost per dwelling in Sydney and major centres is \$390,000, comprising \$280,000 for building construction and \$110,000 for land. A building price index of 3% has been included when calculating the value of building and construction from years two to five.

The level of support provided to households would vary depending on the complexity of client need. Based on an examination of current support costs for a range of services, NSW contribution of support services have been costed at around \$25,000 per client per year. However, the actual cost of support services may vary significantly from this estimate depending on the range of clients ultimately housed through APTCH. If all support packages cost \$25,000 per client per year, at the end of the five year period there will be a shortfall of \$3,642,672 in NSW's matching contribution. NSW proposes that this amount be treated as a Support Services Contingency Fund to meet any additional costs above \$25,000 per client per year. Should this fund not be exhausted on support services costs, NSW proposes to discuss with the Commonwealth alternative uses appropriate to the objectives of APTCH.

Replacement support packages will be provided during the 5 year period of the APTCH initiative. Property allocations rolled-out from Year 1 will have five sets of 12 month packages attached to them. Property allocations in Year 2 will have four sets of 12 month packages attached to them. The number of properties in each year of APTCH will reduce commensurate with the number of years remaining in the five year initiative. Those rolled out in Year 5 will have one 12 month support package attached to them.

4. Target groups and eligibility

In line with the Commonwealth's view that families with children form an emerging group within people who are homeless or at risk of homelessness, NSW proposes to allocate a significant proportion of the first year of properties under APTCH to this group. The other main group NSW proposes to assist in the first year of APTCH are single people, including rough sleepers. NSW notes that there will be flexibility for jurisdictions in targeting other priority groups over the life of the program. Accordingly, properties under APTCH will be targeted towards individuals and families with a range of support needs.

Client circumstances will be the starting point for assessing the suitability of potential APTCH clients. APTCH will be based on an integrated case management model, using existing regional structures. Potential clients of APTCH will need to meet eligibility criteria for public housing. Nominations will be made either from the Housing NSW priority housing list (including those accessing Temporary Accommodation) or by other agencies. Agencies will be advised of the availability of APTCH properties and given the opportunity to nominate eligible clients through the Accord Coordinators. Agencies will be required to indicate the services that will be available to support the client. The final decision on tenancy allocation will be made by the housing provider. A high-level interagency body may be established to provide advice on nominations if required.

5. Location of dwellings

Potential public and community housing properties have been identified based on the Commonwealth's preferred target groups and a nominal allocation undertaken across those areas where there are concentrated pockets of homelessness. In the first year, properties will be allocated in the central Sydney, western Sydney, Newcastle and Wollongong areas.

Table 3 provides a summary of the proposed property locations nominated by Housing NSW and the Office of Community Housing for potential use by APTCH in 2008/09. Aboriginal

housing stock will also be included where available and agreed by the NSW Aboriginal Housing Office (AHO).

Table 3: Pilot site dwellings for APTCH 2008/09

Location	No. of Units	Target Group	Beds
Central Sydney	5	Rough sleepers	1 bed
	2	Families	3 bed
	2	Families (escaping DV)	3 bed
	1	Families (Aboriginal)	4+ bed
	4	Rough Sleepers	1 bed
Wollongong	5	Families (escaping DV)	2 bed
Newcastle	2	Families (include escaping DV)	2 bed
	3	Families(include escaping DV)	2 bed
Western Sydney	5	Rough sleepers	1 bed
	2	Families (escaping DV)	2 bed
	2	Families	3 bed
	1	Families (Aboriginal)	4+ bed
	2	Families (escaping D.V.)	2 bedroom
	1	Rough Sleepers	1 bedroom
	1	Indigenous	4 bedroom
	2	Families (escaping D.V.)	2 bedroom

6. Performance reporting

In its Implementation Plan for APTCH the Commonwealth indicated that State and Territory performance would be measured by:

- submission of this plan which outlines how the objective of this initiative is to be achieved within the agreed timetable;
- delivering the expected outcomes of 155 new dwellings over five years; and
- timely delivery of new units matched with support capacity (with annual targets over five years);

Performance information for APTCH will also need to be considered in light of the development of progress measures under the National Affordable Housing Agreement and the treatment of APTCH under the new Commonwealth State financial arrangements.

A cross agency working group chaired the Department of Premier and Cabinet (DPC) will oversee the implementation of APTCH until the development of a statewide Operating Agreement is established under the Accord.

7. Media protocols

The Media Unit from Housing NSW in liaison with media staff from FAHCSIA will develop and manage media strategies associated with APTCH and will be the first point of contact for media inquiries and liaison with Ministerial press secretaries on a day to day basis. Media issues will be dealt with in consultation with relevant agencies as they arise, to ensure agency specific concerns can be addressed.