

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

# Tasmania Project Plan

## NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS : SCHEDULE A

### PRELIMINARIES

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

### TERMS OF THIS PROJECT PLAN

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

## PART ONE: STRATEGIC OVERVIEW OF IMPLEMENTATION STRATEGY

**Table 1: Strategic overview of implementation**

**1. What is the relevant context for Tasmania, including any reform directions being taken to improve homelessness outcomes?**

The demand for homeless services in Tasmania is greater than capacity, with most crisis accommodation across the State reporting unassisted turnaways. Affordability is the key cause for homelessness in Tasmania which is demonstrated by a widening cohort of homeless people to include families and the working poor. Over half (55 per cent) of Tasmanians who sought homelessness assistance in 2013-14 cited affordability related issues as their main cause. Especially vulnerable are young people aged 18 years or less (27 per cent) and households escaping from family violence and relationship issues (25 per cent).

To respond to this widening cohort and growing demand on homelessness services, Tasmania's housing and homelessness system has undergone significant reforms designed to improve its sustainability and improve housing affordability and homelessness outcomes. The primary response for Tasmania is to rapidly assist vulnerable people into secure homes with the support they need. Housing Connect is Tasmania's integrated service model that provides a triaged response and rapid assistance to all vulnerable households seeking homelessness support – including youth and victims of family violence. Housing Connect workers provide direct support to clients exiting out of crisis from emergency shelters and supported accommodation facilities into secure homes. Support is tenure neutral and tailored – from a light touch to more intensive support – and it is 'floating' so that support does not end if a client's housing circumstances change. Support is provided for the duration of need in order to sustain tenancies to prevent instances of repeat homelessness. Housing Connect offices are located statewide in each of Tasmania's regional urban centres. Housing Connect also provides outreach support to areas outside the perimeter of its offices.

Five supported accommodation facilities have been developed to provide 'street to home' accommodation for people experiencing, or at risk of, homelessness. These include a dedicated youth facility that connects residents into training and employment. An additional youth and youth disability facility is under development. Good client outcomes are being achieved.

The Tasmanian housing and homelessness sector is collegial and collaborative. The recent reforms have built on this strength, drawing upon collaborative relationships in the design and delivery of the various reforms. While many of these programs are fledgling and most are yet to be fully evaluated, early indications highlight that much of the sector is active, engaged, and working productively together to find better housing solutions for Tasmanians.

Future priorities for Tasmania will be to continue Housing Connect and the provision of floating support; establish a Supported Accommodation Facility for homeless youth in Devonport in the north west; increase the capacity of crisis shelters to respond to demand across the state; and explore the need for supported accommodation for homeless or vulnerable older people.

**2. What frontline services or programmes will Tasmania deliver in 2015-16 to 2016-17 to meet the outcomes of the Agreement?**

Commitment is given to continue Tasmania's five Supported Accommodation Facilities (SAF's) with a sixth facility to commence operation in 2015-16. Two of these are dedicated youth facilities that connect residents into training and employment.

With a streamlined information system (developed under NPAH 2014-15) and the introduction of a new Priority Assessment approach, Housing Connect is well designed to provide a triaged response and rapid assistance to vulnerable households seeking homelessness support – including the youth and family violence cohorts targeted under this Agreement.

The balance of NPAH funds over 2015-17 is allocated to direct service provision through Housing Connect, and is used to provide immediate assistance and specialist homelessness case management support to vulnerable households to help exit them out of crisis into secure homes and to sustain their tenancies to prevent instances of repeat homelessness. At least one quarter of clients assisted by Housing Connect are estimated to be youth or people escaping from family violence. Tasmania will also support a Youth Head Lease Program which aims to rapidly rehouse vulnerable or homeless youth who can live independently with support available from Housing Connect.

**3. How will Tasmania focus on the priority outputs, including where this will draw on any new or current innovate approaches?**

The following initiatives are dedicated to assisting homeless or vulnerable youth:

- Supported Accommodation Facilities at Thyne House (in northern Tasmania) and Trinity Hill (in southern Tasmania) for youth aged 16-25 years old
- Youth Head Lease Program

In addition, at least one quarter of clients assisted by Housing Connect are estimated to be youth (aged 16-25 years old) or people escaping from family violence. Evidence of this will be demonstrated by the data collected on support periods for Housing Connect through SHSC.

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

**South – City of Hobart:**

As Tasmania's capital, the City of Hobart has the greatest demand for homelessness services. Housing prices and affordability problems are highest in Hobart than the rest of the State. Vulnerable cohorts include victims of family violence and youth. Young people are particularly vulnerable as they live and move to Hobart to be close to lifestyle, services, training and employment opportunities.

Priority is given to continue the provision of Housing Connect services within Hobart CBD (post code 7000) to provide immediate assistance to homeless or vulnerable households in the priority cohorts and to triage them into emergency accommodation or secure homes with the provision of case management support. At least one quarter of clients assisted by Housing Connect are estimated to be youth (aged 16-25 years old) or people escaping from family violence.

Priority is given to establish a dedicated youth Supported Accommodation Facility at North Hobart (post code 7000) for formerly homeless young people including those living with a disability that require more intensive support to shift to independence.

Priority is given to continue two Supported Accommodation Facilities in Hobart CBD (post code 7000) for formerly homeless people that require more intensive support to shift to independence or longer term support to maintain accommodation. While these facilities are not dedicated to a cohort they are available for those people in the priority cohorts requiring intensive support.

#### **South – City of Clarence (Greater Hobart):**

The City of Clarence forms one of five local government areas that make up the Greater Hobart metropolitan area. It is mainly a residential area for commuters that work in Hobart. Services are centred at Rosny Park. Housing prices are in general more affordable than in the City of Hobart. Vulnerable cohorts include victims of family violence and youth..

Priority is given to continue the provision of Housing Connect services at Rosny Park (post code 7018) to provide immediate assistance to homeless or vulnerable households in the priority cohorts and to triage them into emergency accommodation or secure homes with the provision of case management support. At least one quarter of clients assisted by Housing Connect are estimated to be youth (aged 16-25 years old) or people escaping from family violence.

#### **North – City of Launceston:**

As Tasmania's northern capital, Launceston and its inner suburbs have a high demand for homelessness services. It is a major urban centre with similar needs for homelessness services as in Hobart.

Priority is given to continue the provision of Housing Connect services within Launceston CBD (post code 7250) to provide immediate assistance to homeless or vulnerable households in the priority cohorts and to triage them into emergency accommodation or secure homes with the provision of case management support. At least one quarter of clients assisted by Housing Connect are estimated to be youth (aged 16-25 years old) or people escaping from family violence.

Priority is given to continue two Supported Accommodation Facilities in Launceston CBD (post code 7250) for formerly homeless people that require more intensive support to shift to independence or longer term support to maintain accommodation. One of these facilities is dedicated to formerly homeless young people and the remaining facility will be available for those people in the priority cohorts requiring intensive support.

#### **North West – City of Devonport / Ulverstone / City of Burnie:**

The population along the north west coast of Tasmania is more dispersed than the Hobart and Launceston urban centres. Density is lower and housing prices are generally more affordable. There are less training and employment opportunities. Vulnerable cohorts include victims of family violence and youth. The three largest urban centres along the north west coast in order are Devonport, Ulverstone and Burnie.

Priority is given to continue the provision of Housing Connect services in Devonport (post code 7310) and Burnie (post code 7320) to provide immediate assistance to homeless or vulnerable households in the priority cohorts and to triage them into emergency accommodation or secure homes with the provision of case management support. At least one quarter of clients assisted by Housing Connect are estimated to be youth (aged 16-25 years old) or people escaping from family violence.

Priority is given to continue a Supported Accommodation Facility in Ulverstone (post code 7315) for formerly homeless people that require more intensive support to shift to independence or longer term support to maintain accommodation. While this facility is not dedicated to a cohort it is available for those people in the priority cohorts requiring intensive support.

**5. Broadly, what level of NPAH funding does Tasmania expect to allocate to domestic and family violence, and youth homelessness in 2015-16 and 2016-17**

2015-16: \$1.609 million

Based on:

- Thyne House supported accommodation facility
- Trinity Hill supported accommodation facility
- Housing Connect support to one quarter of its clients

2016-17: \$2.077 million

As per 2015-16 with increase reflecting that the new Trinity Hill facility will be fully occupied.

**6. What is the expected level of homelessness service delivery expenditure for Tasmania under the NPAH in 2015-16 and 2016-17?**

2015-16: \$5.6 million

2016-17: \$5.86 million

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

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

* Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 11 of NP)	Name of Service Provider/s	In-scope for SHSC – Yes/No	Seeking Exemption – Yes/No	*** Exemption Granted by C'wealth – Yes/No	Requirement for SHSC exempt services and services not in scope: Estimated yearly number of clients to be assisted by service	****Service coverage area
1 Supported Accommodation Facilities towards Priority Outputs - Thyne House - Trinity Hill	Dedicated Youth Supported Accommodation Facilities providing long term supported accommodation for young people on low incomes who have been homeless or at risk of homelessness	(b) (e); (f); (i)	Thyne House – Anglicare Tasmania	Yes	No	n/a	n/a	City of Launceston LGA.
			Trinity Hill – Anglicare Tasmania	Yes	No	n/a	n/a	City of Hobart LGA.
2 Supported Accommodation Facilities towards Additional Outputs - Common Ground Tasmania - Thistle Street - Grove House	Supported Accommodation Facilities providing long term supported accommodation for people on low incomes who have been homeless or at risk of homelessness	(d); (e); (f); (i)	Common Ground Tasmania	Yes	No	n/a	n/a	City of Hobart LGA
			Thistle House - Anglicare Tasmania	Yes	No	n/a	n/a	City of Launceston LGA.
			Grove House - Anglicare Tasmania	Yes	No	n/a	n/a	Service covers Central Coast LGA.
3 Housing Connect	Triaged assessments and referrals and direct provision of specialist homelessness case management support.	(a); (b) (d); (e); (f); (g); (i); (k); (l)	Anglicare Tasmania (north)	Yes	No	n/a	n/a	City of Launceston LGA; City of Devonport LGA; City of Burnie LGA
			Colony47 (south)	Yes	No	n/a	n/a	City of Hobart LGA; City of Clarence
4 Youth Head Lease Program	Program to rapidly rehouse vulnerable or homeless youth who can live independently with support available from Housing Connect.	(b); (e); (f); (i)	Via Housing Connect - Anglicare Tasmania (north)	Yes	No	n/a	n/a	City of Launceston LGA; City of Devonport LGA; City of Burnie LGA
			Via Housing Connect – Colony 47 (south)	Yes	No	n/a	n/a	City of Hobart LGA; City of Clarence LGA
Sub-total -priority output 11(a) (domestic and family violence services)								\$340,000
Sub-total - priority outputs 11(b) and 11(c) (children and youth services )								\$3,350,000
Funding 2015-16								\$5,610,000
Funding 2016-17								\$5,860,000
Total funding								\$11,470,000

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

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

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

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

## Expected reports, reviews or evaluations

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

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

Item no.	Short description of expected item	Expected timeframe
1	Acquittal of rental subsidies	1 September 2016 and 2017
2	Performance Report for Supported Accommodation Facilities	1 September 2016 and 2017 <sup>*</sup>
3	Performance Report for Housing Connect	1 September 2016 and 2017 <sup>*</sup>

<sup>\*</sup> Subject to data from the SHSC held by the AIHW being made available to Tasmania in time to meet reporting timeframes.