

# Tasmania Implementation Plan

## NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

### PART 1: PRELIMINARIES

1. This Implementation Plan is a schedule to the National Partnership Agreement on Homelessness (NPAH) and should be read in conjunction with that Agreement. The objective of the NPAH is: *The Parties will sustain their commitment to reducing homelessness through sustained effort and partnerships with business, the not for profit sector and the community.*
2. The NPAH supports the Homelessness White Paper targets to reduce homelessness levels across Australia, recognising that a reduction in homelessness requires targeting key groups: rough sleepers; people experiencing homelessness more than once; people experiencing violence especially women and children; children and young people, including those subject to or exiting care and protection; Indigenous people; and people exiting social housing and institutional care, such as health and mental health services, juvenile justice or adult prisons. The relationship between overcrowding, housing and homelessness is also recognised.

### PART 2: TERMS OF THIS IMPLEMENTATION PLAN

3. This Implementation Plan will commence on 1 July 2013, provided it is agreed between the Commonwealth of Australia and the State of Tasmania, represented by the Commonwealth and State Ministers with responsibility for homelessness.
4. As a schedule to the NPAH, the purpose of this Implementation Plan is to provide the public with an indication of how the reform is intended to be delivered and demonstrate Tasmania's capacity to achieve the outcomes of the NPAH.
5. This Implementation Plan will cease on completion or termination of the NPAH, including the acceptance of final performance reporting and processing of final payments.
6. This Implementation Plan may be varied by written agreement between the responsible Commonwealth and State Ministers under the overarching NPAH.
7. The Parties to this Implementation Plan do not intend any of the provisions to be legally enforceable. However, that does not lessen the Parties' commitment to the plan and its full implementation

## PART 3: STRATEGY FOR TASMANIA'S IMPLEMENTATION

### Initiative information – Service Continuity

Table 1: Description of initiatives including services funded under each initiative

No	*Initiative title	Short description of initiative	Service Provider/s, Program and/or Project for each Initiative***	Output/s addressed (refer to outputs in NP)
1	Supported Accommodation Facilities (SAFs)	In order to help meet the State's target of halving the number of rough sleepers by the end of 2010, five new Supported Accommodation Facilities were built, two in Hobart, two in Launceston (including a dedicated youth facility) and one in Ulverstone. This funding delivers support and tenancy management for tenants across all five sites. The facilities have the capacity to accommodate 165 low income Tasmanians.	<ul style="list-style-type: none"> <li>• Common Ground Tasmania</li> <li>• Community Housing Limited – Tenancy management.</li> <li>• Anglicare Tasmania – Support provider</li> </ul>	<p>15(a) Provision of support services and accommodation for people who are homeless or at risk of homelessness.</p> <p>16(l) Support for public and private tenants to help sustain their tenancies, including through tenancy support, advocacy, case management, financial counselling and referral services.</p>
2	Intensive support program	The Intensive Support Program (formerly known as the STAY and the Specialist	<ul style="list-style-type: none"> <li>• Centacare Tasmania</li> </ul>	15(a) Provision of support services and accommodation for

	<p>(formerly known as STAY program)</p>	<p>Assessment and Intervention Practitioners (SAIP Programs) provides the intensive support to people in need across Tasmania. The program was developed under the Same House Different Landlord and has been adapted to provide intensive floating support to clients and has been transitioned to operate under the Housing Connect model as a Level 3 Type 2 service. The program focuses on clients:</p> <ul style="list-style-type: none"> <li>• at key transition points at high risk of homelessness including young people leaving care and protection or youth justice, and adults leaving correctional and health facilities;</li> <li>• with multiple needs who are homelessness or at risk of homelessness;</li> <li>• who experience multiple episodes or extended periods of</li> </ul>		<p>people who are homeless or at risk of homelessness.</p>
--	---	---	--	--

		homelessness (i.e. the chronic homeless population).		
3	Tenancy Management for Intensive Support Clients (formerly Keys)	The Same House Different Landlord program (also known as Keys) enables people experiencing homelessness to move directly into permanent housing through changing lease arrangements to public housing or a community housing association tenancy at the end of their support period. Tenants are linked in with support for the duration of their need.	<ul style="list-style-type: none"> <li>Housing Tasmania within the Department of Health and Human Services.</li> </ul>	<p>15(a) Provision of support services and accommodation for people who are homeless or at risk of homelessness.</p> <p>16(l) Support for public and private tenants to help sustain their tenancies, including through tenancy support, advocacy, case management, financial counselling and referral services.</p>
4	Trinity Hill Development	Trinity Hill, North Hobart is the location of a new youth accommodation facility for up to 46 tenants that will house youth at risk, including those experiencing homelessness, and will have a focus on wrap around support, training and development. The site will incorporate fully adaptable accommodation to support	<ul style="list-style-type: none"> <li>Housing Tasmania</li> </ul>	<p>15(a) Provision of support services and accommodation for people who are homeless or at risk of homelessness.</p> <p>16(d) Support services to young people aged 12 to 18 years who are homeless or at risk of homelessness to</p>

		Tasmania's NDIS launch which targets 15-24 year olds. Tasmanian Government funding of \$2.8 million is for land acquisition.		engage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and/or employment.
--	--	--	--	---

## Development Fund

8. Detail on content required is provided at **Attachment A**

## Reform Directions

9. The Tasmanian Government is committed to providing quality, sustainable affordable housing for Tasmanians on low incomes. As signatory to the National Affordable Housing Agreement, the National Partnership Agreement on Homelessness and the Nation Building Economic Stimulus Plan: Social Housing, Tasmania has committed to progressing social housing and homelessness reform.
10. This commitment is also articulated through the three priorities in the Tasmanian Homelessness Plan 2010-13: Coming in from the cold: new supply, new services and new ways of working.
11. Tasmania is continuing its efforts to increase the supply of affordable housing with the construction of another 1,000 affordable homes that will be built over the next four years, funded by private and not-for-profit organisations with financial and in-kind assistance from the Tasmanian Government.
12. The Tasmanian Government is also committed to improving housing outcomes for Tasmanians who need housing assistance and is working to make the social housing system more efficient and effective.
13. The Tasmanian Government's reform of the State's social housing sector has two major components. The first is the transfer tenancy and property management of around 4,000 public housing properties to the community sector. This shift is consistent with – and a requirement of – the Australian Government's social housing reform agenda and the approaches in other jurisdictions. It is expected that new community housing organisations will be ready to commence transfers in early 2014.
14. The second component of Tasmania's reform is creating a more responsive, sustainable and integrated affordable housing system. Housing Tasmania is working with partners to transform the affordable housing system so that it provides integrated access to housing and support options to Tasmanians in need, for the duration of need. A reconfigured service system, named Housing Connect, will improve client outcomes through easier access, earlier identification and intervention and more targeted support and accommodation assistance. Transitioning to the new Housing Connect system will commence from July 2013.
15. The National Partnership Agreement on Homelessness contributes to this environment by continuing to provide new models of support and accommodation and workforce development.
16. Further information on Tasmanian reform directions can be found at [www.dhhs.tas.gov.au](http://www.dhhs.tas.gov.au)

## Specialist Homelessness Services Quality System

17. Tasmania has progressed a number of elements of a proposed national quality system for Specialist Homelessness Services. Tasmania requires funded services to comply with the Department's Quality and Safety Framework which contains six generic and service specialist standards. To monitor the standards services are required to provide a self-report of their continual quality improvement and compliance. In addition, desktop reviews are conducted along with ongoing service reviews. An alternative is for services

to provide evidence of accreditation by national standards bodies that meet the requirements of the Framework. Tasmania established the Tasmanian Homelessness Charter in 2012. This current system aligns closely with model three of the planned National Quality Framework which includes a self-assessment process, external assessment against the standards by an independent body (an accreditation agency) and demonstrated ongoing improvement against standards to continue to receive funding. Whilst the Tasmanian system has external assessment as an important element this may be carried out by the Tasmanian Government and/or an independent body.

## Tenant Advice and Advocacy Services

18. There is no tenant advice or advocacy service funded under the Tasmanian NPAH.

## Estimated costs

19. The maximum financial contribution to be provided by the Commonwealth for the project to the jurisdiction is \$2.72 million payable in accordance with Part 5 of the NPAH. All payments are exclusive of GST.
20. The Tasmanian Government will provide matched funding of \$3.1 million.

## Risk management

21. A risk management plan is in place for service delivery initiatives. Risks have been actively identified, entered into a risk log and categorised in terms of impact and likelihood. This risk management plan does not need to be provided to the Commonwealth.
22. A risk assessment for Development Fund projects has been developed and provided to the Commonwealth.

## Relevant State Context

23. Tasmania has a diverse population covering regional and rural centres with unique demographics. In 2011, 10.7 per cent of Tasmanians, or 48 000 people, were living below the poverty line, that is, living on after-tax incomes less than \$370 per week. Thirty three per cent of households were in receipt of government pensions and allowances as their principal source of income. In the most recent Census, 1,579 Tasmanians identified as homeless and 25 per cent were aged between 12 and 25 years.
24. The National Housing Supply Council's Housing Supply and Affordability Key Indicators 2012 estimated the supply gap in Australia at June 2011. The level of underlying demand in Tasmania was estimated at 0.2 per cent as compared to the Australian average of 2.6 per cent.
25. After many years of high house prices and rental costs there has been a recent improvement in housing affordability. Since 2009, the Tasmanian government has expended more than \$200 million to increase the supply of affordable housing through a range of Australian and Tasmanian funding sources. With these funds, Tasmania delivered 1,400 properties by 30 June 2012. The concurrent reduction in the public housing waiting list suggests that this investment is delivering benefits for the people of Tasmania and taking the pressure off the social housing system.
26. While Tasmania's overall supply gap appears relatively small, housing affordability remains a significant issue for many low to moderate income earners. This is evidenced by homelessness continuing to be a significant concern in Tasmania.

27. Tasmania is also implementing a Workforce Capacity Audit and Development Plan which focuses on identifying the training and development needs of the homelessness sector. The aim is to develop strategies that foster continuous quality improvement in the context of the changing needs of clients and a more robust and integrated service system. A workforce capacity audit has been conducted on the specialist homelessness services sector as well as the skills and capabilities requirement of the new initiatives outlined in the Tasmanian Implementation Plan. From the audit a Tasmanian Specialist Homelessness Services Workforce Development Plan will be developed and implemented. This initiative was funded under the 2009-2013 National Partnership Agreement on Homelessness, and underspent funds have been rolled over to deliver it in 2013-14.

## Sign off

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

**Signature**

**Date**

---

The Hon Nick McKim MP

**Signature**

**Date**

---

The Hon Julie Collins MP



## DEVELOPMENT FUND PROJECTS

### Description of Project – Trinity Hill

1. To construct a 'Foyer-like' accommodation and training facility at the former Department of Education Adult Learning site at Trinity Hill, Church Street, North Hobart, that provides:
  - approximately 30 independent units with communal facilities for low income young people who are, or who may become homeless;
  - a training facility for the provision of training and education for tenants and facilitation of other associated programs; and
  - up to 16 independent living units for young people living with disability.
2. Approximately eight of the units will be targeted to vulnerable young people at risk of homelessness, including those leaving Out of Home Care and the Ashley Youth Detention Centre (AYDC).
3. The project will deliver a mixed accommodation facility that will provide tenants with stable, supported, long term accommodation which will enable them to access key services, to reconnect with their family and community, and to focus on employment, education and training opportunities. Residents will be aged between 15 and 25 years.
4. This project will contribute to the following NPAH outcomes:
  - a. Outcome 14 (a) (i) and 14 (c) - The redevelopment will provide homes and educational and training opportunities for approximately 46 young people, including up to 16 accommodation units suitable for young people living with disability. Eight of the 46 units will be targeted towards vulnerable young people, such as those leaving Out of Home Care and the Ashley Youth Detention Centre. Residents will be offered accommodation for up to two years.
  - b. Outcome 14 (a) (ii) and 14 (c) - The facility will provide long-term sustainable accommodation for young people including support that involves comprehensive pre-discharge planning to prevent exits into homelessness.
  - c. Outcome 14 (a) (iii) - Residents at the facility will be supported to reconnect with family where it is appropriate to do so, and engage or remain engaged in education, employment and/or training activities.
  - d. Outcome 14 (a) (iv) - Organisations responsible for the provision of tenancy/property management and support services will be contractually required to comply with relevant standards and legislation, including the National Quality Framework when implemented.
  - e. Outcome 14 (d) – Residents will receive long term accommodation and support with a focus on young people exiting care and detention.
5. The overall project budget is set out in Table 1.

**Table 1: Overall Trinity Hill project budget (\$14.2 million)**

	2012-13	2013-14	2014-2015	Total
Commonwealth contribution		1.0		1.0
Tasmanian Development Fund Contribution		1.0		1.0
Additional Tasmanian contribution for entire project*	2.8	2.4	7.0	12.2
<b>TOTAL</b>	<b>2.8</b>	<b>4.4</b>	<b>7.0</b>	<b>14.2</b>

Note: Commonwealth and Tasmanian Development Fund total contribution of \$2 million equates to eight units targeted to vulnerable young people who are at risk of or experiencing homelessness.

\*Timeframes are subject to planning approvals.

6. The capital construction is expected to be completed in March 2015.

## Selection Criteria

7. The selection criteria for the Development Fund, as outlined in the NPAH, are as follows:
  - (a) *States must match the Commonwealth contribution: Refer to Table 1.*
  - (b) *higher weighting will be given to those bids which demonstrate that a project is already in development and/or substantial progress is able to be achieved within the life of this Agreement: The project has commenced with the land being purchased for \$2.8 million. Consultation and planning processes are underway with archaeological assessment to be complete, work started and foundations poured by May 2014. Construction is due to be completed in March 2015.*
  - (c) *projects that help support individuals 'exit' homelessness into long-term and sustainable housing with necessary support: The project will deliver a mixed accommodation facility that will provide residents with stable, supported, long term accommodation, which will enable them to access key services, to reconnect with their family and community, and to focus on employment, education and training opportunities.*
  - (d) *supportive housing programs targeted to highly vulnerable groups, particularly chronic rough sleepers, Indigenous Australians, young people leaving care or detention or women and children experiencing domestic violence: The project targets vulnerable young people at risk of homelessness including those leaving Out of Home Care and the Ashley Youth Detention Centre (AYDC).*
  - (e) *demonstrated capacity to deliver, and ability to effectively manage implementation risks: The project will be managed by Housing Tasmania which has considerable experience with projects of this type and has been responsible for the delivery of over 600 social housing units over the past three years.*
  - (f) *commitment to support ongoing service delivery once the capital project has been delivered: Through the National Affordable Housing Agreement, the Tasmanian Government will contribute ongoing recurrent funding the project (estimate \$0.15 million per annum).*
  - (g) *cost effectiveness/value for money: The project represents value for money based on the number of clients that will be supported via the facility, which will*

accommodate 46 young people and provide training and educational opportunities for more.

(h) *timely implementation*: The project has commenced, with capital construction due to conclude in March 2015.

## Milestones

8. Milestones for the Trinity Hill project are provided in Table 2.

**Table 2: Development Fund Milestones for Trinity Hill Project**

Project Milestone	Milestone Description	Milestone Date
Lodge planning application	Lodge planning documents to relevant authorities including local government and the Heritage Council.	June 2013
Receive planning approval	Gain approval from relevant authorities.	December 2013
Contract for construction	Awarded	December 2013
Building licences	Building licences received	December 2013
Commence works	Commence works on site including demolition, removal of materials and site preparation.	January 2014
<b>Report to the Commonwealth due 31 January 2014</b>		
Slab laid and other works.	Archaeological assessment complete Commence construction including foundations poured, commence installation of services and possible commencement of construction of new buildings.	May 2014.
<b>Report to the Commonwealth due 31 May 2014</b>		
Complete works and commission buildings	Complete construction.	March 2015
Certificate of occupancy	Building approved for occupation.	April 2015
Handover	Tenanted	May 2015

## Description of Project – Small Steps project

9. The Small Steps project will involve the purchase and redevelopment of 17 Stoke Street, New Town, Tasmania to accommodate the Small Steps Program.
10. The Small Steps Program will provide safe, secure accommodation with 24 hours a day support for young women aged less than 25 years with infants, who are considered to be at risk of homelessness and/or having their child removed into State Care due to a lack of appropriate accommodation and support. Accommodation will be long term (up to two years) in the form of 12 self-contained units
11. The young women will be provided with onsite education, training and the practical application of parenting and tenancy skills to successfully transition into independent accommodation with improved levels of self-confidence and employability.
12. This project will contribute to the following NPAH outcomes:
  - a. Outcome 14 (a) (i) - The redevelopment will provide homes and educational and training opportunities for approximately 12 young women and their children, including vulnerable young women, such as those leaving Out of Home Care and the Ashley Youth Detention Centre. Residents will be offered secure tenure for periods of up to two years.
  - b. Outcome 14 (a) (ii) - The facility will provide long-term sustainable accommodation for young women including support that involves comprehensive exit and case planning to prevent exits into homelessness.
  - c. Outcome 14 (a) (iii) - Residents at the facility will be supported to reconnect with family where it is appropriate to do so, and engage or remain engaged in education, employment and/or training activities.
  - d. Outcome 14 (a) (iv) – Hobart City Mission will be contractually bound to comply with relevant standards and legislation, including the National Quality Framework when implemented. This will ensure that residents receive quality services.
  - e. Outcome 14 (c) – Small Steps will provide long term accommodation (up to two years) to young people and women and children who may be experiencing or have experienced domestic violence.
  - f. The overall project budget is set out in Table 3.

**Table 3: Overall Small Steps project budget (\$2.2 million)**

	2013-14
Commonwealth contribution	0.9
Tasmanian contribution*	1.3
Total	2.2

\*Funding provided via philanthropic donations and Hobart City Mission.

13. Funding from the Commonwealth will be administered by the Tasmanian Government and granted to the Hobart City Mission through a funding agreement.
14. Construction is anticipated to be completed in May 2014.

## Selection Criteria

15. The selection criteria for the Development Fund, as outlined in the NPAH, are as follows:
  - (a) *States must match the Commonwealth contribution:* Refer to Table 3 above.
  - (b) *higher weighting will be given to those bids which demonstrate that a project is already in development and/or substantial progress is able to be achieved within the life of this Agreement:* The project commenced in early 2013 and all planning approvals have been gained. Following purchase of site, construction and redevelopment can commence.
  - (c) *projects that help support individuals 'exit' homelessness into long-term and sustainable housing with necessary support:* Accommodation will be for up to two years. The young women accommodated at the facility will be provided with onsite education, training and the practical application of parenting and tenancy skills to successfully transition into independent accommodation with improved levels of self-confidence and employability.
  - (d) *supportive housing programs targeted to highly vulnerable groups particularly chronic rough sleepers, Indigenous Australians, young people leaving care or detention or women and children experiencing domestic violence:* The project targets young mothers (accompanied by their children) some of whom may be experiencing domestic violence.
  - (e) *demonstrated capacity to deliver, and ability to effectively manage implementation risks:* Hobart City Mission has substantial recent experience in implementing property development specialising in community sector accommodation.
  - (f) *commitment to support ongoing service delivery once the capital project has been delivered:* The Small Steps program is unique in that it is designed to be self-sufficient in terms of recurrent costs. Ongoing funding will be provided from a range of sources, including rent payable by residents, sub-leasing, and philanthropic contributions.
  - (g) *cost effectiveness/value for money:* The service should contribute to a reduction in children being placed in State Care, and is a more cost-effective option than State Care.
  - (h) *timely implementation:* The project has commenced, with capital construction expected to be completed in May 2014.

## Milestones

16. Milestones for the Small Steps project are provided in Table 5.

**Table 5: Development Fund Milestones for Small Steps Project**

<b>Project Milestone</b>	<b>Milestone Description</b>	<b>Milestone Date</b>
Lodge planning application	Lodge all relevant planning documents to Hobart City Council.	Complete
Receive planning approval	Gain approval from Hobart City Council	Complete
Lodge Building Approvals	Submit applications for building approvals to Hobart City Council	August 2013
Contract signed	Finalise purchase of 17 Stoke Street New Town.	October 2013
Commence works	Commence construction	November 2013
Complete works and commission buildings	Complete construction	December 2013
<b>Report to the Commonwealth due 31 January 2014</b>		
Commission buildings	Fit out of buildings commence	February 2014
Certificate of occupancy	Building approved for occupation.	March 2014
Handover	Tenanted	May 2014
<b>Report to the Commonwealth due 31 May 2014</b>		