

National Housing and Homelessness Agreement – Victorian statement of assurance for the 2021-22 financial year

This statement provides an assurance that for the 2021-22 financial year Victoria has satisfied the requirements of the National Housing and Homelessness Agreement set out in clause 17 ('Outputs'), clause 46 ('General Funding') and clause 49 ('Homelessness Funding').

As required by the National Housing and Homelessness Agreement, this statement also includes the following information:

- a) actual Commonwealth funding and expenditure under this Agreement separately identified for housing and homelessness and State-own funding and expenditure in respect of the social housing and homelessness sectors for the relevant financial year;
 - i. actual homelessness expenditure will be disaggregated to separately identify each of the national priority homelessness cohorts for the relevant financial year;
- b) estimated Commonwealth funding and expenditure under this Agreement separately identified for housing and homelessness and State-own funding and expenditure in respect of the social housing and homelessness sectors for the subsequent financial year.

Housing and homelessness funding and expenditure

Table 1. Commonwealth funding and expenditure to Victoria under the National Housing and Homelessness Agreement separately identified for housing and homelessness

	2021-22 actual (\$ million)	2022-23 estimated (\$ million)	Key changes/ reasons for variation between allocated and actual expenditure in 2021-22
Housing	209.9	211.5	Funding is as per NHHA tables.
Homelessness	209.9	211.5	
TOTAL	419.8	423.0	

Table 2. Victorian Government funding and expenditure on social housing and homelessness

	2021-22 actual (\$ million)*	2022-23 estimated (\$ million)*	Key changes/ reasons for variation between allocated and actual expenditure in 2021-22

Social housing	1,744.3	1,320.1	21-22 expenditure included stimulus programs to accelerate maintenance upgrades and new housing stock for social housing as well as higher demand for cleaning and security services during the COVID pandemic. 2022-23 expenditure is expected to increase as new developments are announced as part of the existing BHB funding envelope.
Homelessness	358.8	319.8	21-22 expenditure included packages to address critical demand in homelessness services and additional support for victims of family and domestic violence during the COVID pandemic.
TOTAL	2,103.1	1,639.9	

Notes:

* These figures are based on 2021-22 full year actual expense.

Disaggregated homelessness expenditure

As agreed in Victoria’s bilateral agreement with the Commonwealth, Victoria will meet the requirement for actual homelessness expenditure to be disaggregated to separately identify each of the national priority homelessness cohorts for the relevant financial year, by:

- including disaggregated expenditure against the national priority cohorts; however, where not possible, expenditure will be identified as expenditure on general homelessness services
- providing additional supporting information, including a description of the general homelessness services and information relating to the proportion of clients from the national priority cohorts supported by homelessness services in Victoria.

Table 3. Homelessness expenditure for the 2021-22 financial year

Priority homelessness cohort	Expenditure in 2021-22 (\$ million)	Proportion of clients	Please provide an explanation of the counting methodology used to determine expenditure for each priority cohort.
Women and children affected by family and domestic violence	\$184.31	43.90%	The total amount of funding provided to organisations for specific services to accommodate women and children affected by family violence.
Children and young people	\$65.13	34.60%	The total amount of funding provided to organisations for specific services to accommodate young people and children.
Indigenous Australians	\$16.87	10.20%	The total amount of funding provided to organisations for specific services

			to accommodate Indigenous Australians.
People experiencing repeat homelessness	\$15.36	5.70%	The total amount of funding provided to organisations for specific services to accommodate rough sleepers.
People exiting institutions and care into homelessness	\$11.03	6.30%	The total amount of funding provided to organisations for specific services to accommodate people exiting prisons and young people leaving care.
Older people	\$3.75	10.10%	The total amount of funding provided to organisations for specific services to accommodate older Victorians.
General homelessness services	\$250.06	Not applicable to client groups	The total amount of funding provided to organisations for specific services to accommodate people who are homeless or at risk of homelessness (can include the above specific cohorts).
TOTAL	\$546.52	The proportion of clients supported will not be at	

		100% as groups are not mutually exclusive.	
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Additional information

A description of general homelessness services in Victoria

A proportion of homelessness funding in Victoria is provided for general homelessness services, as shown in Table 3.

These services aim to serve a broad range of clients, based on the housing and support needs of the individual. As these programs are provided to people at risk of, or experiencing, homelessness according to need, and are not solely directed to any particular cohort, it is not possible for Victoria to disaggregate funding for these programs in this manner.

These services may include:

- assertive outreach;
- case managed support;
- brokerage and flexible funding to provide personalised and flexible responses;
- crisis and transitional accommodation, including youth refuges and family violence refuges;
- supportive housing for people with complex needs, including youth foyers and permanent supportive housing; and
- help to enter the private housing market through headleasing and private rental assistance.

Addendum 1 – Reporting on Victoria’s bilateral schedule

As per the terms of Victoria’s bilateral agreement, Victoria will publicly report against progress against targets for the following social housing and homelessness measures, outlined in Parts 2 and 3 of its bilateral agreement with the Commonwealth:

Social housing	Homelessness
<ul style="list-style-type: none"> • Total number of social housing dwellings • Number of households assisted with long term social housing (aggregate total for public, Aboriginal and community long-term tenancies at end of year) • Number of public housing dwellings upgraded during year • Total social housing dwellings acquired during the year • Percentage of social housing tenants satisfied with completed urgent maintenance works 	<ul style="list-style-type: none"> • Number of clients assisted to address and prevent homelessness • Number of clients provided with accommodation (includes short, medium and long term accommodation as measured in the AIHW’s Specialist Homelessness Services Collection) • Proportion of clients where support to sustain housing tenure was provided or referred

<ul style="list-style-type: none">• Average waiting time for public rental housing for those clients who have received priority access housing allocation or a priority transfer	
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Performance against targets for the 2021-22 financial year, and targets for the 2022-23 financial year, are publicly available in the Victorian Government Budget papers (Budget Paper 3, Chapter 2, Department of Families, Fairness and Housing).

Other key information relating to housing and homelessness services in Victoria is publicly available in the following reports, which are released on an annual basis:

- Victorian Government Budget Papers
- Victorian Department of Health and Human Services Annual Report
- Report on Government Services
- Specialist Homelessness Services Annual Report.

Template – Victoria – NHHA additional reporting for Statement of Assurance

	Requirement	Outcome in 2021-22	Evidence	Comments	
	Reporting requirements – Social and Community Services (SACS) Equal Remuneration Order (ERO) equivalent funding				
1	<p>Service providers in receipt of SACS ERO equivalent funding including amount received</p> <p>AND / OR</p> <p>Expenditure of SACS ERO equivalent funding on public housing construction or maintenance</p>	<p><i>Provider names</i></p> <p>There were approx. 130 Service providers across Victoria that have been in receipt of SACS ERO equivalent funding. List of service providers is attached.</p>	<p><i>Wage supplement amount</i></p> <p>\$22.2 million</p>	<p><i>Link to evidence citing relevant page number if appropriate</i></p> <p>Total aggregate Commonwealth SACS ERO funding and a list of providers only. This is Commonwealth SACS ERO funding only.</p>	<ul style="list-style-type: none"> Under the Fair Work decision, pay rates for employees have increased in instalments. Upon payment of an instalment, this forms the new base rate of pay to service providers for wage supplementation. The final instalment was paid in December 2020. SACS ERO Parity payment is not separately identifiable in the funding system, once ERO instalments are applied, this funding is then rolled into the base funding to providers and is not separately reported. Any new funding allocated over the last decade would have had the ERO included in the base. Total aggregate Commonwealth SACS ERO funding and a list of providers only. This is Commonwealth SACS ERO funding only.
2	Total social housing dwellings acquired	1,921	Provided via Budget Paper 3, Service Delivery, Chapter 2, Department Performance Statements, Housing Assistance	DFFH Annual Report, tabled in Parliament on 21 September.	
3	Number of dwellings upgraded during the year	2,700	Provided via Budget Paper 3, Service Delivery, Chapter 2, Department Performance Statements, Housing Assistance	DFFH Annual Report, tabled in Parliament on 21 September.	

4	Average waiting time for public rental housing for those clients who have received priority access housing allocation or a priority transfer	15.2 months		Provided via Budget Paper 3, Service Delivery, Chapter 2, Department Performance Statements, Housing Assistance	DFFH Annual Report, tabled in Parliament on 21 September.
5	Number of public houses transferred to community housing providers	Total number of transfers	Title transfers (sub-set of total number of transfers)	Link to evidence citing relevant page number if appropriate	There was no transfer of public houses to community housing providers in FY2021-22.
		NIL	NIL		
6	Total social housing dwellings acquired, target for next year	2,775		Provided via Budget Paper 3, Service Delivery, Chapter 2, Department Performance Statements, Housing Assistance	Budget Paper 3

Name of Service Providers that are in Receipt of SACS ERO

- 1 Aboriginal & Torres Strait Islander Corporation Family Violence Prevention & Legal Service (Vic)
- 2 Aborigines Advancement League Inc
- 3 Advocacy And Rights Centre Limited
- 4 Anchor Inc
- 5 Anglicare Victoria
- 6 Annie North Inc
- 7 Australian Community Support Organisation Ltd.
- 8 Ballarat Community Health
- 9 Barwon Child, Youth & Family
- 10 Baysa Limited
- 11 Belgium Avenue Neighbourhood House Inc
- 12 Bendigo and District Aboriginal Co-operative Ltd
- 13 Berry Street Victoria Incorporated
- 14 Bethany Community Support Inc
- 15 Boorndawan Willam Aboriginal Healing Service Limited
- 16 BREAKTHRU LTD
- 17 Brophy Family & Youth Services Inc
- 18 Brotherhood of St Laurence
- 19 Caroline Chisholm Society
- 20 Castlemaine District Community Health Limited
- 21 Centacare, Catholic Diocese of Ballarat
- 22 Centre Against Violence Inc.
- 23 Centre for Non-Violence Inc.
- 24 Child & Family Services Ballarat Inc
- 25 Cobaw Community Health Services Limited
- 26 Colac Area Health
- 27 Community Housing (Vic) Ltd
- 28 Council to Homeless Persons
- 29 Cultivating Community Inc.
- 30 Domestic Violence Resource Centre Victoria Incorporated
- 31 Domestic Violence Victoria (DVVIC) Inc
- 32 DPV HEALTH LTD
- 33 EACH
- 34 Eastern Domestic Violence Service Inc
- 35 Elizabeth Morgan House Aboriginal Women's Services Inc.
- 36 Emerge Women & Children's Support Network Inc
- 37 Emma House Domestic Violence Services Inc
- 38 ERMHA Limited
- 39 Family Access Network Inc
- 40 Flat Out Inc
- 41 Fusion Australia Ltd
- 42 Gateway Health Limited
- 43 Georgina Martina Inc.
- 44 Gippsland and East Gippsland Aboriginal Co-operative Limited
- 45 Gippsland Lakes Complete Health Limited
- 46 Good Samaritan Inn Limited
- 47 Good Shepherd Australia New Zealand
- 48 Goolum-Goolum Aboriginal Co-operative Limited
- 49 Grampians Community Health
- 50 Gunditjmara Aboriginal Co-operative Limited

- 51 Hope Street Youth and Family Services Inc.
- 52 Housing Choices Australia Limited
- 53 Housing for the Aged Action Group Inc
- 54 inTouch Multicultural Centre Against Family Violence
- 55 Jesuit Social Services Limited
- 56 Junction Support Services Inc
- 57 Juno Services Incorporated
- 58 Kara House Inc
- 59 Latitude: Directions for Young People Inc
- 60 Latrobe Community Health Service Limited
- 61 Launch Housing Limited
- 62 Loddon Mallee Housing Services Limited
- 63 Mallacoota District Health & Support Service Inc
- 64 Mallee Accommodation and Support Program Limited
- 65 Mallee Family Care Inc
- 66 Mallee Sexual Assault Unit Inc
- 67 Margaret Tucker Hostel for Girls Inc
- 68 Maryborough District Health Service
- 69 McAuley Community Services for Women
- 70 MDAS Limited
- 71 Melbourne City Council
- 72 Melbourne City Mission
- 73 Melton City Council
- 74 Merri Outreach Support Service Ltd
- 75 Mind Australia Limited
- 76 MOIRA Limited
- 77 Monash Health
- 78 Mungabareena Aboriginal Corporation
- 79 Murray Valley Aboriginal Co-operative Limited
- 80 Neami Limited
- 81 Nexus Primary Health
- 82 Ngwala Willumbong Limited
- 83 Njernda Aboriginal Corporation
- 84 North East Support and Action for Youth Inc
- 85 Northern District Community Health
- 86 Open Family Australia
- 87 Open House Christian Involvement Centres
- 88 Orbost Regional Health
- 89 Primary Care Connect
- 90 Quantum Support Services Inc.
- 91 Robinson House Incorporated
- 92 Rumbalara Aboriginal Co-operative Limited
- 93 Rural Housing Network Limited
- 94 Sacred Heart Mission Inc.
- 95 Safe Futures Foundation Inc
- 96 Safe Steps Family Violence Response Centre
- 97 Salvation Army Housing (Victoria)
- 98 Sexual Assault and Family Violence Centre Incorporated
- 99 South East Community Links Incorporated
- 100 South Port Community Housing Group Inc
- 101 St Vincent de Paul Society Victoria Inc

- 102 St. Mary's House Of Welcome
- 103 Star Health Group Limited
- 104 Tenants Union of Victoria Limited
- 105 The Bridge Youth Service Inc
- 106 The Salvation Army (Victoria) Property Trust
- 107 Unison Housing Ltd
- 108 Uniting (Victoria and Tasmania) Limited
- 109 Uniting Housing (Victoria) Limited
- 110 Victorian Aboriginal Child Care Agency Co-operative Limited
- 111 Victorian Aboriginal Community Services Association Limited
- 112 Victorian AIDS Council Inc
- 113 Victorian Public Tenants Association Inc.
- 114 VincentCare Community Housing
- 115 VincentCare Victoria
- 116 Wathaurong Aboriginal Co-Operative Limited
- 117 WAYSS LTD
- 118 Wellways Australia Limited
- 119 Windana Drug and Alcohol Recovery Limited
- 120 Windermere Child and Family Services Inc
- 121 Wintringham
- 122 Wombat Housing Support Services Inc
- 123 Women with Disabilities Victoria Inc.
- 124 Women's Health West Inc
- 125 Women's Housing Ltd
- 126 Women's Liberation Halfway House Inc
- 127 WRISC Family Violence Support Inc.
- 128 Yarram and District Health Service
- 129 Yarrawonga Health
- 130 Yoowinna Wurnalung Aboriginal Healing Service Limited
- 131 Youth Development Australia Limited

Objective 3: All Victorians have stable, affordable and appropriate housing

This objective aims to ensure Victorians have safe homes that provide emotional and physical sanctuary. Victorians have security of tenure in housing that is accessible, appropriate, affordable and tailored to them. This outcome includes supports to address and reduce housing insecurity and homelessness, to enable suitable housing for all.

To succeed we will:

- increase the supply and availability of affordable and high-quality housing
- improve the quality, environmental sustainability, appropriateness and accessibility of existing housing
- increase housing stability for people experiencing or at risk of rough sleeping, homelessness, and other insecure housing arrangements
- increase financial ability to access and maintain housing and utility services
- increase Aboriginal residents' connection to community, culture and place
- increase the proportion of Aboriginal people living in appropriately sized (not overcrowded) housing
- improve transitions to independent living arrangements.

Outputs

Housing Assistance

(2022-23: \$821.1 million)

The Housing Assistance output aims to make a difference for Victorians experiencing disadvantage by providing homelessness services; crisis and transitional accommodation; and long-term adequate affordable and accessible housing assistance. These services are coordinated with support services, home renovation assistance, and the management of the home loan portfolio where required. This output provides:

- housing assistance for low-income families, older people, singles, youth and other households. It responds to the needs of clients through the provision of appropriate accommodation, including short-term and long-term properties that assist in reducing and preventing homelessness
- housing support services to people who are homeless or at risk of homelessness, in short-term housing or crisis situations. Support will assist clients in accessing and maintaining tenancies in appropriate accommodation. Services provided will assist in preventing and reducing homelessness.

Performance measures	Unit of measure	2022-23 target	2021-22 expected outcome	2021-22 target	2020-21 actual
Quantity					
Number of bonds issued to low-income Victorians to assist access to the private rental market	number	10 000	7 630	10 000	6 630
<i>The 2021-22 expected outcome is lower than the 2021-22 target primarily due to the continued economic impact of COVID-19 on the private rental market.</i>					
Number of clients assisted to address and prevent homelessness	number	107 000	109 000	107 000	105 304
<i>The 2021-22 expected outcome is higher than the 2021-22 target due to additional homelessness service delivery required as a result of economic conditions, including the rollback of JobKeeper and additional JobSeeker.</i>					
Number of clients provided with accommodation	number	30 000	32 000	30 000	31 207
<i>The 2021-22 expected outcome is higher than the 2021-22 target due the Government providing additional funding to accommodate people in hotels in response to COVID-19.</i>					
Number of households assisted with long-term social housing (public, Aboriginal and community long-term tenancies at end of year)	number	77 900	77 900	77 900	77 900
Number of public housing dwellings upgraded during year	number	2 665	2 665	2 665	2 519
Total number of social housing dwellings	number	89 832	87 515	87 515	85 969
<i>The higher 2022-23 target reflects significant government investment in new social housing.</i>					
Total social housing dwellings acquired during the year	number	2 775	2 287	1 901	1 889
<i>The 2021-22 expected outcome is higher than the 2021-22 target due to some social housing projects being completed earlier than originally scheduled including property settlements under the Big Housing Build.</i>					
<i>The higher 2022-23 target reflects the scheduled additional activity of Big Housing Build program.</i>					
Total number of affordable housing dwellings	number	340	nm	nm	nm
<i>New performance measure for 2022-23 to reflect government priorities regarding the Affordable Housing Rental Scheme. The Affordable Housing Rental Scheme is the Government's response to the growing gap in housing affordability and supply for many low- to moderate-income households.</i>					
Number of clients assisted to address and prevent homelessness due to family violence	number	49 000	50 000	49 000	50 855
Number of family violence victims who receive a refuge response	number	1 061	800	1 061	819
<i>The 2021-22 expected outcome is lower than the 2021-22 target due to the impact of the COVID-19 public health restrictions reducing the number of families that could be accommodated in communal refuges.</i>					
Number of nights of refuge accommodation provided to victims of family violence	number	54 109	49 959	54 109	43 674
<i>The 2021-22 expected outcome is lower than the 2021-22 target due to the impact of the COVID-19 public health restrictions reducing the number of families that could be accommodated in communal refuges.</i>					
Number of calls responded to by the statewide 24/7 family violence victim/survivor crisis service	number	60 000	74 858	60 000	67 355
<i>The 2021-22 expected outcome is higher than the 2021-22 target due to increased demand for the service during the COVID-19 pandemic.</i>					

Performance measures	Unit of measure	2022-23 target	2021-22 expected outcome	2021-22 target	2020-21 actual
Quality					
Proportion of homelessness services clients that engage with support services and access or maintain housing	per cent	77	77	72	75.6
<p><i>The 2021-22 expected outcome is higher than the 2021-22 target primarily due to a correction in how the counting rules for the measure were implemented after the target was set.</i></p> <p><i>The higher 2022-23 target reflects a correction in how the counting rules for this new measure were implemented in 2021-22.</i></p>					
Social housing tenants satisfied with completed urgent maintenance works	per cent	85	89.8	85	87.9
<p><i>The 2021-22 expected outcome is higher than the 2021-22 target due to COVID-19 restrictions prohibiting non-urgent works to be undertaken, creating more capacity for urgent maintenance works.</i></p>					
Social housing tenants satisfied with completed non-urgent maintenance works	per cent	80	65	80	69.9
<p><i>The 2021-22 expected outcome is lower than the 2021-22 target due to non-urgent works being unable to be undertaken while COVID-19 restrictions were in place.</i></p>					
Timeliness					
Average waiting time for public rental housing for those clients who have received priority access housing allocation or a priority transfer	months	10.5	13.9	10.5	12.4
<p><i>The 2021-22 expected outcome is higher than the 2021-22 target due to a decrease in tenants moving out of public housing which has provided fewer opportunities to allocate properties to people on the register.</i></p>					
Average waiting time for public rental housing for clients who have received a priority access housing or priority transfer allocation due to family violence	months	10.5	16.1	10.5	11.1
<p><i>The 2021-22 expected outcome is higher than the 2021-22 target due to a decrease in tenants moving out of public housing, which has provided fewer opportunities to allocate properties to people on the register.</i></p>					
Proportion of clients where support to sustain housing tenure was provided or referred	per cent	88	89	85	88.4
<p><i>The higher 2022-23 target reflects improved performance for this measure over the past several years, most likely due to an increased focus on earlier intervention.</i></p>					
Cost					
Total output cost	\$ million	821.1	936.1	1 019.6	1 366.9
<p><i>The 2021-22 expected outcome is lower than the 2021-22 target primarily due to the change of funding source from provision of output to capital to align with the nature of the expenditure for the Big Housing Build. The decrease is however partially offset by the Government's new investments in the Housing sector.</i></p> <p><i>The lower 2022-23 target primarily reflects the lapsing of the Building Works stimulus package.</i></p>					

Source: Department of Families, Fairness and Housing