

Clause	Requirement	Outcome	Evidence
17	State / territory has met the requirements under clause 17. a. State/Territory has a publicly available housing strategy (or has been without a strategy for less than 18 months since July 2018)	Yes	<a href="https://www.facs.nsw.gov.au/about/reforms/future-directions">https://www.facs.nsw.gov.au/about/reforms/future-directions</a>
	i) The housing strategy indicates level of supply needed to respond to projected demand	NSW estimate just under 1 million dwellings over 20 years (to 2036)	Department of Planning, Industry and Environment (2016 NSW household and dwelling projections data)
	ii) The housing strategy includes planned or expected levels of social housing	State expected level of social housing. See Appendix 1	Page reference from housing strategy <a href="https://www.facs.nsw.gov.au/about/reforms/future-directions/about-future-directions/chapters/more-social-housing">https://www.facs.nsw.gov.au/about/reforms/future-directions/about-future-directions/chapters/more-social-housing</a>
	iii) The housing strategy contributes to the housing priority policy areas	Outline examples of measures that contribute to the housing priority policy areas See Appendix 1	Page reference from housing strategy <a href="https://www.facs.nsw.gov.au/about/reforms/future-directions/about-future-directions/chapters/more-social-housing">https://www.facs.nsw.gov.au/about/reforms/future-directions/about-future-directions/chapters/more-social-housing</a>
	b. State/Territory has a publicly available homelessness strategy (or has been without a strategy for less than 18 months since July 2018)	Yes	<a href="https://www.facs.nsw.gov.au/about/reforms/homelessness">https://www.facs.nsw.gov.au/about/reforms/homelessness</a>
	i) The homelessness strategy addresses the priority homelessness cohorts	Outline how each cohort is addressed See Appendix 2	Provide results of any recent evaluations or success stories See Appendix 2
	ii) The homelessness strategy sets out reforms and		

New South Wales Statement of Assurance – NHHA 2018-19

Clause	Requirement	Outcome	Evidence
	<p>initiatives that contribute to reducing the incidence of homelessness</p>		
	<p>iii) The homelessness strategy incorporates the homelessness priority policy reform areas</p>	<p><i>Outline examples of measures that contribute to homelessness priority policy areas</i> See Appendix 2</p>	<p><a href="https://www.facs.nsw.gov.au/about/reforms/homellessness">https://www.facs.nsw.gov.au/about/reforms/homellessness</a></p>
	<p>c. State/Territory has contributed to the data improvement plan</p>	<p>Yes</p>	<p>NSW attended 10 HHDWG meetings (as at 30 September), and contributed to at least 4 detailed papers (2 of which NSW led)</p>
	<p>d. Match Commonwealth homelessness funding</p>	<p>Statement Yes</p>	<p><i>Outline evidence in below breakdown</i> See pp.2-6 of statement of assurance</p>

New South Wales Statement of Assurance – NHHA 2018-19

Clause	Requirement	Evidence			Comments
		State-own funding allocated (excluding NHHA) for 2018-19	State-own actual expenditure (excluding NHHA) in 2018-19	NHHA funds spent in 2018-19	
37a	2018-19 funding and expenditure				
	Housing total	\$1,700.3 million	\$1,486.3 million	\$278.8 million	Housing 2018-19 Actuals are lower than budget mainly due to lower capital expenditure.
	Homelessness total	\$155.5 million	\$154.8 million	\$197.7 million	Includes Crisis and Prevention services, Temporary Accommodation, Youth Homelessness, Family and Domestic Violence programs. Homelessness totals are calculated from ROGS. No changes were required for these totals because the same calculation was made for both 2018-19 and 2019-20 SOA

New South Wales Statement of Assurance – NHHA 2018-19

Clause	Requirement	Evidence				NHHA funds spent in 2018-19
		Total support days provided, weighted by average support period duration (number)	Total support days provided, weighted by average support period duration (percentage)	State-own funding allocated (excluding NHHA) for 2018-19	State-own actual expenditure (excluding NHHA) in 2018-19	
<b>37a(i)</b>  <b>100% of total expenditure<sup>1</sup></b>	Actual 2018-19 homelessness by national priority homelessness cohorts					
	a. Women and children affected by family and domestic violence	1,582,318	23%	\$36.4m	\$36.3m	\$46.3m
	b. Children and young people	2,279,414	34%	\$52.5m	\$52.2m	\$66.7m
	c. Indigenous Australians	1,014,948	15%	\$23.4m	\$23.3m	\$29.7m
	d. People experiencing repeat homelessness	220,495	3%	\$5.1m	\$5.1m	\$6.5m
	e. People exiting institutions and care into homelessness	262,852	4%	\$6.0m	\$6.0m	\$7.7m
	f. Older people	358,790	5%	\$8.3m	\$8.2m	\$10.5m
	g. Other (e.g. people with disability)	1,037,062	15%	\$23.9m	\$23.8m	\$30.3m

<sup>1</sup> This is a disaggregation and adds up to 100% of funding because it distributes support days for each client across each of the cohorts that apply to them. For example, an older woman experiencing DFV would have her support days equally distributed to the 'Women and children affected by DFV' and to 'Older people'.

New South Wales Statement of Assurance – NHHA 2018-19

Clause	Requirement	Evidence				NHHA funds spent in 2018-19
		Number of clients	Proportion of clients	State-own funding allocated (excluding NHHA) for 2018-19	State-own actual expenditure (excluding NHHA) in 2018-19	
37a(i)	Actual 2018-19 homelessness by national priority homelessness cohorts					
	a. Women and children affected by family and domestic violence	23,784	40%	\$62.1m	\$61.8m	\$78.9m
	b. Children and young people	35,762	53%	\$82.1m	\$81.8m	\$104.4m
	c. Indigenous Australians	19,914	30%	\$46.2m	\$46.0m	\$58.8m
	d. People experiencing repeat homelessness	2,293	7%	\$11.5m	\$11.4m	\$14.6m
	e. People exiting institutions and care into homelessness	4,100	7%	\$10.4m	\$10.3m	\$13.2m
	f. Older people	5,318	7%	\$10.3m	\$10.3m	\$13.1m
	g. Other (e.g. people with disability)	13,926	15%	\$23.9m	\$23.8m	\$30.3m
	<b>&gt;100% of total expenditure<sup>2</sup></b>					

<sup>2</sup> This is an aggregation of funding and the total adds up to more than 100% of funding as some clients will be in more than one cohort. For example, an older woman experiencing DFV would have all of her days of support counted in both the 'Women and children affected by DFV' and 'Older people' cohorts.

New South Wales Statement of Assurance – NHHA 2018-19

Clause	Requirement	Evidence	Comments
37b	Estimated 2019-20 funding and expenditure	State-own funding allocation (excluding NHHA) for 2019-20	Estimated NHHA funds to be allocated in 2019-20
	Housing total	\$ 862.2 million	\$ 269.3 million
	Homelessness total	\$173.3m	\$214.8m
			See comment in 37a.

New South Wales Statement of Assurance – NHHA 2018-19

NSW Bilateral Clause	State-specific measurement	Update
22(i)	Increase the number of households successfully transitioning out of social housing by 5 percent over three years	In 2018/19, 7,164 households exited from public housing and Aboriginal Housing Office properties This is equal to a drop of 1% or 71 households from the previous year
22(ii)	Increase the proportion of young people who successfully move from Specialist Homelessness Services to long-term accommodation to more than 34 percent by 2019	The proportion of the unaccompanied young people aged 15-24 years accessing former FACS specialist homelessness services who moved to long term accommodation increased from 34.7% in 2017/18 to 36.9% in 2018/19
23(i)	Increase by 20 per cent the number of positive exits from social housing by 2021 for Aboriginal social housing tenants. There were 258 Aboriginal households that had a positive exit from social housing in 2016/17	Target: 315 positive exits by 2020/21 Across the State, 26.25 positive exits per month are required to reach the target. At 2017/18 year: Overall positive exits were 217 or 69% of the target At 31 March 2019 YTD Goal 104.6 YTD Actual 144 37.7% above target 30 June 2019 figures not currently available

<p>23(ii)</p>	<p>Decrease by 20 per cent the number of negative exits from social housing by 2019 for Aboriginal social housing tenants. There were 214 Aboriginal households that had a negative exit from social housing in 2016/17</p>	<p>Target: 182 negative exits by 2018/19. At 2017/18 year: Overall negative exits were 204, 12.1% above the limit across the State. At 31 March 2019 YTD Goal 60.3 YTD Actual 127 110.5% above target 30 June 2019 figures not currently available</p>
<p>23(iii)</p>	<p>Increase the level of priority Aboriginal public housing tenancies sustained for at least 12 months to 85 per cent by 2019. In 2016/17 there was 83 per cent of priority Aboriginal public housing tenancies maintained for at least 12 months</p>	<p>Target: 85% in 2018/19 At 2017/18 year: The three quarters since October 2017 commencement show fluctuation in each quarter from 86%, 79%, 70%. At 31 March 2019 Across the State, 74% priority Aboriginal public housing tenancies sustained for at least 12 months, which is slightly below target 30 June 2019 figures not currently available</p>



NEW SOUTH WALES HOUSING STRATEGY

National housing priority policy areas	Initiative	Milestones	Update
<p><b>A2.(a) Social housing</b> that is:</p> <ul style="list-style-type: none"> <li>i. utilised efficiently and effectively</li> <li>ii. responsive to the needs of tenants</li> <li>iii. appropriately renewed and maintained</li> <li>iv. responsive to demand</li> </ul> <p><b>A2.(b) Community housing support</b></p> <p><b>A2.(c) Affordable housing</b></p>	<p><b>Communities Plus</b></p> <p>Communities Plus is a 10 year redevelopment program.</p> <p>Small to medium scale mixed tenure packages</p> <p><b>Neighbourhood Renewal Project</b></p> <p>Sites also form part of the Communities Plus program.</p>	<p>Communities Plus will deliver up to 23,000 new and replacement social housing dwellings, 500 affordable housing dwellings, and up to 40,000 private dwellings in partnership with the private and community housing sector on public land sites in metropolitan Sydney and regional NSW.</p> <p>Under Neighbourhood Renewal more than 2,000 new social housing dwellings will be built delivering new mixed communities where social housing blends in with private housing. The government owned sites range in development potential from approximately 20 to 300 residential dwellings.</p>	<p>Ivanhoe Estate (Macquarie Park) already has finalised contract agreements in place.</p> <p>Other major sites already announced include Telopea, Waterloo, Arncliffe, Villawood, Riverwood and the NSW Government's first mixed tenure build to rent project at Redfern.</p> <p>Mixed tenure packages sites include Glendale, Lane Cove, Parramatta, South Granville, Westmead, Telopea, Padstow, Peakhurst, Land Cove North, Lidcombe and Corrimal.</p> <p>Neighbourhood Renewal Project sites have been selected at Caringbah, Chester Hill, Coffs Harbour, Corrimal, Glendale, Lane Cove North, Lidcombe, Liverpool, Padstow, Parramatta, Parramatta North, Peakhurst, Port Macquarie, Riverwood, Seven Hills, St Marys, Telopea, Warwick Farm, West Ryde and Westmead.</p>
<p><b>A2.(f) Planning and zoning reform and initiatives</b></p>	<p><b>District and Regional Plans</b></p> <p>As outlined above, District and Regional Plans for Sydney that</p>	<p>Set housing targets in each Local Government Area.</p>	<p>The Greater Sydney Commission (GSC) and the Department of Planning, Industry and Environment</p>

New South Wales Statement of Assurance – NHHA 2018-19

National housing priority policy areas	Initiative	Milestones	Update
	<p>consider housing supply and demand over the next 20 years.</p>	<p>Sydney councils to update Local Environment Plans within two years.</p>	<p>(DPIE) have been supporting local councils to develop Local Strategic Planning Statements (LSPS) and local housing strategies consistent with the District Plans, including the need to ensure a consistent housing supply pipeline.</p> <p>By September 2019 all 33 councils in Greater Sydney had exhibited draft local strategic planning statements. The GSC is currently reviewing LSPSs to provide a letter of assurance and enable Councils to make their LSPS by 31 March 2020.</p> <p>The GSC is working with councils and other state agencies to identify housing targets for the 2021/22 to 2025/26 period. The targets will be based on evidence of existing capacity and identified and potential opportunities for new housing in the right location.</p> <p>18 priority councils are on track to update their Local Environment Plans by June 2020 to give effect to the District Plans. The remaining 15 councils are on track to update their Local Environment Plans by June 2021. Further updates to LEPs may</p>

New South Wales Statement of Assurance – NHHA 2018-19

National housing priority policy areas	Initiative	Milestones	Update
<p><b>A2.(b) Community housing support</b></p> <p><b>A2.(a) Social housing</b> that is:</p> <p>ii. responsive to the needs of tenants</p>	<p><b>Management Transfers</b></p> <p>Transfer management of approximately 14,000 public housing properties to the non-government sector.</p>	<p>The transfers commenced in 2018 with properties in the service packages expected to be transferred by 2019.</p>	<p>be required as housing and other strategies are finalised.</p> <p>On 2 September 2019 the final package successfully went live.</p> <p>Management of approximately 14,000 properties in nine service packages across four DCJ Districts were progressively transferred.</p>
<p><b>A2.(a) Social housing</b> that is:</p> <p>i. utilised efficiently and effectively</p> <p>iv. responsive to the needs of tenants</p>	<p><b>Service Improvement Initiatives</b></p> <p>Provide more opportunities, support services and incentives to improve the social housing experience and assist people to avoid or exit social housing.</p> <p>Expansion of a range of private market rental assistance products to provide alternative safe and affordable accommodation options and greater locational choice for clients to increase their capacity to sustain private rental tenancies during and after a period of support to avoid homelessness and to reduce reliance on the social housing system.</p>	<p>Service Improvement Initiatives includes a wide range of initiatives, including private market assistance, place plans and scholarships.</p> <p>A suite of private market assistance products and programs, funded through Future Directions to June 2020 are currently being delivered or piloted, and scoping for new products is also underway. Rent Choice Start Safely, Rent Choice Youth and Rent Choice Veterans are in implementation and Rent Choice Transition was in pilot phase to September 2018.</p>	<p>Rent Choice consists of the following products:</p> <ul style="list-style-type: none"> <li>• Rent Choice Start Safely</li> <li>• Rent Choice Youth</li> <li>• Rent Choice Veterans</li> <li>• Rent Choice Assist Trial</li> <li>• Rent Choice Transition Pilot</li> <li>• Deeper Subsidy</li> <li>• Moderate Income</li> </ul>
<p><b>A2.(a) Social housing</b> that is:</p> <p>i. utilised efficiently and effectively</p>	<p><b>Social and Affordable Housing Fund (SAHF)</b></p> <p>Delivery of new social and affordable housing dwellings linked</p>	<p>In 2017 the SAHF tender was finalised. It was the first transaction of its kind in Australia, and resulted in 5 registered community housing</p>	<p>Dwelling delivery is underway.</p> <p>In January 2019 the second procurement was finalised, with 4 contracts awarded to successful</p>

National housing priority policy areas	Initiative	Milestones	Update
<p>ii. responsive to the needs of tenants</p> <p>iii. appropriately renewed and maintained</p> <p>iv. responsive to demand</p> <p><b>A2.(b) Community housing support</b></p> <p><b>A2.(c) Affordable housing</b></p>	<p>to tailored support coordination designed to assist social housing households to achieve greater independence.</p>	<p>providers being awarded contracts to deliver access to social and affordable housing throughout NSW.</p>	<p>bidders, taking the total number to 3,480 social and affordable dwellings expected to be delivered through the SAHF by 2023.</p> <p>Dwelling delivery is underway across the SAHF.</p> <p>As at 30 September 2019, 667 SAHF dwellings have been delivered with 37% of those in regional areas.</p>
<p><b>A2.(a) Social housing</b> that is:</p> <p>i. utilised efficiently and effectively</p> <p>ii. responsive to the needs of tenants</p> <p>iii. appropriately renewed and maintained</p> <p>iv. responsive to demand</p>	<p><b>Strong Family, Strong Communities</b></p> <p>Strong Family, Strong Communities is the ten-year plan (2018-2018) delivered by the Aboriginal Housing Office (AHO) to improve the well-being of NSW Aboriginal families and communities through housing. It is underpinned by four pillars:</p> <ol style="list-style-type: none"> <li>1. improving how the AHO uses its asset portfolio</li> <li>2. improving the social housing experience for Aboriginal families</li> <li>3. strengthening and growing a sustainable Aboriginal Community Housing sector</li> </ol>	<p>Increasing the access and uptake of private rent products.</p> <p>100 new home ownership opportunities.</p>	<p>Release of the Implementation Plan for Strong Family, Strong Communities 2019–2022.</p> <p>The Implementation Plan will support other plans including:</p> <ul style="list-style-type: none"> <li>• Future Directions for Social Housing in NSW</li> <li>• NSW Homelessness Strategy 2018–2023</li> <li>• OCHRE — the NSW Government Aboriginal Affairs plan</li> <li>• The Refreshed Closing the Gap Framework</li> <li>• Aboriginal Prosperity Framework</li> </ul> <p><a href="https://www.ahonsw.gov.au/download?file=669563">https://www.ahonsw.gov.au/download?file=669563</a></p>

New South Wales Statement of Assurance – NHHA 2018-19

National housing priority policy areas	Initiative	Milestones	Update
	4. planning and evaluating the AHO's programs for continuous improvement.		

NEW SOUTH WALES HOUSING STRATEGY

Priority cohorts	Initiative	Action and key dates	Update
<p><b>All homelessness priority cohorts</b></p>	<p>Build on understanding of overcrowding as a form of homelessness, the factors leading to it, and explore ways to identify and link people to services.</p>	<p>2018/19 conduct a Roundtable into overcrowding</p>	<p>September 2018 forum conducted. Australian Housing and Urban Research Institute was commissioned to undertake further research.</p>
	<p>Increase early intervention tenancy supports through localised real estate engagement projects to help maintain tenancies in the private rental market.</p>	<p><b>DVNSW: Safer Homes, Stronger Communities (SHSC)</b> SHSC is working with domestic and family violence services and real estate agents in NSW to develop good practice to assist women and families to access safe and affordable housing in the private rental market.</p>	<p>Project Manager recruited. Research into current good practice and review existing tools and resources is occurring. Governance established. Project plan and program logic with clear deliverables is in place. Strong consultation strategy developed and occurring.</p>
		<p><b>Yfoundations: Trauma Informed Property Management Training Program – Foot in the Door</b> The primary activity in this initiative is delivering more Trauma Informed Property Management workshops that can be rolled out across districts for Real Estate Agencies.</p>	<p>Face to face training to real estate agents is being rolled out. Strong consultation with Rent Choice Youth officers to convert properties to tenancies. Continue to establish key relationships (SHS, Aboriginal, REINSW).</p>

New South Wales Statement of Assurance – NHHA 2018-19

Priority cohorts	Initiative	Action and key dates	Update
			<p>Yfoundations will conduct a further 5 workshops across 5 districts.</p>
	<p>Support and encourage financial institutions, including telecommunications and energy companies, to offer information on a full suite of Commonwealth and state supports for their customers who are experiencing financial hardship.</p>	<p>2018/19 conduct Financial Hardship forum</p>	<p>Forum conducted January 2019.</p> <p>NCOSS engaged to progress actions arising from forum.</p> <p>Review in progress of financial hardship products across DCJ for upload onto Service NSW 'Cost of Living Platform.</p> <p>Review in progress to improve DCJ policies and response to clients in financial hardship.</p>
	<p>Build on the successes of Supported Temporary Accommodation models and complete a Temporary Accommodation framework in order to ensure the appropriate support options are available for people requiring crisis accommodation to enable them to transition to long-term housing.</p>		<p>Providers have implemented service models.</p>
	<p><b>Human Services Outcomes Framework (HSOF) application for homelessness</b></p>	<p>Develop the Human Services Outcomes Framework (HSOF) application for homelessness, including introducing cross-agency requirements for reporting on homelessness outcomes.</p>	<p>In 2018/19 a set of core client outcomes and indicators for DCJ clients was developed. These specified the data required to report on outcomes.</p>

New South Wales Statement of Assurance – NHHA 2018-19

Priority cohorts	Initiative	Action and key dates	Update
	<p><b>Commissioning Specialist Homelessness Services (SHS) for Outcomes</b></p> <p>New South Wales is seeking to shift the emphasis in the contracting environment from the services a provider will offer to the outcomes they achieve for their clients.</p> <p>To support an outcomes-based approach, a new quality system will be implemented over the next 5 years.</p>	<p>Develop a whole-of-system homelessness dashboard to improve transparency of funding and outcomes.</p> <p>Dashboard in 2018/19</p> <p>2018/19 – develop outcomes framework and commence pilot</p> <p>2018/19 - 2019/20 – consultation and planning with providers to inform new contracts in 2020</p>	<p>September 2019 an outcomes framework pilot project was completed.</p> <p>Services have begun to achieve Australian Service Excellence Standards accreditation.</p> <p>Due to contract continuation from 2020 – 2021, this period will be used to progress work on the SHS Outcomes Framework, including:</p> <ul style="list-style-type: none"> <li>• review of Outcomes Based Contracting Pilot evaluation report</li> <li>• refinement of SHS Outcomes Framework</li> <li>• further testing of indicators, tools and reporting formats</li> <li>• development of learning and development activities for the sector on the Outcomes Framework.</li> </ul> <p>New contracts from 2021 will embed the Outcomes Framework and</p>



New South Wales Statement of Assurance – NHHA 2018-19

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	<p><b>NSW Homelessness Strategy Evaluation Framework – 1 July 2018- 30 June 2023</b></p> <p>Undertake a robust evaluation of the Strategy, identifying where initiatives are effective, reviewing implementation and scaling up as appropriate through the term of the Strategy.</p>	<p>The Homelessness Strategy evaluation will synthesise and interpret findings from individual program evaluations to determine the overall impact of the Strategy. The evaluation will be comprised of three inter-related components:</p> <ul style="list-style-type: none"> <li>• An assessment of individual program evaluations to determine which of the programs worked, for whom and why.</li> <li>• Synthesis of evaluation findings across multiple programs to identify common elements of successful programs and evidence of changes to the service system.</li> <li>• Analysis of client pathways and the contribution of nominated programs to meeting the Strategy objectives.</li> </ul> <p>The effectiveness of interventions for particular target groups will be considered within the context of the national and international evidence base to develop recommendations</p>	<p>commence setting of baselines using outcomes data.</p> <p>The Strategy evaluation is scheduled to be conducted over an 18 month period, between mid-March 2020 and early September 2021.</p>

Priority cohorts	Initiative	Action and key dates	Update
		<p>for the future design and delivery of homelessness services.</p> <p>The evaluation will also consider the influence of the broader context in supporting and hindering change, and the extent to which outcomes are related to program and/or external factors.</p>	
	<p>Improve the way we work with people on the frontline, building on current customer service and staff capability development initiatives, with an initial focus on delivering trauma-informed care and Aboriginal cultural capability training available to all DCJ staff and NGO services delivered in multiple locations across NSW.</p>	<p>This initiative is now the Industry Partnership. It is a collaboration between the three NSW peak bodies for Specialist Homelessness Services (SHSs) – Domestic Violence NSW, Yfoundations and Homelessness NSW.</p> <p>In September 2019, the Industry Partnership launched its new Learning and Development Framework.</p>	<p>Aboriginal cultural capability training commenced in:</p> <ul style="list-style-type: none"> <li>• 2018 for DCJ staff</li> <li>• September 2019 for homelessness agency staff.</li> </ul>
	<p><b>Specialist Homelessness Services (SHS)</b></p> <p>SHS and related initiatives provide a client-centred response, with services designed around the needs of the individual client's circumstances, experiences and choices. Some services are funded to provide support to specific cohorts.</p>	<p>Existing services are contracted to 30 June 2020.</p>	<p>A 1 year contract continuation period from July 2020 to June 2021, has been announced.</p>

New South Wales Statement of Assurance – NHHA 2018-19

Priority cohorts	Initiative	Action and key dates	Update
	<p><b>Link2home</b></p> <p>State-wide information and referral telephone service which operates 24 hours a day, seven days a week. Link2home provides information, assessment and referral to specialist homelessness services, temporary accommodation and other appropriate services for people who are homeless or at risk of homelessness.</p>	<p>This is an existing initiative.</p>	<p>N/A</p>
	<p><b>Sustaining Tenancies in Social Housing (STSH)</b></p> <p>The Sustaining Tenancies in Social Housing (STSH) program is an initiative under the NSW Homelessness Strategy 2018-2023.</p>	<p>Take action to sustain existing tenancies in social housing through local strategies to deliver intensive person-centred support and case management to address a range of complex needs such as mental health and alcohol and other drug issues.</p> <p>The initiative is funded for \$10.6 million over four years—with the initial funding for two pilot sites commencing in April 2019.</p> <p>The objectives of the STSH are to enhance local service system capacity to support new or existing at-risk tenancies in order to:</p>	<p>Pilot sites are operational in Murrumbidgee (Albury and Griffith) South West Sydney (Macquarie Fields).</p> <p>The baseline evaluation report's formative findings are that there have been some positive outcomes for clients in overcoming barriers to tenancy sustainment, but increasing caseload and impacts on service delivery is an emerging issue, as well as the ability to identify and engage services for clients using the limited brokerage funding.</p>

New South Wales Statement of Assurance – NHHA 2018-19

Priority cohorts	Initiative	Action and key dates	Update
		<ul style="list-style-type: none"> <li>• sustain their tenancies—by avoiding and reducing tenancy breaches over a 12-month support period</li> <li>• enhance tenant capacity to manage their tenancies independently beyond the 12-month support period</li> <li>• reduce the resource and expenditure impost on Housing NSW and other NSW government funded agencies resulting from tenancy failure</li> </ul> <p>2018/19 – 2019/20 - Supports to existing social housing tenants</p> <p>2020/21 – 2021/21 – supports to new social housing tenants</p> <p>18/19 – 2021/22 – Sustaining Tenancies in Social Housing</p> <p>Case management for 640-800 STSH tenancies, with 85% engagement target and reduced exits from social housing</p>	
	<p><b>Next STEP</b></p> <p>Based on the Supported Transition and Engagement Program (STEP),</p>	<p>Next STEP will engage clients placed in temporary accommodation</p>	<p>DCJ is leading the commissioning approach for this initiative, which is</p>

New South Wales Statement of Assurance – NHHA 2018-19

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	<p>Next STEP is designed to assist newly housed clients sustain their tenancy with short term intervention support and case management.</p>	<p>and support their transition into long term housing.</p> <p>Next STEP delivers a psychosocial model of care that includes tenancy management and employment support. The program also provides essential services to reduce isolation and build client community engagement.</p>	<p>required to be operational by 1 July 2020.</p>
	<p><b>Assertive Outreach</b></p> <p>Assertive Outreach (AO) is a way of engaging proactively and purposefully with people such as street sleepers who would not necessarily interact with support services.</p> <p>AO services engage homeless people in locations they frequent, such as train stations, bus stops, streets, alleys, bridges and overpasses. Street-based outreach enables workers to respond directly and immediately to a persons' needs by bringing services to people rather than waiting for individuals to come to services on their own.</p>	<p>The AO expansion involves \$10.7 million of funding over three years to expand AO into high risk areas in metropolitan and regional NSW, with pilots in Newcastle and Tweed Heads.</p> <p>The NSW Government has developed an Assertive Outreach model that involves the following four components:</p> <ul style="list-style-type: none"> <li>• Outreach</li> <li>• Assessment</li> <li>• Stabilisation</li> <li>• Post-placement support</li> </ul>	<p>As at 8 November 2019 the Tweed and Hunter Outreach teams have completed a number of outreach patrols and assisted rough sleepers into temporary accommodation and long term housing.</p>

New South Wales Statement of Assurance – NHHA 2018-19

Priority cohorts	Initiative	Action and key dates	Update
<p><b>Children and young people</b></p>	<p><b>The Universal Screening and Supports (USS)</b> Expand the use of universal screening tools in schools to identify young people at risk of homelessness</p>	<p>The USS program is an initiative under the NSW Homelessness Strategy 2018-2023.</p> <p>The initiative is funded for \$4.7 million over four years—with the initial funding for two pilot sites commencing in January 2019.</p> <p>The approach, based on the Geelong Project model in Victoria, aims to identify at risk students in years 7-12 providing them with various levels of support, thus preventing them from disengaging early from school and entering into homelessness. The USS model is place based and draws on a community of schools and services (COSS) model by engaging youth support providers, health and mental health providers, local government and government agencies to identify and support vulnerable young people and their families</p> <p>2018/19 - Planning, procurement and establishment of the program</p> <p>The objectives of the USS program are to:</p> <ul style="list-style-type: none"> <li>• reduce youth homelessness: identified as the proportion of</li> </ul>	<p>In August 2019 the Secretaries for DCJ and Education endorsed the MOU.</p> <p>In August 2019 screening of students took place in Albury. 1800 students completed the survey.</p> <p>In Term 1, 2020 screening is expected to take place in Western Sydney and again in Albury.</p>

New South Wales Statement of Assurance – NHHA 2018-19

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		<p>USS program participants that present as homeless within the SHS system</p> <ul style="list-style-type: none"> <li>reducing early school leaving: identified as the proportion of program participants that leave school before completing year 12 and without enrolling in another education program or commencing employment</li> </ul>	
	<p><b>Premier's Youth Initiative</b></p>	<p>This pilot initiative aims to divert up to 446 young people leaving Out-of-Home Care from entering the homelessness service system via a combination of personal advice, education and employment mentoring, transitional support and subsidised accommodation</p>	<p>Pilot will continue until June 2021. Evaluation planned for October 2020</p>
	<p><b>Homeless Youth Assistance Program (HYAP)</b></p> <p>HYAP reconnects young people aged 12 to 15 years with carers and family, where safe</p>	<p>The HYAP funds non-government organisations to deliver support and accommodation models for unaccompanied children and young people aged 12 to 15 years who are homeless or at risk of homelessness.</p>	<p>This is an existing program.</p>
	<p><b>New Foyer</b></p> <p>New Foyer offers places to out of home care leavers</p>	<p>Provide access to education and accommodation for young people through a Youth Foyer social impact</p>	<p>In late 2018 demolition of site where Youth foyer is to be constructed began.</p>

New South Wales Statement of Assurance – NHHA 2018-19

Priority cohorts	Initiative	Action and key dates	Update
<b>Indigenous Australians</b>	Strengthen service responses, building on the <i>Strong Families, Strong Community Aboriginal Housing Strategy</i>	investment, to be evaluated for expansion. One purpose-built Youth Foyer site located in central Sydney will be delivered, offering young OOHLC leavers a safe and affordable place to live while they engage in education, training and employment	In early 2021 services scheduled to begin. Youth Foyer social impact investment to be evaluated for expansion.  Commenced in 2018 for completion 2022. Range of initiatives currently in progress. The priority programs are: <ul style="list-style-type: none"> <li>• sector investment to strengthen and grow Aboriginal Housing Providers</li> <li>• initiatives to improve client outcomes through cross agency support service provision.</li> </ul>
<b>Older people</b>	Deliver targeted social housing options for older women in 4 to 5 locations, to be evaluated for expansion.	Improve the availability and appropriateness of accommodation to sustain tenancies.  Commences 2019/20	N/A
<b>People exiting institutions and care into homelessness</b>	Identify opportunities to use social impact investment to complement the identified focus areas and actions under the <i>NSW Homelessness Strategy</i>	Aim for services to commence mid 2019	In September 2019 the <i>Home and Healthy</i> program commenced linking people exiting health services and at risk of homelessness with support. See below for more information.



New South Wales Statement of Assurance – NHHA 2018-19

Priority cohorts	Initiative	Action and key dates	Update
	<p><b>Sustaining Tenancies and Social Housing (STSH)</b></p> <p>The Sustaining Tenancies in Social Housing (STSH) program is an initiative under the NSW Homelessness Strategy 2018-2023.</p>	<p>Take action to sustain existing tenancies in social housing through local strategies to deliver intensive person-centred support and case management to address a range of complex needs such as mental health and alcohol and other drug issues.</p>	<p>See update in “All priority cohorts”.</p>
	<p><b>Multi-agency Framework for Transition Planning to Prevent Homelessness</b></p> <p>NSW Departments DCJ, Justice and Health to use the Multi-agency Framework for Transition Planning to Prevent Homelessness to review current exit planning policies and best practice in exit planning</p>	<p>Review Framework (May 2019)</p> <p>Develop cross agency Action Plans (Aug 2019)</p> <p>Final Framework and action plans endorsed by agency executives (Dec 2019)</p>	<p>Review of “No Exits into Homelessness” Framework complete.</p> <p>Cross agency cohort based action plans complete.</p> <p>Feedback from peak/sector representatives obtained and incorporated.</p>
	<p><b>New Foyer</b></p> <p>New Foyer offers places to out of home care leavers</p>	<p>Provide access to education and accommodation for young people through a Youth Foyer social impact investment, to be evaluated for expansion.</p> <p>One purpose-built Youth Foyer site located in central Sydney will be delivered, offering young OOHC leavers a safe and affordable place to live while they engage in education, training and employment</p>	<p>See update in “Children and young people.”</p>

New South Wales Statement of Assurance – NHHA 2018-19

Priority cohorts	Initiative	Action and key dates	Update
	<p>Improve health and housing outcomes for people experiencing homelessness by increasing their access to quality health care by building on current models delivered through St Vincent's Hospital and the Boston Health Care for the Homeless Program.</p>	<p>On 1 July 2019 the initial phase (first year) of the Home and Healthy referral intake commenced in Local Health Districts (LHD) of Sydney LHD, South Eastern Sydney LHD and St Vincent's Hospital Sydney.</p> <p>From 1 July 2021 the second phase will expand to South Western Sydney and Western Sydney LHD's.</p> <p>The Home and Healthy program aims to support participants to enter and sustain permanent housing, ensure access to mental and physical health supports, reduce social isolation and equip them to live independently in the community. For many participants, personal goals will also include improved capacity for workforce participation, and/or diversion from entering or transition out of the social housing system. The program will see approximately 1200 people receive support over the 6 year term of the social impact investment contract.</p> <p>DCJ and the NSW Treasury's Office of Social Impact Investment are committed to robust evaluation of all social impact investments, so that the NSW Government can build the</p>	<p>The NSW Homelessness Strategy allocated \$6.9m for co-located homeless-health services. This funding has been combined with \$3.8m funding for assertive outreach to provide an end to end model with increased health capability. This means that health services will be available to people at multiple stages of engagement, and will include health services.</p> <p>Home and Healthy program – DCJ has contracted Mission Australia through social impact investment – outcomes based funding mechanism to reduce the prevalence and impacts of homelessness for adults exiting health facilities in NSW. An independent evaluation is being procured, commencing March 2020.</p>

New South Wales Statement of Assurance – NHHA 2018-19

Priority cohorts	Initiative	Action and key dates	Update
	<p>Continue to implement the Supported Transition and Engagement Program (STEP) to provide an additional 120 housing places for rough sleepers across NSW over the next four years, with wraparound support based on Housing First principles</p> <p><b>Housing Outreach and Support Team (HOST)</b></p> <p>HOST is an assertive outreach to rough sleepers to give them to access accommodation and support.</p> <p>A key feature of current assertive outreach services is collaboration on the streets between DCJ and the local Health Districts and St Vincent's Hospital.</p> <p>Increase access to Alcohol and other Drugs services for people experiencing homelessness by providing clear pathways and links into appropriate housing options to improve health and housing outcomes following treatment.</p>	<p>evidence base of what works to achieve outcomes.</p> <p>Underway</p> <p>Underway</p> <p>2018/19 – develop transition planning guidelines with Health</p>	<p>See update in <i>All homelessness priority cohorts</i></p> <p>HOST is now located in Sydney, Tweed Heads and Newcastle.</p> <p>The objectives of the AOD Pathways project are being met through the department's best-practice approaches to responding to AOD issues in the client base.</p> <p>These responses are implemented both in direct delivery and</p>

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<p><b>Reforms and initiatives that contribute to a reduction in the incidence of homelessness</b></p>	<p>Commission actuarial analysis of pathways into homelessness to inform investment in 2019/20 and onwards.</p>	<p>Data custodian approval from 9 agencies. Ethics approval from 4 committees. Data linkage through CHeReL. Data analysis (Nov 2019). Final report (Feb 2020).</p>	<p>commissioned services including through:</p> <ul style="list-style-type: none"> <li>• HOST and the assertive outreach expansion</li> <li>• Sustaining Tenancies and the Tenancy Management Pilot</li> <li>• Responses to Antisocial Behaviour in Public Housing</li> <li>• STEP and Next STEP</li> </ul> <p>Renewal of the Housing and Mental Health Agreement.</p>
<p><b>Women and children affected by family and domestic violence (FDV)</b></p>	<p><b>NSW Domestic Violence Line</b> The Domestic Violence Line is a state wide telephone crisis counselling and referral service for women and persons who identify as female. The DV Line provides counselling, information and referral to other services.</p>	<p>This is an existing initiative.</p>	<p>N/A</p>

New South Wales Statement of Assurance – NHHA 2018-19

Priority cohorts	Initiative	Action and key dates	Update
	<p><b>Start Safely Subsidy</b></p> <p>Start Safely provides assistance to people experiencing homelessness as a result of domestic and family violence to secure private rental accommodation so that they don't have to return to the violent situation, or remain homeless.</p>	<p>This is an existing program.</p>	<p>N/A</p>
	<p>Increase core and cluster accommodation for families experiencing FDV, to be evaluated for expansion</p>		<p>Work is underway to progress Core and Cluster sites.</p>
	<p>Increase options for women and children experiencing FDV to stay safe at home.</p> <p><b>Staying Home Leaving Violence (SHLV)</b> program supports victims of domestic and family violence through promoting housing stability and focusing on preventing homelessness in victims.</p> <p>The SHLV service model is based on early intervention and prevention principles, with case management activities focusing on preventing women and families from becoming homeless as a result of DFV.</p>	<p>A 2015 independent evaluation conducted by the University of NSW (UNSW) found that the SHLV program is successful in achieving housing stability for women and children affected by DFV, with 93.3% of clients living in safe long-term accommodation at program exit.</p> <p>The majority (87%) of clients reported an improvement in their feeling of safety at home by the time they exited the SHLV program, and 83% of clients felt that their children were safer as a result of SHLV.</p>	<p>Expansion of the SHLV program to five new sites is a key priority under the NSW Homelessness Strategy 2018-2023, contributing to the strategic direction relating to identifying risks early and taking action to prevent homelessness.</p> <p>The five new sites of Griffith, Albury, Coonamble/Walgett, Port Stephens and Richmond Valley were selected following an analysis of crime statistics and census data, mapping locations of existing domestic and family violence services and consultation with key stakeholders including DVNSW, Women NSW and FACS Districts.</p>

New South Wales Statement of Assurance – NHHA 2018-19

Priority cohorts	Initiative	Action and key dates	Update
			<p>There are 33 now sites in operation across NSW.  <a href="https://www.facs.nsw.gov.au/provide-rs/funded/programs/DFV/staying-home-leaving">https://www.facs.nsw.gov.au/provide-rs/funded/programs/DFV/staying-home-leaving</a></p>