

**IMPLEMENTATION PLAN FOR NATIONAL PARTNERSHIP AGREEMENT ON  
HOMELESSNESS  
BETWEEN THE COMMONWEALTH OF AUSTRALIA  
AND  
VICTORIA**

**PRELIMINARIES**

1. Reducing homelessness will require all governments to pursue improvements to a wide range of policies, programs and services. The key strategies agreed in the National Partnership on Homelessness are:
  - a) More effort is required to prevent and intervene early to stop people becoming homeless and also lessen the impact of homelessness.
  - b) Breaking the cycle of homelessness with investment in services that help people get back on their feet, find stable accommodation and, wherever possible, obtain employment.
  - c) A better connected service system to achieve long-term sustainable reductions in the number of people who are homeless.
2. This Agreement recognises that a reduction in homelessness requires targeting key groups: rough sleepers, people experiencing homelessness more than once, people escaping violence especially women and children, children and young people including those subject to or exiting care and protection, Indigenous people and people exiting social housing, institutional care such as health, mental health, juvenile justice, or adult prisons.
3. This Agreement has been developed within the context of the broader Council of Australian Governments (COAG) Reform Agenda, which includes actions in healthcare, mental health, substance abuse, disabilities, housing, employment, education/training and overcoming disadvantage of Indigenous people. Together with other elements of the broader COAG Reform Agenda, this Agreement will improve the social inclusion of homeless Australians.
4. The National Partnership Agreement on Homelessness has an agreed focus of State and Territory effort on four core outputs of:
  - A Place to Call Home initiative;
  - Street to home for chronic homeless people;
  - Support for private and public tenants to help sustain their tenancies; and
  - Assistance for people leaving child protection services, correctional and health facilities.
5. It was agreed by COAG that the Commonwealth will provide an additional \$400 million over four years from 2009-10, and the States will match this with a \$400 million commitment, recognising efforts of the States in their most recent Budget. Specific requirements for State matched funding are that it:
  - directly addresses the outputs of the National Partnership Agreement on Homelessness;
  - is new effort and may include new recurrent and capital funding provided in State 2008-09 Budgets;
  - could include States' contribution to the National Partnership Agreement on Social Housing if directly linked to homelessness services; and
  - would be assessed by the Commonwealth on a case by case basis.

**National Partnership Agreement on Homelessness funding by Government  
2009-10 to 2012-13 \*  
(\$ million)**

Government	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	C'lth#	Total
<b>State and Territory</b>	104.4	78.4	102.4	51.2	30.4	9.6	5.2	18.4	0	400.0
<b>Commonwealth</b>	101.4	76.2	99.5	49.7	29.5	9.3	5.1	17.9	11.4	400.0
<b>Total</b>	205.8	154.6	201.9	100.9	59.9	18.9	10.3	36.3	11.4	800.0

\* Calculation of Homelessness NP funding is based on ABS 2006 Census Homeless people proportional breakdown by State and Territory.

# Commonwealth funding is for national priorities of Research, and development of Information Technology

Guidelines outlining the requirements of State and Territory matching funding, and Victoria's agreed matching claim are at Attachment A.

This Agreement also incorporates A Place to Call Home Initiative (APTCH) and a core output is the implementation of APTCH. The Commonwealth will provide \$150 million over five years to the States and Territories for APTCH. The States and Territories will match the Commonwealth's \$150 million contribution. This funding is in addition to the funding provided through the National Partnership Agreement on Homelessness.

The allocation of Commonwealth funding to APTCH is provided at Table 2 below.

**Table 2: A Place to Call Home: Commonwealth Funding - 2008-09 to 2012-13  
(\$ million)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Total
<b>Commonwealth</b>	38.78	29.54	35.70	17.08	11.06	5.00	5.00	7.84	150.0

A separate bilateral plan has been agreed between Victoria and the Commonwealth on APTCH. A summary of this plan is at Attachment D.

**FUNDING**

In accordance with paragraphs 34 and 37 of the Homelessness National Partnership Agreement, the Commonwealth has determined that the following amounts will be offered to the State of Victoria to support the outcomes of the Agreement:

2008-09	
2009-10	<b>\$13.9</b>
2010-11	<b>\$20.1</b>
2011-12	<b>\$21.1</b>
2012-13	<b>\$21.1</b>

**EXPENDITURE OF FUNDS**

The parties will deliver the four core outputs specified at clause 16 of the National Partnership Agreement on Homelessness. Priorities and relative effort applied to the additional outputs specified at clause 17 of the National Partnership Agreement will be as specified in this Implementation Plan. Detail on the core and additional outputs to be delivered under this IP are provided at Attachments B and C.

## **REPORTING**

In accordance with the National Partnership Agreement on Homelessness Victoria will provide a detailed report on an annual basis to the Commonwealth against outputs, performance indicators and timelines, and the Commonwealth will provide reports to jurisdictions and other key stakeholders against the performance indicators and timelines, as detailed in this Implementation Plan. A format for this annual report will be agreed between the Commonwealth and Victoria before 30 June 2009.

The State will also provide a quarterly report to the Commonwealth on the implementation of APTCH, detailing:

- the addresses of APTCH properties
- number of constructed APTCH properties
- number of new APTCH tenancies and whether families or singles
- launches/announcements planned
- APTCH properties rolled back into social housing pool
- number of evictions, unsuccessful tenancies

Projected completion dates for new construction of APTCH properties will be provided once only, and advance notice of completion or other significant developments will be provided as per a finalised communication protocol. The State will inform the Commonwealth of any anticipated and extended delays to construction.

## **PAYMENT SCHEDULE**

This agreement will provide facilitation payments.

In line with Schedule 40 of the National Partnership Agreement on Homelessness, the Commonwealth will make monthly payments to the States and Territories. This is subject to an annual review of achievement of performance milestones agreed in [this] Implementation Plan[s].

These payments are also subject to the provisions of Schedule D of the Intergovernmental Agreement on Federal Financial Relations, as relevant (see clauses D29-33).

## **PROMOTION AND PUBLICITY**

Jurisdictions will be required to acknowledge the Commonwealth's funding through the National Partnership Agreement on Homelessness in any publications, promotional materials and promotional activities relating to projects that are funded through the agreement.

## **STAKEHOLDER ENGAGEMENT**

The parties will jointly write to peak bodies and service providers operating within the sector when the National Partnership on Homelessness is signed, providing a copy and providing opportunities for regular input and consultation.

## **REVIEW**

The Implementation Plan is a working document and can be amended at any time with consent of the Parties. A formal review of the Implementation Plan will be conducted annually. The first annual review will be completed jointly by the Parties by no later than 30 November 2010 with a joint report prepared and finalised by no later 31 December 2010.

## **GOVERNANCE**

This Implementation Plan will be monitored by a Homelessness Working Group (to be confirmed/established) with representatives from the Homelessness Taskforce of the

Department of Families, Housing, Community Services and Indigenous Affairs on behalf of the Minister for Housing and representatives from each jurisdiction.

It is acknowledged that the overall governance arrangements for all National Partnership Agreements remain subject to the outcome of the review of Ministerial Councils and will need to take into consideration any arrangements agreed by COAG.

**AREAS FOR FURTHER WORK**

The parties will continue to work together to identify and plan areas for further reform, and joint investment, and to monitor progress against targets and revise these as necessary and agreed.

Implementation Plan for the National Partnership Agreement on Homelessness - Victoria

The Parties have agreed the following performance indicators and benchmarks as part of the National Partnership Agreement on Homelessness. Targets/milestones for Victoria are set out in the table below.

Please note:

- Targets listed are considered interim measures. The targets listed have been adjusted to reflect the development phase for each initiative.
- See Attachment C provides detailed information about the initiatives.
- \* denotes initiatives where capital is being sought from the National Partnership Agreement on the Nation Building and Jobs Plan and is awaiting approval from the Commonwealth.

Performance Indicator	Baseline	Performance Benchmark	Outputs	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-13	Initiatives
Proportion of Australians who are homeless	104,676 Australians are homeless  9,531 Indigenous people are homeless (ABS Census 2006)	By 2013, a decrease of 7 per cent the number of Australians who are homeless to less than 97,350 people By 2013, a decrease of a third to 6,300 Indigenous Australians who are homeless					By 2013, a decrease of 7 per cent the number of Australians who are homeless to less than 97,350 people By 2013, a decrease of a third to 6,300 Indigenous Australians who are homeless	All of the Initiatives to be implemented under the NP on Homelessness will contribute to a 7% reduction in the number of Australians who are homeless.
Proportion of Australians who are experiencing primary homelessness (rough sleeping)	16,375 Australians rough sleeping or equivalent measures of 8 homeless people sleeping rough per 10,000 population (ABS Census 2006)	By 2013, a decrease by 25 per cent the number of Australians sleeping rough to less than 12,300 people or equivalent measure of 6 homeless people sleeping rough per 10,000 population <sup>1</sup>	Core Output b) Street to home initiatives for chronic homeless people (rough sleepers)  Additional Output h) Outreach programs to connect rough sleepers to long term housing and health services.				By 2013, a decrease by 25 per cent the number of Australians sleeping rough to less than 12,300 people or equivalent measure of 6 homeless people sleeping rough per 10,000 population	All of the initiatives to be implemented under the NP on Homelessness will contribute to a 25% decrease in the number of Australians sleeping rough.  Targeted initiative:  Assertive Outreach for the Chronically Homeless

<sup>1</sup> A reduction in rough sleeping will be achieved through A Place to call Home, Elizabeth St supportive housing .

Implementation Plan for the National Partnership Agreement on Homelessness - Victoria

Performance Indicator	Baseline	Performance Benchmark	Outputs	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-13	Initiatives
								TOTAL EXPENDITURE: \$4.1 million
The number of families who maintain or secure safe and sustainable housing following family violence	Interim Measure: 42,000 SAAP <sup>(a)</sup> support periods <sup>(b)</sup> for women and women with children (Australia)	The number of women who experience family violence provided with support to enable them to secure or maintain safe and sustainable housing is increased by 500 women.	Additional Output f) Support for women and children experiencing domestic and family violence to stay in their present housing where it is safe to do so.	80 clients assisted	180 clients assisted	450 clients assisted	500 clients assisted	<p><b>Family Violence - Case management responses for men who use violence</b></p> <p><b>Family Violence - Support for women and children to remain safely in the family home</b></p> <p><b>* Family Violence - Support for Indigenous Women and Children</b></p> <p><b>Family Violence - Face-to face support after hours</b></p> <p>TOTAL EXPENDITURE: \$19.7 million</p>
Increase in the number of people exiting care and custodial settings into secure and affordable housing	Interim Measure: 4,736 SAAP <sup>(a)</sup> support periods <sup>(b)</sup>	By 2013, the number of people supported to on release from such institutions into homelessness is increased by 800 people.	<p>Core Output: d) Assistance for people leaving child protection services, correctional and health facilities, to access and maintain stable, affordable housing.</p> <p>Additional Outputs: b) Services to assist homeless people with</p>	700 clients assisted	750 clients assisted	800 clients assisted	800 clients assisted	<p><b>Young People Leaving Care</b></p> <p><b>Young People - Dual diagnosis workers</b></p> <p><b>Building the capacity and responsiveness of mainstream services.</b></p>

Implementation Plan for the National Partnership Agreement on Homelessness - Victoria

Performance Indicator	Baseline	Performance Benchmark	Outputs	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-13	Initiatives
			<p>substance abuse to secure or maintain stable accommodation</p> <p>c) Services to assist homeless people with mental health issues to secure or maintain stable accommodation</p> <p>e) Improvements in service coordination and provision.</p>					<p><b>Support Exiting Prison</b></p> <p><b>Psychosocial support packages:</b></p> <p>TOTAL EXPENDITURE: \$25 million</p>
Reduce the number of people exiting social housing and private rental into homelessness.	4,037 <sup>(c)</sup> SAAP <sup>(a)</sup> support periods <sup>(b)</sup>	By 2013, the number of people supported to sustain their social housing and private rental tenancies increased by 1000 people.	<p>Core Output:</p> <p>c) Support for private and public tenants to help sustain their tenancies, including through tenancy support, advocacy, case management, financial counselling and referral services.</p> <p>Additional Outputs:</p> <p>b) Services to assist homeless people with substance abuse to secure or maintain stable accommodation</p> <p>c) Services to assist homeless people with mental health issues to secure or maintain stable accommodation.</p> <p>g) Assistance for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.</p>	300 clients assisted	450 clients assisted	800 clients assisted	1000 clients assisted	<p><b>Support to maintain tenancies</b></p> <p>TOTAL EXPENDITURE: \$12.2 million</p>
The proportion of people	14,800 SAAP <sup>(a)</sup> clients required	By 2013, a 25 per cent reduction	<p>Additional Output:</p> <p>b) Services to assist</p>	500 clients assisted	500 clients assisted	500 clients assisted	650 clients assisted	<b>* Youth</b>

Implementation Plan for the National Partnership Agreement on Homelessness - Victoria

Performance Indicator	Baseline	Performance Benchmark	Outputs	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-13	Initiatives
experiencing repeat periods of homelessness	three or more support periods <sup>(b)</sup> in a 12 month period	in the number or people with three repeat periods of homelessness at an emergency service in 12 months	homeless people with substance abuse to secure or maintain stable accommodation c) Services to assist homeless people with mental health issues to secure or maintain stable accommodation d) Support to assist homeless young people aged 12-18 years who are homeless or at risk of homelessness to reengage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and employment. e) Improvements in service coordination and provision g) Assistance for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.				By 2013, a 25 per cent reduction in the number or people with three repeat periods of homelessness at an emergency service in 12 months	<p><b>homelessness services - Reform, restructure and expand</b></p> <p><b>* Supportive housing for People who are Homeless</b></p> <p>TOTAL EXPENDITURE: \$24.3 million</p>
Number of young people (12 to 18 years) who are homeless or at risk of homelessness who are re-engaged with	Commonwealth provide Victorian component of Reconnect to act as a "point in time" baseline	By 2013, the number of young people (12 to 18 years) who are homeless or at risk of homelessness who are supported <sup>2</sup> to re-engaged with family, school and work is increased by 750	Additional Outputs: b) Services to assist homeless people with substance abuse to secure or maintain stable accommodation c) Services to assist homeless people with mental health issues to	350 clients assisted	400 clients assisted	650 clients assisted	750 clients assisted	<p><b>Family Reconciliation - Support for young people 12-18 years</b></p> <p><b>* Youth Foyer</b></p>

<sup>2</sup> By Non-Reconnect services

Implementation Plan for the National Partnership Agreement on Homelessness - Victoria

Performance Indicator	Baseline	Performance Benchmark	Outputs	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-13	Initiatives
family, school and work		people.	secure or maintain stable accommodation d) Support to assist homeless young people aged 12-18 years who are homeless or at risk of homelessness to reengage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and employment. e) Improvements in service coordination and provision					TOTAL EXPENDITURE: \$6.8 million
Number of children (under 12 years) who are homeless or at risk of homelessness who are provided with additional support to maintain contact with their school	Interim measure: 18,048 SAAP support periods (Victoria)	By 2013, the number of children (under 12 years) who are homeless or at risk of homelessness who are provided with additional support to maintain contact with their school increased 500 children.	Additional Output: j) Support for children who are homeless or at risk of homelessness including to maintain contact with the education system.	300 clients assisted	350 clients assisted	450 clients assisted	500 clients assisted	<b>Children-Specialist support and engagement with education</b>  TOTAL EXPENDITURE: \$5.7 million
Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case	Interim (Victorian) measures: 21,853 SAAP financial counselling and support periods 32,000 Case Management	By 2013, the number of families who are homeless or at risk of homelessness who are linked with financial advice <sup>3</sup> , counselling and/or case management by 250 families.	Additional Outputs: g) Assistance for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.	100 clients assisted	150 clients assisted	200 clients assisted	250 clients assisted	<b>Support for families at risk of homelessness</b>  TOTAL EXPENDITURE:

<sup>3</sup> It is important to note that homeless service providers are not financial advisors. In this sense efforts will be directed towards linking people with financial advice.

Implementation Plan for the National Partnership Agreement on Homelessness - Victoria

Performance Indicator	Baseline	Performance Benchmark	Outputs	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-13	Initiatives
management.	support periods							\$6 million
Number of people who are homeless or at risk who are provided with legal services	New target Baseline = 0	By 2013, the number of Indigenous women who are homeless or at risk who are linked with legal services <sup>4</sup> increases by 140. <sup>5</sup>	Additional Outputs: k) Legal services provided to people who are homeless or at risk of homelessness as a result of legal issues including family violence, tenancy or debt.	50 clients assisted	70 clients assisted	100 clients assisted	140 clients assisted	<b>Legal Assistance for Indigenous women</b>  <b>Court Integrated Services Program (CISP)</b>  Total expenditure: \$2.4 million
Number of staff of specialist homeless services provided with formal training and development opportunities	1500 participants in training and development activities	By 2013, the number of staff of specialist homeless services provided with formal training and development opportunities increases by 350 workers.	Additional Outputs: l) Workforce development and career progression for workers in homelessness services.		250 clients assisted	300 clients assisted	350 clients assisted	<b>Workforce training and development</b>  Total expenditure: \$15.7 million
<b>Total 2009-2013 expenditure</b>								<b>\$122.4million</b>
<b>Total expenditure including Victoria's State Matching component</b>								<b>\$154.5 million</b>

- (a) Use of SAAP service data is a proxy measure until better data becomes available under this Agreement  
 (b) Number of people not known – a client may receive more than one 'support period'  
 (c) Figure revised to include 11,120 clients who were in private rental before support in 2006-07, giving total of 15,156 support periods  
 (d) Figure revised as error in calculation of the 25 per cent decrease in people experiencing repeat periods of homelessness, the correct figure is 11,100 clients.

<sup>4</sup> It is important to note that homeless service providers can not provide legal advice. In this sense efforts will be directed towards linking people with legal advice.

<sup>5</sup> Services are currently provided through PILCH for the homeless, Women's Legal Centre for those experiencing family violence and Legal Aid for a range of lower income Victorians. The provision of legal services for Indigenous women is an area of unmet need.

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS  
GUIDELINES FOR STATE AND TERRITORY MATCHING FUNDING  
2008-09 BUDGETS**

### Background

The 29 November 2008, COAG communiqué stated "The Commonwealth will provide an additional \$400 million over four years from 2009-10, and the States will match this with a \$400 million commitment, recognising efforts of the States in their most recent Budget."

At 12 December 2008 COAG Senior officials teleconference further clarification on the States and Territories matched funding was provided. The Commonwealth noted that in relation to State and Territory matched funding:

- directly address the outputs of the National Partnership (NP) on Homelessness;
- needs to be new effort and could include new recurrent and capital funding provided in State and Territory 2008-09 Budgets;
- could include States and Territories contribution to the National Partnership on Social Housing if directly linked to homelessness services; and
- would be assessed by the Commonwealth on a case by case basis.

The National Partnership on Homelessness provides \$400 million from the Commonwealth with the States and Territories matching the Commonwealth's total contribution of \$400 million (See Table 1). The States and Territories \$400 million matched funding must directly address the outputs of NP on Homelessness, must be new effort and may include new recurrent and capital funding provided in State and Territory 2008-09 Budgets. The Commonwealth will assess the 2008-09 Budget proposals and, where agreed include in the bilateral implementation plans.

The National Partnership Implementation Plans on Homelessness will be completed by no later than 31 March 2009.

**Table 1: COAG National Partnership on Homelessness funding by Government  
2009-10 to 2012-13 \*  
(\$ million)**

Government	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	C'lth	Total
State and Territory	104.4	78.4	102.4	51.2	30.4	9.6	5.2	18.4	0	400.0
Commonwealth	101.4	76.2	99.5	49.7	29.5	9.3	5.1	17.9	11.4	400.0
<b>Total</b>	205.8	154.6	201.9	100.9	59.9	18.9	10.3	36.3	11.4	800.0

Note:

\* Calculation of Homelessness NP funding is based on ABS 2006 Census Homeless people proportional breakdown by State and Territory.

# Commonwealth funding is for national priorities of Research, and development of Information Technology

## **State and Territory Matching Funding Requirement**

The State and Territory Governments matching funding from 2008-09 Budgets must meet the following key requirements that the proposal:

- (a) addresses the outputs of the National Partnership on Homelessness;
- (b) is new effort identified in the State or Territory 2008-09 Budget;
- (c) can be new recurrent or new capital funding to reduce homelessness and improve the social inclusion of homeless Australians;
- (d) relates to social housing that directly impacts on providing affordable, safe accommodation for at risk or people who are homeless;
- (e) the proposal(s) must be additional funding to the States and Territories contribution to A Place to Call Home and directly impact on assisting at risk or people who are homeless; and
- (f) is not part of existing matching funding arrangements under Supported Accommodation Assistance Program (SAAP).

Overall details on proposals for matching funding from the 2008-09 Budgets under the National Partnership on Homelessness must be recorded (Attachment A.1). Each proposal should have a separate entry under an Output. For example:

- the Street to Home Core Output, if the State or Territory Budget is building a new CommonGround facility (and is in addition to the A Place to Call Home funding) both the new recurrent funding for accommodation support services to rough sleepers and the capital costs should be recorded as one entry; while
- if the State or Territory has two proposals under an Output then a separate entry should be provided such as the proposal for people leaving child protection and another proposal for people leaving health facilities.

For each proposal from State and Territory 2008-09 Budget further details are required on the objective, description and impact on homelessness outputs (Attachment A.2).

### **Assessment of proposals**

The Commonwealth will assess the 2008-09 Budget proposals on a case by case basis from States and Territories based on the requirements specified in the above section - State and Territory Matching Funding Requirements. If necessary, the Commonwealth may request further clarification or discussion on the proposal.

The agreed proposals from the 2008-09 Budgets will then form part of the bilateral Implementation Plans.

### **Reporting Requirement**

The agreed State and Territory 2008-09 Budget proposal(s) will form part of the Implementation Plan reporting requirements. Details on the reporting requirements are contained in the Guidelines for Homelessness Implementation Plans to be provided separately by the Commonwealth.

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS  
STATE AND TERRITORY MATCHING FUNDING  
2008-09 BUDGETS**

CORE OUTPUT		PROPOSAL			
		New Recurrent	Capital	Funding (\$m)	Portfolio responsible
16(a)	<b>A Place to Call Home initiative</b>				
16(b)	<b>Street to home for chronic homeless people</b>				
16(c)	<b>Support for private and public tenants to help sustain their tenancies</b>	Support for Vulnerable Tenancies in social housing – ongoing from 2012-13		\$5.4 million between 2008-09 and 2012-13	Housing
16(d)	<b>Assistance for people leaving child protection services, correctional and health facilities.</b>				

ADDITIONAL OUTPUT		PROPOSAL			
		New Recurrent	Capital	Funding (\$m)	Portfolio responsible
17(a)	Support services and accommodation for older people				
17(b)	Services to assist homeless people with substance abuse				
17(c)	Services to assist homeless people with mental health issues	Mental Health – Psychosocial support packages for the chronically homeless		\$7.2 million between 2008-09 and 2012-13	Housing and Mental Health and Drugs
17(d)	Support to assist young people				
17(e)	Improvement in service coordination and provision	Opening Doors – ongoing from 2012-13		\$8.5 million between 2008-09 and 2012-13	Housing
17(f)	Support for women and children experiencing domestic and family violence	Family Violence Initiative – Stage 2		\$11.5 million between 2008-09 and 2012-13	Housing
17(g)	Assistance for homeless people to stabilise their situation and housing				
17(h)	Outreach programs for rough sleepers				
17(i)	National, state and rural homelessness action plans				
17(j)	Support for children to maintain contact with education system				
17(k)	Legal services				
17(l)	Workforce development and career progression for workers				

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS  
STATE AND TERRITORY MATCHING FUNDING  
2008-09 BUDGET PROPOSAL**

**State or Territory:** Victoria

**Proposal:** Support for Vulnerable Tenancies in Social Housing

**Objective:** To provide support to tenants with multiple & complex needs so that tenancies may be sustained to prevent homelessness.

**Description:**

The roll-out of the successful *Support for High Risk Tenancies* pilot on a recurrent basis assists approximately 300 tenants per annum (to prevent people with high and complex support needs living in social housing from being evicted).

The DHS Support for High-Risk Tenancies Strategic Project undertaken over 2006 found that high-risk tenancies were largely known to, and in many cases receiving services from, a range of DHS programs, but this provision was not coordinated and planned. This was a concern as people in high-risk tenancies frequently have a multiplicity of inter-dependent issues that require a coordinated response, across services, to be successful.

In response to the projects findings regional coordinator initiative positions were established in each region to provide secondary consultation, identification and involvement of required services and case conference organisation for clients:

- ❑ That have not been responding to multiple intervention attempts
- ❑ For whom the referring program is having extraordinary difficulty accessing required interventions.
- ❑ Who have exhausted many of the common interventions for their presenting behaviours or circumstances and for whom the service system has experienced ongoing difficulty with engagement including assertive outreach.

The initiative provides tenancy support to people at high risk of housing break down to assist them to sustain their housing. The initiative targets public housing.

**Impact on Homelessness Output:**

300 assists in 2008-09

**Funding period and level:**

Proposal	2008-09	2009-10	2010-11	2011-12	2012-13	Total
	1.0	1.0	1.1	1.1	1.1	\$5.4

**Responsibility:** Housing and Community Building Division of the Department of Human Services

**2008-09 Budget reference:** 4H

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS  
STATE AND TERRITORY MATCHING FUNDING  
2008-09 BUDGET PROPOSAL**

**State or Territory:** Victoria

**Proposal:** Family Violence – Stage Two

**Objective:** Provide support for women and children experiencing or at risk of family violence.

**Description:**

The Government initiated major reform of the family violence service system in 2005 allocating \$35.1 million over four years across police, courts and support services. Further investment was made in 2007, with \$14.5 million allocated to:

- o developing a new Family Violence Act;
- o Statewide implementation of a new Risk Assessment and Risk Management Framework;
- o continuation of the Family Violence Court Division and the court directed family violence counselling program for a further two years; and
- o new specialist family violence lawyers.

This 2008-09 package builds on the substantial work undertaken in partnership with the Indigenous community by providing an important initial investment in the implementation of the long term plan to address Indigenous family violence. The Government has developed with the Indigenous Family Violence Partnership Forum a 10 Year Plan to address Indigenous family violence in response to the *Victorian Indigenous Family Violence Taskforce Report (2003)*.

To further strengthen the Victorian Government's significant investment in reducing family violence, the 2008 Budget allocated additional effort to:

- o increase support for women and children at highest risk, including support for Indigenous workforce development and cultural awareness training; and
- o increase accountability through improved system responses to men who use violence.

**Impact on Homelessness Output(s):**

100 people supported in 2008/09

**Funding period and level:**

Proposal	2008-09	2009-10	2010-11	2011-12	2012-13	Total
	1.7	2.5	2.9	2.3	2.0	\$11.5

**Responsibility:** Housing & Community Building division of the Department of Human Services

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS  
STATE AND TERRITORY MATCHING FUNDING  
2008-09 BUDGET PROPOSAL**

**State or Territory:** Victoria

**Proposal:** Opening Doors

**Objective:** Improve access and pathways to homelessness and housing services.

**Description:**

From 2005 to 2007 the Office of Housing developed and successfully piloted a *Statewide Homelessness Assessment and Referral Framework* (the Framework) in five areas across Victoria. Independent review of these pilots found that the Framework approach was successful in promoting service coordination. The *Opening Doors* initiative will build on this success to:

- reduce the requirement for people who are homeless to undergo multiple assessments;
- help to ensure they get assistance that is appropriate to their needs; and in turn
- help reduce the likelihood of people revisiting the homelessness system at a later stage.

Led by the department Regions, groups of homelessness services form into *Local Area Service Networks*, pool their resources of housing, support and brokerage and establish clear *homelessness access points* out of existing services. These access points undertake initial assessment and referral, as well as short-term service responses, for all the service providers in the local area. The access points follow clear and consistent assessment practices, referral pathways and protocols and use resource registers that provide real-time information about the availability of local housing, support and brokerage resources.

The networks can also include allied services such as mental health, drug and alcohol, youth and family violence services, as well as long-term community housing providers and public housing. Hence the access points can provide access to the range of services a person experiencing homelessness might require.

**Impact on Homelessness Output(s):**

10,000 occasions of service in 2008-09

**Funding period and level:**

Proposal	2008-09	2009-10	2010-11	2011-12	2012-13	Total
	1.5	1.7	1.9	1.7	1.7	\$8.5

**Responsibility:** Housing & Community Building division of the Department of Human Services

**2008-09 Budget reference:** 4H

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS  
STATE AND TERRITORY MATCHING FUNDING  
2008-09 BUDGET PROPOSAL**

**State or Territory:** Victoria

**Proposal:** Seeding Mental Health Reform in Victoria – Psychosocial packages for the chronically homeless

**Objective:** To reduce the level of homelessness among people with severe and enduring mental health problems, including those exiting residential care, through individual psychosocial outreach packages designed to sustain clients in stable community accommodation.

**Description:**

Funding was committed in 2008/09 to target a group that is at particular risk of homelessness – people with a severe mental illness - and ensure they have access to the right support and stable accommodation to prevent them from reaching a crisis point.

This is achieved through an expansion of the psychiatric disability support sector to assist people who require intensive and sustained psychosocial and clinical outreach support to live in independent housing.

This service will build stronger links between specialist homelessness and housing services and the mental health system. The funding will enable different levels of support to be provided based on assessed need and be targeted at developing appropriate support models for adults and young people with serious mental illness exiting correctional facilities, mental health treatment facilities and homelessness services.

**Impact on Homelessness Output(s):**

Relevant outputs:

- assistance for people leaving child protection services, correctional and health facilities; and
- services to assist homeless people with mental health issues

The funding will provide an extra 50 individualised packages in the first year, growing to 100 individualised packages per annum in the second and subsequent years.

**Funding period and level:**

Proposal	2008-09	2009-10	2010-11	2011-12	2012-13	Total
	0.9	1.5	1.6	1.6	1.6	7.2

**Responsibility:** Mental Health and Drugs and Housing & Community Building division of the Department of Human Services

**2008-09 Budget reference:** X

## Implementation Plan for the National Partnership on Homelessness

### Context

The Victorian Homelessness Strategy, 2002 (VHS) provides the foundation for Victoria's approach to homelessness. The VHS broke ground in homelessness approaches delivering improvements to Victoria's response. The past twelve months have provided an opportunity to reflect on these improvements and potential areas for further reform in light of the Commonwealth White Paper on Homelessness *The Road Home - A National Approach to Reducing Homelessness* (the White Paper).

A new Victorian Homelessness Strategy will be developed to establish the strategic directions for achieving reform of the homelessness assistance sector towards a greater emphasis on prevention and early intervention and collaborative efforts across mainstream and the homelessness/housing sectors. Reflecting the aspirations of the White Paper, strategy development will occur in close collaboration and partnership with the Victorian homelessness sector, Government agencies and other major stakeholders. The development will commence in May and continue over the next 12 months. Victoria will liaise with the Commonwealth during the development phase. This approach will constitute Victoria's Action Plan on Homelessness.

### Victoria's Approach

The Victorian Government has developed this Implementation Plan for the National Partnership Agreement on Homelessness (NP) with a focus on prevention and early intervention and building a foundation to reform and diversify the response to homelessness in Victoria. Initiatives are targeted to a range of demographics including those experiencing primary homelessness (sleeping rough). Particular emphasis has been given to:

#### *Boosting early intervention and prevention:*

Emphasis has been given to models and approaches that intervene early and prevent the reoccurrence of homelessness particularly for young people and children. To successfully move on from their experience of homelessness all children and young people need to achieve adequate personal development and independent living skills. Effective intervention can avoid the possibility of ongoing cycles of economic and social disadvantage, maximising their potential for social and economic participation.

New approaches will be pursued such as the reform and restructure of the current youth homelessness services and establishing new models of service focused on engaging and reconnecting young people with family, education and employment.

#### *Building the capacity of mainstream and universal services:*

Strengthening the capacity of mainstream and universal services to prevent homelessness is also an essential component of Victoria's Implementation Plan. The Victorian Government will build a better understanding of the role mainstream services play in preventing homelessness and improve the interface between specialist homelessness services.

#### *Managing key transitions:*

In addition, a range of initiatives have been designed with a focus on key transitions where people are at risk of homelessness such as young people leaving care, people exiting prison and people being discharged from mental health facilities. Implementation of these initiatives will enhance cross government efforts towards ending homelessness

and increase cooperation between specialist homelessness services and mainstream services.

*Strengthening the homelessness system:*

It is also essential that a specific homelessness response is maintained and improved to strengthen our efforts in breaking the cycle of homelessness. The Victorian Government will work with services to establish a more responsive and sustainable homelessness system able to provide a diverse range of responses of different intensity and duration to a number of target groups including:

- children and young people;
- women and children who experience family violence;
- Indigenous people; and
- people with complex needs.

Examination of new funding models will be undertaken to explore a better approach to the foundation of these services. It is anticipated that an outcome-based funding model will be established to drive reform and improved quality of services including workforce sustainability.

We will also continue to target assistance to women and children who experience family violence and men who use violence, as another example of the commitment to working towards a more proactive response to the causes of homelessness in Victoria.

**Key initiatives**

Specific initiatives to be delivered by Victoria under the NP on Homelessness in line with this approach are detailed below, and listed against the key NP performance indicators in the table following (Attachment C).

*i. Assertive Outreach*

The Victorian Government recognises that the experience of homelessness can become deeply entrenched, requiring intensive and long term support coupled with accommodation. Assertive outreach services targeting single people and couples including those who are sleeping rough and who reside in rooming houses are proposed to better identify and respond to this group. Services will be developed with pathways to long term sustainable housing that have facilities providing tailored responses to people experiencing chronic homelessness who need more intensive support over an extended period.

*ii. Family Violence*

Family violence is responsible for more premature death and ill health in Victorian women under the age of 45 than any other risk factor. Initiatives building on the whole-of-government *Integrated Response to Family Violence* will further diversify the approach to family violence, create greater safety for women and children; increase the accountability of men who use violence and ultimately prevent family violence before it occurs.

The recent introduction of the *Family Violence Protection Act 2008* in Victoria provides greater protection for women and children escaping family violence to remain safely in the family home. An initiative using brokerage funds will support women to do this by addressing practical requirements such as changing locks. If more women are able to utilise protection under the Act, less will need to seek refuge in crisis accommodation. This approach also provides increased stability for women and children by reducing the need to change schools or employment.

The Victoria Police respond to more family violence calls after hours than at any other time. Currently there is insufficient after hours support to cope with this demand. Face-to-face support to women and children following an incident after hours will be increased.

This will reduce the impact of trauma experienced and will lessen the likelihood of homelessness. This will be complemented by an increase in case management for men who use violence.

The Victorian Ministerial Taskforce to address violence against Indigenous women and children and the Victorian Government's responses *Strong Culture, Strong People, Strong Families* have identified the need for enhanced service response to Indigenous women and children experiencing family violence. Allocation of funding is proposed to provide two facilities in areas of Victoria with sizeable Indigenous communities to respond specifically to Indigenous women and children affected by family violence.

### *iii. Young People*

The reform, restructure and expansion of the youth homelessness service system will build on Victoria's *Youth Homelessness Action Plans 1 and 2* to expand services to provide at least one 24/7 youth refuge in each region and provide capacity for two new facilities. This will deliver more intensive support when it is needed tailored to the individual needs of young people and facilitate links to appropriate mental health, drug and alcohol supports and employment, education and training opportunities. This approach will minimise the likelihood of reoccurrence and break the chain of disadvantage and homelessness.

A new foyer model youth facility will be established in regional Victoria that will accommodate 45 young people. Additional outreach support will also be provided to young people in the surrounding area. The Foyer model of accommodation and support assists young people by integrating safe, secure and affordable accommodation; personal support services; reconnection to learning and skills development; and work experience and access to jobs that are sustainable.

### *iv. Children and Families*

Evidence clearly articulates that early interventions that respond to the needs of children and families significantly increase the likelihood of them overcoming personal and systemic barriers to reach their full potential. Specialist children's workers have not previously had a strong presence in the Victorian homelessness service system. Working across the homelessness and education sectors, the Victorian Government will develop and implement targeted initiatives with a particular focus on financial assistance for families and keeping children engaged in school.

### *v. Legal services*

An increase in resources will assist people who are homeless or at risk of homelessness with their legal issues, with a focus on helping indigenous women to better understand and exercise their rights.

### *vi. Supportive Housing*

Two intensive support and response services will be established to help individuals and families access and sustain accommodation in the outer metropolitan growth areas. This will support people and families to continue to live locally and retain their social, health, schooling and work connections.

Each service will include a response and support facility accompanied by ten long term supportive housing properties in nearby locations. The response and support facility will accommodate up to ten people at any one time for accommodation, case managed support and access to a range of services such as Centrelink, legal assistance, health services and other life skills programs.

### *vii. Sustaining Tenancies*

Developed to prevent the reoccurrence of homelessness, the Social Housing Advocacy and Support Program (SHASP), a highly successful approach that supports 'at risk' social

housing tenants to prevent housing breakdown will be enhanced and expanded to take a more proactive approach. SHASP will emphasise the importance of establishing positive tenancies in social housing and have a greater capacity to provide support to at risk tenants in a range of housing tenures, including private renters and those in rooming houses. The transition period as people exit the homelessness service system into social housing is often a time of great stress and change and is particularly challenging for those with complex needs. An enhanced approach will provide support to establish and stabilise a tenancy in long term housing and link those with complex needs to services to manage and improve their health.

*viii. Quality Services*

Investment in workforce development will also occur to support homelessness services to deal with the increases in complexity and the support needs of people who are homeless or at risk of homelessness. In addition, mainstream services will also be supported to better understand and respond to people who are homeless or at risk of homelessness.

*ix. Targeting responses for high needs clients*

As part of this NP, funding will be targeted to improve responses to clients at risk of falling into and staying homeless, for example, people with a mental illness and people exiting prison or interacting with the court system.

A cross-government approach will seek to assist people exiting the mental health and justice system to sustain housing with intensive effort to link people into psychosocial and clinical outreach, personal support, and employment, education opportunities. Housing and Community Building will be working closely with the Mental Health and Drugs Division and the Department of Justice to maximise outcomes and reduce exits to homelessness from these settings.

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS  
PERFORMANCE INDICATORS**

**Performance Indicator:** Proportion of Australians who are experiencing primary homelessness (rough sleeping)

**Description:**

*Assertive outreach for people who are homeless*

The draft *Counting the Homeless 2006* report indicates that the number people who are sleeping rough in Victoria is 11% or 2204 people. This rate is lower than the National figure of 16% but we need to develop more appropriate responses.

Victoria has begun implementation of new models of accommodation and service provision to address rough sleepers including Supported Housing, A Place to Call Home, and Opening Doors. These pathways are working for people who approach the homelessness services system but we need to augment them with assertive outreach to link to other chronically homeless people.

Provide assertive case management outreach services to link people who are experiencing primary homelessness into appropriate services. The Opening Doors response provides a coordinated and linked access system for people who are homelessness. This project will also be linked to accommodation options provided through Supportive housing and A Place to Call Home.

**Impact on Homelessness Output:**

Core Output

b) Street to home initiatives for chronic homeless people (rough sleepers)


Additional Output

h) Outreach programs to connect rough sleepers to long term housing and health services.

**Number of clients assisted and funding allocation:**

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
<b>Clients Assisted</b>		100	160	200	200	660
<b>Funding (\$m)</b>		1.0	1.0	1.0	1.1	4

**Responsibility:** Housing and Community Building division of the Department of Human Services



**Performance indicator:** The number of families who maintain or secure safe and sustainable housing following family violence

**Description:**

Since 2002 Victorian has developed and implemented an integrated response to family violence. New funding has been provided for a range of services responses including increased outreach support, increased housing options for women and children, increased women's and children's counselling programs and men's behaviour change programs.

This will build on the Victorian response and meet some of the identified gaps in responses for Indigenous women and children, women at high risk and assist women and children to remain in the family home.

*Case management responses for men who use violence*

The provision of case management to men who use violence when removed by the justice system from the family home. This initiative supports efforts to enable a greater number of women and children to stay safely in the family home.

*Support for women and children to remain safely in the family home*

Increasing the support available to enable more women and children to (where appropriate) stay safely in the family home. These responses will provide case management support to women who have been referred by police, courts and other services following a family violence incident. It will allow the women to work through the available responses and explore options for development of a safety plan.

*Support for Indigenous Women and Children*

Indigenous women are over represented in family violence services and are 25 times more likely to be killed or injured following a family violence incident.

Indigenous women are part of their ongoing community and require services that will work through issues and assist in re connecting them and their children to their community following family violence.

There are very few specific Indigenous family violence services in Victoria. The new services response will provide a new holistic approach for Indigenous women and children experiencing family violence. It will provide a proactive and early intervention response to women with the ability for Indigenous women to work together, share experiences and resolve issue in a traditional women only approach.

It will be based in locations accessible to areas that have a high population of Indigenous families and offer integrated services response that allows a place for Indigenous women and children to access a range of service responses. This will include family violence case management and supported housing as well as have other services visiting the site such as counselling and children's services.

Indigenous women will be able to work through the issues of family violence, the cycle of violence and develop appropriate safety plans. It will provide the focus on maximising the capacity of women and children to remain in their community and will explore a range of ongoing and sustainable accommodation options including remaining in the family home. Service responses will explore the level of risk to the women and children and implement appropriate safety plans.

### *Face-to face support after hours*

The recent introduction of the *Family Violence Protection Act 2008* in Victoria provides greater protection for women and children escaping family violence to remain safely in the family home. The Victoria Police respond to more family violence calls after hours than at any other time. Currently there is insufficient after hours support to cope with this demand. Exploration of new human services and justice responses during the development of the Integrated Response to Family Violence highlighted the fact that the personal, social and economic consequences of family violence cannot be tackled effectively by either human services or the justice system working alone. All services need to work together to break the cycle of violence. Face-to-face support to women and children following an incident attended by Victorian Police after hours has been developed in recognition of this. The initiative will maximise the effectiveness of the new powers the police can exercise under the Act including removing the perpetrator from the family home; and through the provision of information and support increase the likelihood that women and children will be able to stay safely in the home following an incident. It is recognised that effective support immediately following an incident leads to better outcomes for women and children and reduces the likelihood of homelessness.

Face-to-face support after hours will seamlessly connect with Support for Women to Remain Safely in the Home, a new initiative under the NP on Homelessness and the traditional specialist family violence outreach services, counselling and other mainstream services for the follow up support women will require to maintain their accommodation and safety. This initiative will also be complemented by an increase in case management for men who use violence and current responses that form part of the whole-of-government response, Victoria is diversifying its approach to providing housing and support, moving beyond the secure refuge model.

The integrated family violence response has identified the need to focus on appropriate services responses for women with high needs. A range of work will be undertaken over the next 6- 12 months to develop a tailored response in each region.

### **Impact on Homelessness Output:**

#### Additional Output

f) Support for women and children experiencing domestic and family violence to stay in their present housing where it is safe to do so: and support for women at high risk : support for Indigenous women: and support for men who use violence to enable women and children to remain in the family home.

### **Number of clients assisted and funding allocation:**

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
<b>Clients supported</b>		80	180	450	500	1210
<b>Funding (\$m)</b>		3.8	4.0	5.0	6.8	19.7

**Responsibility:** Housing and Community Building division of the Department of Human Services

**Performance indicator:** Increase in the number of people exiting care and custodial settings into secure and affordable housing.

**Description:**

*Young People Leaving Care - Early intervention housing support*

Target Group: Young people 12-16 year old.

A new initiative will provide a more proactive and intensive response for young people leaving care than the traditional approach. The initiative will see young people engaged in case managed support earlier to ensure a successful transition from care to sustainable accommodation and independence.

In addition to the new response, the development and implementation of the initiative will incorporate a review and enhancement to the existing partnership between Housing & Community Building and Child Youth & Families Division of the Department of Human Services regarding the Adolescent Community Placement (ACP). The initiative will reduce the proportion of young people who leave care and experience homelessness.

*Dual diagnosis workers for Young People*

Target Group: Young People 18-25 years

Development and implementation of a new, coordinated initiative based in Victoria's Creating Connections Youth Transition Hubs between Child Youth and Families, Mental Health & Drugs and Housing & Community Building divisions of the Department of Human Services will provide targeted support services tailored to the needs of young people who are homeless or at risk of homelessness with a dual diagnosis and complex needs.

Services provided will include referrals to youth mental health services, treatment planning, counselling, group work, awareness training for staff within housing agencies, secondary consultation to housing workers.

The initiative will assist young people to access and maintain housing while addressing their mental health, substance use and other issues.

*Building the capacity and responsiveness of mainstream services*

The initiative will engage a range of government partners and mainstream service providers including hospitals and primary health providers, strategies will be developed and implemented to build the capacity of mainstream services to respond to people who are homeless and prevent those at risk of homelessness. These strategies will include improved linkages between mainstream and specialist homelessness services via platforms such as Opening Doors, Victoria's existing statewide homelessness entry point and response system. Opening Doors provides assessment and referral services that effectively match people with the support and accommodation they require.

Outcomes could involve development of protocols and information for distribution at mainstream services such as emergency departments.

*Support Exiting Prison*

Target: People exiting correctional facilities.

The Department of Justice (DOJ) and the Department of Human Services, Housing and Community Building Division will provide three housing support workers (including one Indigenous specific housing support worker) located at the major prisons. This response will build on existing service provision and is linked with the projected growth in adult prisons and increased prison exits. It is targeted at locations where there is no current housing assistance available. These workers will augment the existing case managed housing support delivered in Victorian prisons and ensure greater coverage across the state. The housing support workers will provide prior release and post release support to secure appropriate housing and support services to prevent exits from prison into homelessness.

*Psychosocial support packages*

Housing and Community Building and Mental Health and Drugs division of the Department of Human Services will together deliver 50 intensive psychosocial support packages targeted to 50 clients with multiple and highly complex needs who are exiting forensic and bed based clinical rehabilitation services.

The intensive psychosocial support packages will provide people with enduring mental illness and psychiatric disability with an integrated, holistic response aimed at achieving symptom stability, improved social inclusion and recovery over the longer term.

This initiative will deliver sustained outcomes in a number of critical life domains including improved mental and physical health, reduction in substance misuse, reduced engagement with the corrections system, long term housing security, improved social engagement and employment. Achieving outcomes across these life domains will build the 'platform for recovery' necessary to reduce the impact of this cohort across multiple service systems.

The service model includes provision of flexible brokerage funds to address pressing issues and assist clients to establish and maintain successful tenancies across a range of tenures.

**Impact on Homelessness Output:**

Core Output:

d) Assistance for people leaving child protection services, correctional and health facilities, to access and maintain stable, affordable housing.

Additional Outputs:

- b) Services to assist homeless people with substance abuse to secure or maintain stable accommodation
- c) Services to assist homeless people with mental health issues to secure or maintain stable accommodation
- e) Improvements in service coordination and provision.

**Number of clients assisted and funding allocation:**

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
<b>Clients Assisted</b>		700	750	800	800	3050
<b>Funding (\$m)</b>		5.8	6.5	6.5	6.3	25.0

**Responsibility:** Department of Human Services and Department of Justice (Support for People Exiting Prison only)

**Performance Indicator:** Reduce the number of people exiting social housing and private rental into homelessness.

**Description:**

*Support to maintain tenancies*

The Social Housing Advocacy and Support Program (SHASP) is has been an effective approach to supporting 'at risk' social housing tenants to prevent housing breakdown. The Social Housing Advocacy and Support Program involves assisting new tenants entering housing who have a high risk of tenancy failure by linking them to local services, such as community health centres, resolving issues that arise in their early tenancy, such as nuisance behaviour and assists them in establishing their new home.

Under the National Partnership Agreement on Homelessness the approach will enable a greater number of new social housing tenants exiting the homelessness service system to be supported in establishing their tenancy successfully particularly for the first six months of their long-term tenancy.

The program has centred on public housing. This funding will enable it to begin to extend it to long term community housing, private rental and rooming houses around 2,800 people enter the social housing system each year from the homelessness service system, through Victoria's segmented waiting list.

Support provided would include linking tenants to appropriate services that are able to address their support needs such as community health centres, Home and Community Care services and identification of the most appropriate housing options. (For example, a single woman may feel unsafe living in a rooming house but she may not know how to access other affordable long-term housing.)

**Impact on Homelessness Output:**

Core Output:

c) Support for private and public tenants to help sustain their tenancies, including through tenancy support, advocacy, case management, financial counselling and referral services.

Additional Outputs:

b) Services to assist homeless people with substance abuse to secure or maintain stable accommodation

c) Services to assist homeless people with mental health issues to secure or maintain stable accommodation.

g) Assistance for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.

**Number of clients assisted:**

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
<b>Clients assisted</b>		300	450	800	1000	2550
<b>Funding (\$m)</b>		2.3	2.3	3.3	4.4	12.2

**Responsibility:** Housing and Community Building Division of the Department of Human Services

**Performance indicator:** The proportion of people experiencing repeat periods of homelessness

**Description:**

*Youth homelessness services - Reform, restructure and expand*

A key element of the proposed youth homelessness service system reform is a focus on early intervention; shifting the traditional crisis response to a more holistic approach incorporating the short and longer term psychological, emotional, health and social needs of young people. Integrating the specialist youth homelessness services with other early intervention programs and youth initiatives will be an important part of these reforms. This includes federal and local government funded youth programs and other State Government programs.

It will see the delivery of a range of new services including highly developed responses that link young people more effectively to family and community, returning young people home and providing the required time and space for families to address adolescent parenting concerns.

Reform and service expansion will increase the number of young people provided with a targeted early intervention response, deliver intensive case managed support with a move to a more structured response to young people's needs and provide aftercare services to enable young people to sustain their housing and end the likelihood of a return to homelessness services.

*Supportive housing for People who are Homeless*

Two Supportive Housing models will be established in growth corridors of metropolitan Melbourne. Each service will include a response and support facility accompanied by ten long term supportive housing properties in nearby locations. The response and support facility will accommodate up to ten people at any one time for short term accommodation and case managed support. It will incorporate access to services such as Centrelink, legal assistance, health services and other life skills programs accessible to crisis accommodation and supportive housing residents.

Skilled Case Plan Coordinators will facilitate high quality coordinated support to the clients of the service. Where people enter supportive housing without support, the coordinator will play a role in securing support packages and linkages with other necessary services. The coordinator will also ensure that case management provided is tailored to the needs of tenants and coordinated across the services involved. The coordinator will also play an important role in building the capacity of housing support workers to respond to the needs of complex clients.

Supportive Housing recognises that responses should be tailored to the needs of individuals and therefore a flexible model is essential. The two Supportive Housing services will provide a response to those people who require short-term intensive support and accommodation and those requiring a longer term responses. Both the short and longer term responses will be crafted to provide a more holistic response to issues. The facilities will be linked closely with Victoria's existing statewide entry point system Opening Doors. Opening Doors provides assessment and referral services that effectively match people with the support and accommodation they require.

Case Plan Coordinators will be responsible for facilitating access via Opening Doors to supportive housing tenancies. This supportive housing component of the model will build on work underway with the implementation of the Elizabeth Street Supported Housing facility (A Place to Call Home).

Both the youth homelessness service system reform and supportive housing seek to break the cycle of homelessness and provide a more tailored response to the needs of individuals.

**Impact on Homelessness Output:**

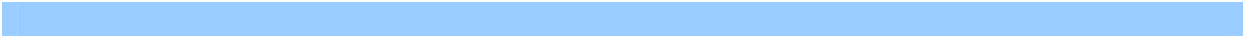
Additional Output:

- b) Services to assist homeless people with substance abuse to secure or maintain stable accommodation
- c) Services to assist homeless people with mental health issues to secure or maintain stable accommodation
- d) Support to assist homeless young people aged 12-18 years who are homeless or at risk of homelessness to reengage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and employment.
- e) Improvements in service coordination and provision
- g) Assistance for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.

**Number of clients assisted and funding allocation:**

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
<b>Clients Assisted</b>		500	500	500	650	2150
<b>Funding (\$m)</b>		2.5	4.3	6.8	11.3	24.8

**Responsibility:** Housing and Community Building Division of the Department of Human Services



**Performance indicator:** Number of young people (12 to 18 years) who are homeless or at risk of homelessness who are re-engaged with family, school and work.

**Description:**

*Family Reconciliation - Support for young people 12-18 years*  
 Housing & Community Building and Children, Youth and Families Division divisions of the Department of Human Services, and the Department of Education and Child Development will establish new family reconciliation services augmenting existing family reconciliation services with tailored response for young people 12-18 years.

The family reconciliation services aim to divert young people from the homelessness service system re-establishing links with family/support networks (where appropriate). Support will be complemented with brokerage funds to assist in the reconciliation process. Statewide guidelines will also be developed to assist homelessness services respond appropriately with this new target group.

*Youth Foyer*

The Foyer model of accommodation and support assists young people by integrating:

- Safe, secure and affordable accommodation
- Personal support services, including mentoring
- Reconnection to learning and skills development
- Work experience and access to jobs that are sustainable.

The Foyer model of accommodation and support will be based on a UK model. Experience there shows that foyers work best when they are purpose built to the highest design standards and provide quality accommodation in self-contained units. This helps promote independent living skills for young people and a sense of stability and safety.

The Foyer will be centrally located and the new development will be close to public transport, schools, TAFE colleges, training centres, work experience and jobs. They will incorporate facilities that may be used by the general public, such as childcare, training facilities or a fitness centre. This will help to build links between the Foyer and the local community.

The new Foyer model will provide integrated support and tenancy management to young people, with a focus on engagement and development of the skills required to manage an independent tenancy. Support and tenancy management agencies with experience of working with young people who are homeless and strong links with local communities will be invited to submit proposals to provide these integrated services.

The Victorian Government will explore the development of a service in the regional areas of Frankston, Geelong or Ballarat.

**Impact on Homelessness Output:**

- Additional Outputs:
- b) Services to assist homeless people with substance abuse to secure or maintain stable accommodation
  - c) Services to assist homeless people with mental health issues to secure or maintain stable accommodation
  - d) Support to assist homeless young people aged 12-18 years who are homeless or at risk of homelessness to reengage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and employment.
  - e) Improvements in service coordination and provision

**Number of clients assisted and funding allocation:**

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
<b>Clients assisted</b>		350	400	650	750	2150
<b>Funding (\$m)</b>		1.0	1.0	1.7	2.8	6.4

**Responsibility:** Housing and Community Building division of the Department of Human Services

**Performance Indicator:** Number of children (under 12 years) who are homeless or at risk of homelessness who are provided with additional support to maintain contact with school.

**Description:**  
*Specialist support for children.*

Children who are at risk of homelessness or become homeless are at greater risk of losing contact with schools, Maternal and Child Health and other allied health services and of entering into a cycle of repeat homelessness over their lifetime.

In 2007-2008 there were 21,400 accompanying children assisted in Supported Accommodation Assistance Program (SAAP) services. The percentage of families with children as a proportion of the total for each reason given for seeking assistance included family violence (69%), financial difficulty (37%) and eviction (46%).

Many children suffer grief and loss as a result of the reason for becoming homeless and the aftermath of becoming homeless. They need to understand why they are no longer seeing their friends and/or family members. They need assistance to work through the trauma of family breakdown and to re-establish links with school and other services.

In conjunction with other support services develop appropriate models of case management support to meet the needs of children experiencing homelessness and family violence.

DHS will work with the Department of Education and Early Childhood Development and Child Youth and Families Division to focus on engagement in education and early childhood development programs. This will include developing new approaches to enhancing outcomes for children and link children back into schools and into other appropriate services.

**Impact on Homelessness Output:**

Additional Output:

j) Support for children who are homeless or at risk of homelessness including to maintain contact with the education system.

**Number of clients assisted and funding allocation:**

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
<b>Clients assisted</b>		300	350	450	500	2050
<b>Funding (\$m)</b>		1.2	1.5	1.5	1.5	5.7

**Responsibility:** Housing and Community Building division of the Department of Human Services

**Performance Indicator:** Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management.

**Description:**

*Support for families at risk of homelessness.*

The draft *Counting the Homeless 2006* report indicates that the number of families experiencing homelessness has risen from 22,944 in 2001 to 26,790 in 2006. Families become homeless because of a housing crisis and family violence.

In 2007-2008 there were 15,700 (26%) SAAP support periods for families, with over 11,000 of these for women with children.

Early intervention with families experiencing homelessness involves working with them to maintain their accommodation, providing financial counselling and when they become homeless addressing the needs of the children.

To provide case management support to families who are homeless or at risk of homelessness to access a range of appropriate accommodation options and maintain housing across a range of tenures. Accommodation options include public and social housing, private rental and other lower cost accommodation. Linking with Opening Doors, families will be provided with case management support to assist them to access and maintain tenancies and link to schools, employment, education and training opportunities and to local community services.

**Impact on Homelessness Output:**

Additional Outputs:

g) Assistance for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.

**Number of clients assisted and funding allocation:**

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
<b>Clients assisted</b>		100	150	200	250	700
<b>Funding (\$m)</b>		1.5	1.5	1.5	1.5	6.0

**Responsibility:** Housing and Community Building division of the Department of Human Services



**Performance Indicator:** Number of people who are homeless or at risk who are provided with legal services

**Description:**

*Court Integrated Service Program (CISP)*

CISP is an early intervention approach which is targeted towards reducing homelessness. It targets people assessed at moderate to high risk of future offending with multiple contributing needs, including addiction, mental health and disability.

CISP provides interventions to stabilise people with multiple and complex needs appearing at court by facilitating optimal pre-sentencing outcomes and to reduce re-offending rates.

CISP features:

- a centralised screening and assessment process with all referral directed to one service point;
- targeted intervention, matching the level of intervention to client risk of re-offending;
- priority access to treatment and support services;
- case management; and
- comprehensive data collection.

### *Legal assistance for Indigenous women*

The Aboriginal and Family Violence Prevention and Legal service located in metropolitan Melbourne provides assistance to Indigenous women across the state to access appropriate legal services. Many of these women also require assistance to assess other services including housing and support, financial services counselling and other allied health services.

These new positions will provide case management support for Indigenous women who require legal representation and assistance to undertake court processes particularly in relation to experiencing family violence. They will also provide a link between the legal services and the broader family violence support system for aboriginal women. The positions would be incorporated into the state wide Aboriginal and Family Violence Prevention and Legal Service.

#### **Impact on Homelessness Output:**

Additional Output: Support for people who are at risk of homelessness and are coming into contact with the courts.

#### **Number of clients assisted and funding allocation:**

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
<b>Clients assisted</b>		50	70	100	140	390
<b>Funding (\$m)</b>		1.0	1.00	0.2	0.2	2.4

**Responsibility:** Department of Justice and Housing and Community Building division of the Department of Human Services

**Performance Indicator:** Number of staff of specialist homeless services provided with formal training and development opportunities.

#### **Description:**

##### *Workforce training and Development*

To address homelessness in Victoria the homelessness service system will need to be more responsive and sustainable. We need a service system that is able to provide a range of high quality responses tailored to the needs of individuals. Increasingly, people are presenting with ranging issues e.g. mental health and substance abuse. Complementing the target of breaking the cycle of homelessness, assistance needs to be timely well targeted and broader in reach to deal with the range of issues, in this environment expectations of the workforce increase.

We have implemented a unit base funding model for all new services since 2002-2003 including for the Integrated Family Violence responses and services for young people. This funding model has been crafted in acknowledgement of the increased complexity and to reinforce policy directions including an output based approach.

In 2007 a KPMG Workforce Survey commissioned by this government found that the homelessness sector is facing significant challenges regarding attracting and retaining a quality workforce. Without reform to ensure a strong workforce Victoria will be unable to

implement the new approaches and service models to address homelessness in this state.

Over the next 12 months the department will undertake a critical analysis of the current approach to homelessness service delivery followed by a funding model review.

The need for a highly skilled staff and a consistent approach to the allocation of funding to homelessness services will be considered in this work.

The outcomes to be delivered as part of the Commonwealth's new approach to homelessness and the continued reform agenda of the Victorian Government towards improving the response to homelessness demands workers that are more highly skilled than ever before. It will be important to reinforce key linkages with other service systems requiring workers to have good knowledge of these systems. Work with allied systems will be undertaken to build this

**Impact on Homelessness Output:**

Additional Output: Workforce development and career progression for workers in homelessness services.

**Funding allocation:**

	2008-09	2009-10	2010-11	2011-12	2012-13	Total
<b>Funding (\$m)</b>		0.8	5.0	5.0	5.0	15.7

**Responsibility:** Housing and Community Building division of the Department of Human Services

## IMPLEMENTATION OF A PLACE TO CALL HOME – A SUMMARY

**State or Territory:** Victoria

**Proposal:** A Place to Call Home

**Objective:** To reduce chronic homelessness through stable accommodation and support.

**Description:**

A Place to Call Home (APTCH) commenced in July 2008, with funding across Australia of up to \$150 million from the Commonwealth and contributions from States and Territories. It will provide 600 additional properties to people experiencing chronic homelessness.

The project in Victoria will see 118 accommodation units, including 50 places for singles within the Elizabeth Street Supportive Housing development and a further 68 additional properties through the Transitional Housing Management (THM) Program located in outer metropolitan and rural/regional Victoria.

Under APTCH, clients in need of housing assistance will be provided with access to the 68 APTCH properties coupled with support for twelve months. These properties and tenancies will then transfer to long term Public Housing after twelve months and be replaced by existing public housing stock.

**Impact on Homelessness Output(s):**

Staging up to 118 units per year

**Funding period and level:**

Proposal	2008-09	2009-10	2010-11	2012-13	2013-14	Total
Commonwealth	4.9	4.9	4.9	4.9	10.1	29.5
Victoria	5.4	11.4	6.5	2.0	0.1	25.5
<b>Total</b>	<b>10.3</b>	<b>16.3</b>	<b>11.3</b>	<b>6.8</b>	<b>10.2</b>	<b>55.0</b>

**Responsibility:** Housing and Community Building division of the Department of Human Services