

NSW Statement of Assurance – National Housing and Homelessness Agreement (NHHA) 2019-20

Purpose of this reporting template

This 2019-20 Statement of Assurance (SoA) reporting template contributes to achieving stated outcomes under the NHHA, including the following clauses:

- 15(f) Improved transparency and accountability in respect of housing and homelessness strategies, spending and outcomes.
- 23(b) Commonwealth monitoring and assessing performance under this Agreement to ensure that the outputs are delivered within agreed timeframes;
- 25(c) States providing evidence of the delivery of outputs as set out in Part 4 – Performance Monitoring and Reporting.

Counting rules:

Counting methodologies where applicable to be consistent with input you would provide for the *Report on Government Services* for housing expenditure and homelessness expenditure. This includes:

- Grants and subsidies are excluded from public housing and SOMIH expenditure data but are included in data for capital expenditure on social housing.
- Expenditure under the National Partnership Agreement for Remote Indigenous Housing or any subsequent remote housing agreement are included or excluded for each state as would be consistent with that state's reporting for table 18A.1 of the *Report on Government Services*.
- Expenditure for individual housing programs and initiatives are included or excluded for each state as would be consistent with that state's reporting for table 18A.1 of the *Report on Government Services*.

All social housing expenditure includes expenditure on public housing, SOMIH, community housing, Indigenous community housing, transitional housing and grants to community housing. Expenditure for SHS agencies, other homelessness services and home purchase assistance is excluded from this line.

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Requirement	Evidence	Key changes/ reasons for variation between allocated and actual expenditure in 2019-20
2019-20 funding and expenditure	State-own forecast expenditure (excluding NHHHA) for 2019-20	NHHHA funds spent in 2019-20
Clause 37(a) – Actual Commonwealth and state-own funding and expenditure in respect of the social housing and homelessness sectors for financial year 2019-20		
Housing total	\$1,559.2 million	\$1,402.1 million
Public housing (total including maintenance)	\$962.3 million	\$912.5 million
Public housing Maintenance	\$271.5 million	\$308.4 million
State owned and managed Indigenous housing (SOMIH) (total including maintenance)	\$49.0 million	\$49.0 million
SOMIH Maintenance	\$21.4 million	\$21.4 million
All social housing #	\$193.2 million	\$145.7 million
Capital expenditure	\$354.8 million	\$294.9 million
Homelessness total	\$209.3 million	\$195.9 million
		\$204.7 million

The 2019-20 financial data requirements for the NHHHA SoA have been revised to align more to the Report on Government Services (RoGS) provided to the Productivity Commission. As a result, the forecast expenditure for 2019-20 has been revised from \$862.2m to \$1559.2m, aligning to the counting rules set under the 2019-20 NHHHA SoA. The Forecast expenditure of \$862.2m submitted as part of the 2018-19 NHHHA SoA only includes capital expenditure and maintenance costs.

Note: as per RoGS the expenditure figures exclude grants and subsidies.

Variance mainly due to lower than budgeted expenditure on public housing by LAHC.

Higher expenditure due to higher number of vacant properties, plus the unbudgeted NSW Government's deep cleaning stimulus.

Lower actual expenditure is mainly due to timing issues associated with Social and Affordable Housing Fund.

Lower expenditure mainly due to slippages in the new supply program, however future years are expected to reflect increases in new supply expenditure.

Note: 2019-20 actual expenditure includes initiatives that were not reflected in the Homelessness RoGS submission.

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				The figures reported are aggregates across multiple program areas which include a range of service responses: early intervention & prevention, rapid rehousing, crisis and transitional accommodation and intensive responses for clients with complex needs.
Requirement	Evidence			Key changes/ reasons for variation between allocated and actual expenditure in 2019-20
2019-20 funding and expenditure	State-own forecast expenditure (excluding NHHHA) for 2019-20	State-own actual expenditure (excluding NHHHA) in 2019-20	NHHHA funds spent in 2019-20	
Clause 37(a)(i) - Actual Commonwealth and state-own homelessness expenditure by each of the national priority homelessness cohorts for financial year 2019-20				
a. Women and children affected by family and domestic violence	Not available	\$77.1 million	\$80.7 million	These estimates have been derived from Specialist Homelessness Services client data and the number of days of support provided to clients in each cohort. As Specialist Homelessness Services client data for each financial year is not currently available from the Australian Institute of Health and Welfare until December following each financial year, New South Wales has derived these breakdowns using AIHW 2018-19 data. The method utilised allocates expenditure based on the total number of days of support for each 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. Expenditure on cohorts reported in this way will sum to an amount much higher than actual total expenditure because of clients being in multiple cohorts. This method is expected to be the best proxy measure of the complexity and effort associated with each client and therefore the expenditure on each client and cohort.
b. Children and young people	Not available	\$102.3 million	\$107.1 million	
c. Indigenous Australians	Not available	\$58.1 million	\$60.8 million	
d. People experiencing repeat homelessness	Not available	\$13.7 million	\$14.3 million	
e. People exiting institutions and care into homelessness	Not available	\$12.3 million	\$12.9 million	
f. Older people	Not available	\$13.5 million	\$14.2 million	

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Requirement	Evidence	
Estimated 2020-21 funding and expenditure	State-own funding allocation (excluding NHHAA) for 2020-21	Estimated NHHAA funds to be allocated in 2020-21
Housing total	\$1,590.4 million	\$261.3 million
Public housing (total including maintenance)	\$884.6 million	\$41.7 million
Public housing maintenance	\$270.9 million	\$0
State owned and managed Indigenous housing (SOMIH) (total including maintenance)	\$52.7 million	\$0
SOMIH maintenance	\$22.6 million	\$0
All social housing #	\$192.2 million	\$146.5 million
Capital expenditure	\$460.8 million	\$73.1 million
Homelessness total	\$229.8 million	\$228.0 million

NSW Statement of Assurance – National Housing and Homelessness Agreement (NHHA) 2019-20

Requirement	Outcome in 2019-20	Evidence
(a) State/Territory has a publicly available housing strategy (or has been without a strategy for less than 18 months since July 2018)	Yes	https://www.facs.nsw.gov.au/about/reforms/future-directions
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	See Appendix 1	https://www.facs.nsw.gov.au/about/reforms/future-directions/about-future-directions/chapters/more-social-housing
iii) The housing strategy contributes to the housing priority policy areas	See Appendix 1	https://www.facs.nsw.gov.au/about/reforms/future-directions/about-future-directions/chapters/more-social-housing
(b) State/Territory has a publicly available homelessness strategy (or has been without a strategy for less than 18 months since July 2018)	Yes	https://www.facs.nsw.gov.au/about/reforms/homelessness
i) The homelessness strategy addresses the priority homelessness cohorts	See Appendix 2	See Appendix 2
ii) The homelessness strategy sets out reforms and initiatives that contribute to reducing the incidence of homelessness		
iii) The homelessness strategy incorporates the homelessness priority policy reform areas	See Appendix 2	https://www.facs.nsw.gov.au/about/reforms/homelessness
(c) State/Territory has contributed to the data improvement plan	Yes	NSW attended 2 HHDWG meetings and contributed and/or provided feedback to 7 out of sessions papers (as at Nov 2020). Most of the components of the NHHA Data Improvement Plan is being coordinated by the Data Development Working Group (DDWG), convened by the Australian Institute of Health and Welfare. NSW is represented on the DDWG and attended 3 meetings/teleconferences and provided responses to 9 out of sessions papers (as at Nov 2020).
(d) Match Commonwealth homelessness funding	Yes	As per clause 17 (e), NSW has matched Commonwealth homelessness (including homelessness SACS) funding set out in Table 2 in Part 5 – Financial Arrangements.

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	<p>As per clause 49, NSW has allocated additional funding from general commonwealth funding under this Agreement to address homelessness. Note that expenditure to prevent homelessness was also incurred in the social housing funding. Total expenditure for social housing and homelessness was \$2,081.6 million. Of this 77% (\$1,598 million) came from NSW and 23% (\$483.6 million) from the Commonwealth.</p>
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Appendix 1

NEW SOUTH WALES HOUSING STRATEGY

National housing priority policy areas	Initiative	2019/20 Update
<p>A2.(a) Social housing that is:</p> <ul style="list-style-type: none"> i. utilised efficiently and effectively ii. responsive to the needs of tenants iii. appropriately renewed and maintained iv. responsive to demand <p>A2.(b) Community housing support</p> <p>A2.(c) Affordable housing</p>	<p>Communities Plus</p> <p>Communities Plus is a 10 year redevelopment program.</p> <p>Small to medium scale mixed tenure packages.</p> <p>The program 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>Neighbourhood Renewal Project</p> <p>Sites also form part of the Communities Plus program.</p> <p>Under Neighbourhood Renewal more than 2,000 new social housing dwellings will be built delivering new mixed</p>	<p>The Land and Housing Corporation (LAHC) has completed 150 social housing homes across its various programs in 2019/20. This includes new social homes in Bass Hill, Guildford, Kingswood, Setton, Punchbowl, Belfield, Griffith, Padstow, South Granville and two seniors living complexes at Claymore.</p> <p>In addition to these projects LAHC completed its first mixed-tenure Neighbourhood Project at Glendale in Lake Macquarie.</p> <p>There are another thirteen Neighbour-hood Projects underway in Corrimal, two in Lane Cove, Lidcombe, Liverpool, North Parramatta, Padstow, Peakhurst, two in South Granville, Westmead, West Ryde and Wollongong which will deliver more than 210 new social homes and over 40 affordable dwellings.</p> <p>During 2019/20, LAHC issued 28 construction contracts worth \$126 million that will deliver 380 new social housing homes in its smaller redevelopment across NSW.</p> <p>LAHC continues to progress its major sites using Project Development Agreements (PDA), to redevelop a mixed community in Arncliffe that will deliver 180 social homes, complete the final \$6.5 million demolition works for the redevelopment of the Ivanhoe Estate in Macquarie Park in June 2020 in preparation for the delivery of 3,307 new dwellings including 954 social housing homes over a number of stages.</p> <p>LAHC also signed a PDA for the Telopea Urban Renewal Project with Frasers Property in December 2019 who, with Hume Community Housing providing the</p>

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National housing priority policy areas	Initiative	2019/20 Update
<p>A2.(f) Planning and zoning reform and initiatives</p>	<p>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>tenancy management and social support services for the project, will deliver 4,509 new dwellings including 740 social homes.</p> <p>For the Waterloo Redevelopment, Land and Housing Corporation lodged a planning proposal for Waterloo South with the City of Sydney on 12 May 2020 to advance the Waterloo Estate redevelopment process.</p>
	<p>District and Regional Plans</p> <p>District and Regional Plans for Sydney that consider housing supply and demand over the next 20 years.</p> <p>Set housing targets in each Local Government Area.</p> <p>Sydney councils to update Local Environment Plans within two years.</p>	<p>The Greater Sydney Commission (GSC) has issued 33 'Letters of Support' to councils across Greater Sydney advising each of the consistency of their draft Local Strategic Planning Statement (LSPS) with the Region Plan and relevant District Plan.</p> <p>Councils are now working to deliver their Local housing strategies which provide a robust basis for delivering the housing objectives of the Greater Sydney Region Plan and enable councils to update their local environment plan to give effect to the District Plans.</p> <p>Several funded councils have requested additional time to submit their Local Environmental Plans for finalisation beyond the 30 June 2020 deadline. Councils were afforded additional time to submit their Local Environmental Plans by 31 August 2020.</p> <p>The Department of Planning, Industry and Environment (DPIE) has developed a collaborative process that will involve the Department and other relevant agencies undertaking a robust assessment and working with councils to resolve any issues and proceed to approval in a timely manner.</p> <p>Draft housing target ranges have now been set for each council. As part of their local housing strategy councils must show how they can meet these indicative ranges for 6-10 year housing targets (2021-22 to 2025-26).</p>

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<p>A2.(b) Community housing support</p> <p>A2.(a) Social housing that is:</p> <ul style="list-style-type: none"> ii. responsive to the needs of tenants 	<p>Management Transfers</p> <p>Transfer management of approximately 14,000 public housing properties to the non-government sector.</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 Department of Communities and Justice (DCJ) Districts were progressively transferred.</p>
<p>A2.(a) Social housing that is:</p> <ul style="list-style-type: none"> i. utilised efficiently and effectively iv. responsive to the needs of tenants 	<p>Service Improvement Initiatives</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>The DCJ Scholarship program, delivered with the support of the Department of Education, assists young people living in social housing and in out-of-home care to complete their studies by offering \$1,000 to help with school expenses and other support services. In 2020, DCJ awarded 897 scholarships comprising of 341 returning students, 500 new students, and 56 students residing in natural disaster areas.</p> <p>The DCJ Place Plans Program (2015-20) was finalised in 2019/20. The program delivered a range of local, co-designed strategies in 30 social housing estates to over 19,000 tenants to improve tenant wellbeing, independence and improve their experience of social housing. Some Place Plan activities are continuing via District resources or other program and partner resources.</p> <p>The DCJ Opportunity Pathways program (2019-22) supports social housing tenants and their household members, Rent Choice recipients and applicants on the NSW Housing Register to gain and retain employment through access to tailored training and work opportunities. Opportunity Pathways is being delivered by eight service providers in all DCJ districts. In the first year of program delivery to 31 March 2020, 1,483 participants were recruited to Opportunity Pathways of whom 25% were Aboriginal and/or Torres Strait Islander and 28% had a disability. Of the 1,483 participants, 366 commenced employment and 164 achieved a 13-week employment outcome.</p> <p>The Rent Choice consolidation reform has been paused due to budgetary constraints, however elements of the consolidation work program are being considered on a case by case basis and implemented as planned, where they support business, program and consolidation objectives.</p>

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		<p>DCJ has invested over \$43 million to support over 6,338 households to access and maintain tenancies in the private rental through the suite of Rent Choice subsidies, including Start Safely (4,792), Youth (1,123), Veterans (22), Transition (15) and Assist (386).</p> <p>Existing and new clients were supported during the pandemic through NSW Government stimulus funds of \$20.02 million for additional rental subsidies to enable people to access or sustain private rental accommodation during this challenging times.</p>
<p>A2.(a) Social housing that is:</p> <ul style="list-style-type: none"> i. utilised efficiently and effectively ii. responsive to the needs of tenants iii. appropriately renewed and maintained iv. responsive to demand <p>A2.(b) Community housing support</p> <p>A2.(c) Affordable housing</p>	<p>Social and Affordable Housing Fund (SAHF)</p> <p>Delivery of new social and affordable housing dwellings linked to tailored support coordination designed to assist social housing households to achieve greater independence.</p>	<p>As of 30 September 2020, 1,347 of 3,485 dwellings have been delivered by registered community housing providers awarded contracts through SAHF tenders.</p> <p>All dwellings are tenanted or are being tenanted with 1,457 residents in SAHF dwellings as of 30 June 2020 (latest resident data). The SAHF is on target to deliver all dwellings by the end of 2023.</p>
<p>A2.(a) Social housing that is:</p> <ul style="list-style-type: none"> i. utilised efficiently and effectively ii. responsive to the needs of tenants iii. appropriately renewed and maintained iv. responsive to demand 	<p>Strong Family, Strong Communities</p> <p>Strong Family, Strong Communities is the ten-year Aboriginal Housing Strategy (2018-2028) delivered by the Aboriginal Housing Office (AHO) to improve the wellbeing of NSW Aboriginal families and communities through housing. It is underpinned by four pillars:</p>	<p>The AHO has completed 88 new Aboriginal housing homes across its programs, and refurbished a further 1,365 homes. To ensure homes better meet the needs of Aboriginal families - 52% of homes were installed with solar, and 19% of homes were installed with air conditioning to improve thermal comfort.</p> <p>Key achievements that deliver better outcomes for tenants and their families, include:</p> <ul style="list-style-type: none"> • 5 Aboriginal families own their home • 297 Aboriginal families in crisis supported through Services our Way

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National housing priority policy areas	<p>Initiative</p> <ol style="list-style-type: none"> 1. improving how the AHO uses its asset portfolio 2. improving the social housing experience for Aboriginal families strengthening and growing a sustainable Aboriginal Community Housing sector 4. planning and evaluating the AHO's programs for continuous improvement. 	<p>2019/20 Update</p> <ul style="list-style-type: none"> • 60 grants to support Aboriginal students to complete their tertiary studies • 5 Aboriginal apprenticeships supported in the construction sector <p>In addition, the AHO continues to support the Aboriginal community housing sector, with 18 providers now registered under NRSCCH, including 4 Local Aboriginal Land Councils.</p> <p>The AHO has commissioned insights to understand demand and projected change in needs for Aboriginal people and families, which inform the forward program of works.</p>
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Appendix 2

NEW SOUTH WALES HOUSING STRATEGY

Priority cohorts	<p>Initiative</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>2019/20 Update</p> <p>The Australian Housing and Urban Research Institute delivered the <i>Overcrowding and severe overcrowding: an analysis of literature, data, policies and programs</i> report (unpublished).</p> <p>The report has been shared with relevant DCJ areas (including Multicultural Services, Office of Senior Practitioner, Child Protection helpline and FACSIAR), NSW Customer Service and Multicultural NSW to build awareness and integration of the findings.</p>
All homelessness priority cohorts	<p>Increase early intervention tenancy supports through localised real estate engagement projects to help maintain tenancies in the private rental market.</p>	<p>DVNSW: Safer Homes, Stronger Communities (SHSC)</p> <p>In 2019-20 DCJ contracted Domestic Violence NSW to lead on the Safer Homes, Stronger Communities project. The project identified barriers in accessing private</p>

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Priority cohorts	Initiative	2019/20 Update
		<p>rentals for clients impacted by DFV, and researched good practice, existing tools, resources to inform the development of a model that:</p> <ul style="list-style-type: none"> • supports engagement with the specialist services, • identifies effective strategies to build real estate agents' understanding of DFV, and • addresses the issues facing tenants impacted by violence and trauma with the aim of understanding the best approaches to increase their housing options. <p>This work has informed the development of the "Safe Home Model" which is being developed and tested in six sites across NSW in 2020-21.</p> <p>Yfoundations: Trauma Informed Property Management Training Program – Foot in the Door</p> <p>In 2019-20 Yfoundations continued delivering face to face Foot in the Door Training to real estate agents across metropolitan and regional NSW.</p> <p>Following the introduction of social distancing rules however the Real Estate Institute of New South Wales was forced to cancel all roadshows from mid-March. This meant that only six face to face presentations were delivered in 2019-20.</p> <p>YFoundations moved training to a virtual live learning format to adapt to social distancing rules after March 2020.</p> <p>Five online webinars were delivered to the real estate industry, however Yfoundations reported that these were not as well attended as the face to face sessions.</p> <p>YFoundations also surveyed SHS providers and found that there was opportunity to increase engagement at a local level between SHS providers and real estate agents.</p>

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Priority cohorts	Initiative	2019/20 Update
	<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>The NSW Council of Social Service (NCOSS) project was completed in July 2020 which delivered reports on <i>Payday Lending and People at Risk of Homelessness</i> and a <i>Rapid Review of Short-term loans, gambling and homelessness</i>.</p> <p>The recommendations from these reports will be shared across DCJ, the Australian Securities and Investments Commission and presented at the 2021 Financial Inclusion Conference.</p> <p>This project is now complete, however BAU work will continue to:</p> <ul style="list-style-type: none"> • advocate for practices that support, rather than undermine, the financial wellbeing of all people in NSW • work with partners to identify opportunities to raise consumer awareness of the risks associated with Buy Now, Pay Later products • advocate for improved oversight and monitoring of the use of these, and emerging, Fintech products • build understanding of the link between ‘financial wellbeing or resilience’ and risk of homelessness • identify people in financial hardship early before they experience homelessness • identify opportunities for greater collaboration between organisations to improve early identification of people experiencing financial hardship. <p>An internal review of Temporary Accommodation (TA) was conducted with NSW Treasury and confirmed that the target groups for TA should not be reduced. The current allocation to Supported TA is assessed as providing the best balance between supported and ordinary TA.</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>	

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Priority cohorts	Initiative	2019/20 Update
	<p>Human Services Outcomes Framework (HSOF) application for homelessness</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 2019/20 and 2020/21 data linkage to facilitate cross-agency reporting on priority homelessness and other outcomes will be progressed.</p>
<p>Commissioning Specialist Homelessness Services (SHS) for Outcomes</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>Due to COVID-19 it was necessary to place these activities on hold from March 2020 to allow providers to focus on essential service delivery.</p> <p>As a result of COVID-19:</p> <ul style="list-style-type: none"> DCJ is now planning on undertaking key activities originally scheduled for earlier in 2020 (e.g. March-June 2020: consultation on the SHS outcomes framework, Personal Wellbeing Index rollout) within the contract continuation terms. DCJ is extending the date for all services to become Australian Service Excellence Standard (ASES) accredited to June 2024. <p>DCJ will use the contract continuation period from 2020-21 and 2021-22, to progress work on the SHS Outcomes Framework, including:</p> <ul style="list-style-type: none"> review of Outcomes Based Contracting Pilot evaluation report refinement of SHS Outcomes Framework further testing of indicators, tools and reporting formats development of learning and development activities for the sector on the Outcomes Framework. <p>New longer term contracts from 2022 will embed the Outcomes Framework and commence setting of baselines using outcomes data.</p> <p>Despite the impacts of COVID-19:</p>	

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Priority cohorts	Initiative	2019/20 Update
	<p>NSW Homelessness Strategy Evaluation Framework – 1 July 2018-30 June 2023</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>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>2019/20 Update</p> <ul style="list-style-type: none"> • Consultation and planning with providers to inform new longer term contracts will recommence in November 2020. • Services are continuing to achieve ASES accreditation. <p>The commencement of the overarching NSW Homelessness Strategy Evaluation has been postponed until July 2022 due to delays in the implementation and evaluation of programs under the Strategy. The overall timeframe for the evaluation remains unchanged, with the final evaluation report expected to be delivered in July 2023.</p> <p>A summary of findings from individual Homelessness Strategy program evaluation reports delivered up to early 2021 will be produced by FACSIAR in collaboration with program areas and Homelessness Strategy. Given the limited number of programs that will have individual evaluations underway by Year 3 (2021-22), and the different lengths of time programs will have been operational, internal reporting on evaluation insights is more appropriate than procuring an external evaluator to complete an interim evaluation.</p> <p>A broader literature and evidence review of 'what works', interviews with key stakeholders and economic analyses will not be completed at the mid-point.</p> <p>The changes to the evaluation approach were endorsed by the Monitoring Evaluation and Advisory Group (MEAG) at the 20 March 2020 meeting.</p> <p>While COVID-19 restrictions have impacted the Learning and Development Framework, the Industry Partnership has continued to roll out their framework and provide training to the sector. Training moved completely to online forums during the pandemic. The Learning and Development Framework also supported the rollout of training to the sector related to the guidelines for managing a pandemic, eg, PPE use.</p> <p>The Industry Partnership has also developed a package of training on trauma-informed care and Housing First responses, to support non-SHS & SHS providers of the Together Home program.</p>

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Priority cohorts	Initiative	2019/20 Update
	<p>Specialist Homelessness Services (SHS)</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 2021.</p> <p>In November 2020, DCJ and providers will commence a recommissioning process for new contracts due to start from 1 July 2021.</p>
	<p>Link2home</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>Sustaining Tenancies in Social Housing (STSH)</p> <p>The Sustaining Tenancies in Social Housing (STSH) program is an initiative under the <i>NSW Homelessness Strategy 2018-2023</i>.</p>	<p>In June 2020, \$4.5 million of additional funding was allocated to STSH.</p> <p>The funding will be used to expand the program for at risk social housing tenants in Southern NSW (Queanbeyan, Goulburn), Western NSW (Bathurst, Orange) and Nepean Blue Mountains (Penrith).</p> <p>Funding available for Sydney, South Eastern Sydney and Northern Sydney District, Newcastle and the Tweed area will be used to support people who were formerly</p>

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	<p>The objective of the program is 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>sleeping rough to ensure they do not return to homelessness.</p> <p>As at 31 August 2020 pilot sites in Murrumbidgee (Albury and Griffith) have:</p> <ul style="list-style-type: none"> • Referrals: 397 • Clients engaged and working with providers: 311 • Clients exited the program: 13 (11 of those positive exits) <p>As at 31 August 2020 South West Sydney (Macquarie Fields) have:</p> <ul style="list-style-type: none"> • Referrals: 477 • Clients engaged and working with providers: 292 • Clients exited the program: 4 (1 of those positive exits)
	<p>Next STEP</p> <p>Based on the Supported Transition and Engagement Program (STEP), Next STEP is designed to assist newly housed clients sustain their tenancy with short term intervention support and case management.</p> <p>Next STEP will engage clients placed in temporary accommodation and support their transition into long term housing.</p>	<p>Next STEP program has been absorbed into the new Together Home program in response to COVID-19.</p>
	<p>Assertive Outreach</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>As at the end of the 2019/2020 financial year (as at 3 July 2020), Tweed and Hunter Outreach teams have completed a number of outreach patrols and assisted rough sleepers into temporary accommodation and long term housing.</p> <p>Northern District – Tweed Heads (July 2019 - End of Financial Year 2020)</p> <ul style="list-style-type: none"> • Assertive Outreach patrols: 548 • Instances of engagement: 753

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Priority cohorts	Initiative	2019/20 Update
	<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 NSW Government has developed an Assertive Outreach model that involves the following four components:</p> <ul style="list-style-type: none"> • Outreach • Assessment • Stabilisation • Post-placement support 	<ul style="list-style-type: none"> • Number of people supported in Temporary Accommodation: 99 • Number of people housed: 53 • Number of tenancies sustained: 98% <p>Hunter District - Newcastle (August 2019 to End of Financial Year 2020)</p> <ul style="list-style-type: none"> • Assertive Outreach patrols: 468 • Instances of engagement: 449 • Number of people supported in Temporary Accommodation: 189 • Number of people housed: 100 • Number of tenancies sustained: 98% <p>A client focused Formative Evaluation is underway till mid-2021. A broader implementation (process) and outcome evaluation is expected to commence from October 2020 till mid 2022 following successful procurement.</p>
<p>Children and young people</p>	<p>The Universal Screening and Supports (USS)</p> <p>The USS program is an initiative under the <i>NSW Homelessness Strategy 2018-2023</i> to expand the use of universal screening tools in schools to identify young people at risk of homelessness.</p>	<p>Evaluation Plan finalised in March 2020.</p> <p>COVID-19 has impacted the roll out of screening in both Albury and Mt Druitt for 2020, and the implementation of the evaluation and stakeholder engagement.</p> <p>Screening in Albury undertaken in February 2020. Services currently supporting 180 students across three high-schools.</p> <p>Screening undertaken at Mt Druitt Dunheved campus in July 2020. Services currently supporting 41 students who were identified.</p> <p>Screening undertaken at Mt Druitt Campus in September 2020. Survey results currently being processed and analysed. Following this, identified students will be contacted and invited to participate in the program.</p>

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	<p>Initiative</p>	<p>2019/20 Update</p> <p>Social Policy Research Centre (SPRC) undertaking community engagement and consultation with Aboriginal communities in Albury and Mt Druit, prior to submitting an ethics application to the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS).</p>
	<p>Premier's Youth Initiative</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.</p> <p>Evaluation planned to commence late 2020</p>
	<p>Homeless Youth Assistance Program (HYAP)</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>The program design will be reviewed as part of the SHS re-commissioning process.</p>
	<p>New Foyer</p> <p>New Foyer offers places to out of home care leavers</p>	<p>Final contractual preparations for Foyer Central are underway in last quarter of 2020 with services due to commence in February 2021.</p> <p>Social Ventures Australia (SVA) due to commence capital raising activities for \$7mill bond investment from private investors.</p>

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	<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 OOHLC leavers a safe and affordable place to live while they engage in education, training and employment</p>	<p>Purpose built Foyer premise in Chippendale finalising completion and final fit out.</p>
<p>Indigenous Australians</p>	<p>AHO strengthened service responses, building on the <i>Strong Families, Strong Communities (SFSC) 10 year Aboriginal Housing Strategy</i></p> <p>Improve the availability and appropriateness of accommodation to sustain tenancies.</p>	<p>AHO Sustaining Aboriginal Tenancies Pilot, delivered in Batemans Bay and Grafton.</p> <p>AHO is working with local communities to better utilise homes to provide safe, secure housing options for Aboriginal families experiencing DFV.</p> <p>AHO Services our Way has supported Aboriginal people and families to sustain their tenancies and/or more effectively engage with homelessness and housing service providers.</p>
<p>Older people</p>	<p>Deliver targeted social housing options for older women in 4 to 5 locations, to be evaluated for expansion.</p>	<p>LAHC is delivering a building program to support the Premier's Priority to reduce street homelessness by 50% by 2025. The program will deliver 12 new generation boarding houses for older single women who are aged 55 years and above who are at risk of homelessness.</p> <p>These homes will be delivered through projects across the greater Sydney metropolitan area. The program recently expanded to the local government areas of Canterbury Bankstown, Cumberland, Blacktown, Penrith and Georges River.</p>

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<p>People exiting institutions and care into homelessness</p>	<p>Sustaining Tenancies and Social Housing (STSH) The Sustaining Tenancies in Social Housing (STSH) program is an initiative under the <i>NSW Homelessness Strategy 2018-2023</i>.</p>	<p>Home and Healthy Social Impact Investment 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. It 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. Home and Healthy services commenced in August 2019. Independent evaluation team and Independent certifier appointed mid-2020 and initial planning has commenced with both teams in preparation for activities to occur in 2020/21. DCJ and the Office of Social Impact Investment are working with Mission Australia to monitor progress of the program and impact of COVID-19 on service delivery and achievement outcomes.</p>
		<p>See update in “All priority cohorts”.</p>

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Priority cohorts	Initiative	2019/20 Update
	<p>Multi-agency Framework for Transition Planning to Prevent Homelessness</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>Delays in release of Framework and action plan due to COVID-19.</p> <p>The <i>No Exits from Government Services into Homelessness: a framework for multi-agency action 2020</i> was endorsed and published on DCJ website October 2020.</p> <p>Development of 2020/2021 Action plan is underway and will be monitored by the Homelessness Interagency group chaired by DCJ.</p>
	<p>New Foyer</p> <p>New Foyer offers places to out of home care leavers.</p>	<p>See update in "Children and young people".</p>
	<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>These responses are implemented both in direct delivery and commissioned services including HOST and Assertive Outreach expansion.</p>
	<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>DCJ has contracted NEAMI National and three community housing providers (Bridge Housing, Housing Plus, and Community Housing Limited) to deliver STEP.</p> <p>An evaluation of STEP is planned for December 2021.</p>

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Priority cohorts	Initiative	2019/20 Update
	<p>Homelessness Outreach Support Team (HOST)</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>The HOST in the Sydney, South Eastern Sydney and Northern Sydney District (SSESNS) have assisted more than 850 people formerly sleeping rough into long-term permanent housing since March 2017 and 82.47% of people have maintained their tenancies.</p> <p>Assertive outreach patrols and support to people sleeping rough in temporary accommodation was increased as part of the response to COVID-19.</p> <p>The SSESNS District has established coordinated responses for people sleeping rough across the District in partnership with homelessness services, local councils, health and other services.</p> <p>The SSESNS District has built on relationships with Local Health Districts and they are now participating in regular multi-disciplinary patrols.</p>
<p>Reforms and initiatives that contribute to a reduction in the incidence of homelessness</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>The objectives of the AOD Pathways project are being met through the Department's best practice approaches in responding to AOD issues in the client base.</p> <p>These responses are implemented both in direct delivery and commissioned services including:</p> <ul style="list-style-type: none"> • HOST and Assertive Outreach expansion • Sustaining Tenancies and the Tenancy Management Pilot • Responses to Antisocial Behaviours in Public Housing • STEP <p>An interim report (Phase 1) has been completed (unpublished). The report has been circulated internally to DCJ, Health and Education to develop an action plan to begin to address the key findings. This work will link directly with the action planning under the <i>No Exits from Government Services into Homelessness: a framework for multi-agency action 2020</i>.</p>

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		<p>The Pathways to Homelessness research links data from one of the most comprehensive datasets assembled related to homelessness in Australia, covering 600,000 people across Specialist Homelessness Services (SHS) and 16 other NSW services across Housing, Justice, Health, Education and Child Protection.</p> <p>The final report (anticipated early 2021) will link the interim report dataset with additional Commonwealth health (Medicare and Pharmaceutical Benefits Scheme) and welfare payments (Centrelink) datasets.</p>
	<p>NSW Domestic Violence Line</p> <p>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>Women and children affected by family and domestic violence (FDV)</p>	<p>Rent Choice Start Safely</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>The number of households assisted with Start Safely in 2019-20 was 4,792.</p> <p>The number of children assisted within Start Safely households in 2019-20 was 8,431.</p>
	<p>Increase core and cluster accommodation for families experiencing FDV, to be evaluated for expansion.</p>	<p>Construction of Griffith Core and Cluster site was completed in May 2020.</p> <p>Construction of the Orange Core and Cluster site is underway and is due to be completed by October 2020.</p> <p>Analysis is being undertaken to identify a suitable Core and Cluster site in Moruya.</p>

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	<p>Increase options for women and children experiencing FDV to stay safe at home.</p> <p>Staying Home Leaving Violence</p> <p>program supports victims of domestic and family violence through promoting housing stability and focusing on preventing homelessness in victims.</p> <p>The 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>Work is also being conducted to determine the feasibility of a fourth Core and Cluster site in Armidale.</p> <p>2019/20 Update</p> <p>The five new sites under the <i>NSW Homelessness Strategy 2018-2023</i> became fully operational in 2019-20 and are performing well. They are meeting their targets and funding agreements.</p> <p>Due to COVID-19 an audit was undertaken in early 2020 with all 33 SHLV services, including the five new SHLV services. The audit has shown SHLV providers are continuing to deliver critical services with workarounds in place, but would be better placed to support clients and staff in a COVID-19 environment if additional resources were made available.</p> <p>All 33 SHLV services have adjusted their service models to adapt to a COVID-19 environment and ensure women experiencing DFV are safe. Through the DFV Audit, providers have shared a range of innovative practices, including:</p> <ul style="list-style-type: none"> • using qualified teachers to provide online respite /teaching to children; • deploying staff within organisations to check in with past clients, recognising added pressure COVID-19 might be placing on them; • developing trauma, education, safety packs for clients. These have been delivered to clients' doorstep, texting the client to check they have collected the packs, and then talking through how to use packs; and • providing additional phone support for clients who are unable to access regular psychologist appointments, unavailable due to COVID 19. <p>The NSW Government has allocated an additional \$1.5 million to SHLV services through a combination of the NSW's first tranche of Commonwealth COVID-19 DFV Response funding as well as State stimulus funding, which includes funding to SHLV services. This funding will help alleviate risks and address needs identified in the audit.</p>

REVISED – 13 May 2021

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