

## **Responses to Questions on Notice (QON)**

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***QUESTION 1 What was the cost of the Deloitte and PWC reports relating to the RAM?***

### **RESPONSE 1**

The Deloitte contract for development of the Resource Allocation Model was \$154,539 (inc GST). PWC did not undertake work on the Resource Allocation Model

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***QUESTION 2 Provide further information on the consultative processes undertaken through the development of the Deloitte report?***

### **RESPONSE 2**

In the development of the Deloitte report key stakeholder groups were consulted, including:

- The Sector Reference Group - comprising homelessness, housing NGOs and community housing peak representatives;
- The Going Home Staying Home Panel of Experts - comprising senior industry professionals, researchers and consumers; and
- The Going Home Staying Home Resource Allocation Working Group - comprising senior sector representatives from Specialist Homelessness Services providers, Specialist Homelessness Services peak organisations and the Going Home Staying Home Panel of Experts.

The FACS Annual Report 2012/13 also holds information on consultation regarding the homelessness reforms.

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***QUESTION 3 Provide additional information on the process of establishing the per unit costs in north coast district***

### **RESPONSE 3**

The distribution of Specialist Homelessness Services Program funding was allocated following the development of a population-based Resource Allocation Model. The Resource Allocation Model took into account factors such as client complexity which have a substantial impact on the cost of providing support to each client. The outputs of the Resource Allocation Model were factored into determining the district budget allocations for each of the 15 FACS Districts.

The case mixes within service package identified the number of clients according to: their homelessness or at risk of homeless status; client target groups (for example young people, single women, single men, and families); and level of support required (low, medium or high).

This means the average funding available per client will vary between service packages and across the 15 FACS Districts depending on the number of clients in the case mix who are homeless or at risk of homelessness and whether they require a low, medium or high level of support from the Specialist Homelessness Service.

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**QUESTION 4** Provide a list of every CHP in the state, showing:

- a) how many government owned properties they manage
- b) how many other properties they manage (if available)
- c) the location of the 6000 (National Building) title transferred properties
- d) those providers that are metropolitan based.

### RESPONSE 4

a) 16,020 government owned, 5,760 government funded but privately leased properties, and 5,820 government funded but Community Housing Provider owned and managed properties.

b) The Community Housing Registrar's Annual Statement of Performance 2013 indicates that there are 34,000 properties under management by the community housing sector in NSW.

c) and d) Refer to Community Housing Portfolio table below. National Building is identified in the Column NB Title Transferred.

### Community Housing Portfolio Table

FaCS District	*Registered Providers	Properties			
		Capital	Leasehold	NB Title Transferred	Total
CentralCoast	8	681	295	292	<b>1,268</b>
Far West	2	139	41		<b>180</b>
Hunter New England	32	1,984	660	1,222	<b>3,866</b>
Illawarra Shoalhaven	17	1,193	368	318	<b>1,879</b>
Mid NorthCoast	13	615	181	152	<b>948</b>
Murrumbidgee	13	539	182	150	<b>871</b>
NepeanBlueMountains	15	1,493	310	293	<b>2,096</b>
Northern NSW	19	829	164	165	<b>1,158</b>
Northern Sydney	18	522	385	295	<b>1,202</b>
South Eastern Sydney	32	1,446	660	235	<b>2,341</b>
South Western Sydney	29	2,430	874	1,142	<b>4,446</b>
Southern NSW	11	415	186	143	<b>744</b>
Sydney	39	1,816	800	486	<b>3,102</b>
Western NSW	20	419	226	289	<b>934</b>
Western Sydney	29	1,459	428	678	<b>2,565</b>
<b>All Districts</b>	<b>188**</b>	<b>16,020</b>	<b>5,760</b>	<b>5,820***</b>	<b>27,600</b>

Notes:

\* Information in the table covers all registered community housing providers contracted through FACS-Housing NSW

\*\* As a number of providers work in multiple Districts the total number is not sum of the district figures.

\*\*\* 5,820 approved for title transfer to date. 200 properties remain to be title transferred.

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### **QUESTION 5 Provide a list of reasons to have CHPs in metro areas**

#### **RESPONSE 5**

- Community Housing Providers can leverage off their own assets to deliver additional accommodation to very low, low and moderate income earners in high demand locations such as metropolitan Sydney;
  - Current policy settings means that only the community housing sector and not the public housing system can deliver affordable housing;
  - Having a diverse social housing system encourages client choice;
  - Flexibility to respond to local needs;
  - Community Housing Providers have strong partnerships with specialist support services to deliver tailor made responses such as Platform 70 in the inner city;
  - There is value in having competitive tension and therefore a positive impact on the social and affordable housing system.
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### **QUESTION 6 Have property valuations been undertaken on the 1300 crisis and transitional properties within the SHS system? Can a total figure for the valuation of the 1300 properties be provided? Can the valuation methodology also be provided?**

#### **RESPONSE 6**

- Yes, Land and Housing Corporation properties are valued every year using the 'Mass Appraisal Benchmark Methodology'.
- The total capital value of crisis and transitional properties is \$453,336,610
- The Mass Appraisal Valuation Methodology is a NSW Treasury endorsed approach to valuing assets in large portfolios. Land and Housing Corporation due to the size of its portfolio (around 140,000 properties), uses this methodology as it is the most cost effective way of valuing its portfolio. Under this methodology every benchmark property is independently valued on a rolling 3 year cycle. Every year one third of the portfolio is independently valued and provides a movement index for the remaining two thirds based on 13 Regional groupings and similar market patterns. All residential properties are linked to a benchmark property in its market, its value is extrapolated in the market range identified by the benchmark property. Each property has six adjustment factors that are used to position its value in relation to the benchmark, the adjustment factors are size of the property, size of the land, internal condition, car accommodation, amenity and aspect. As a result each property is valued once and indexed twice with a three year cycle.

Further information on LAHC asset assessments can be found in the NSW Land and Housing Corporation Annual Report 2012-13 at [http://www.facs.nsw.gov.au/\\_data/assets/file/0011/279038/FACS\\_AR\\_2012-13\\_Land\\_and\\_Housing\\_WEB\\_FACS.pdf](http://www.facs.nsw.gov.au/_data/assets/file/0011/279038/FACS_AR_2012-13_Land_and_Housing_WEB_FACS.pdf)

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**QUESTION 7** *Can an analysis of the 1300 crisis and transitional properties be provided in the following groupings -*

- A) women**
- B) youth**
- C) men**
- D) aboriginal women**

*By crisis and then transitional properties. Showing before and after reform numbers in each category.*

### **RESPONSE 7**

Details on these properties has been provided as part of a response to a previous Question on Notice.

None of the 1,300 government owned crisis properties will close.

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**QUESTION 8** *Can specific details of the package and the successful tenderer be provided for the Shoalhaven youth package?*

### **RESPONSE 8**

These details can be found in the Illawarra Shoalhaven Tender Outcomes Fact Sheet on the Going Home Staying Home website at [www.housing.nsw.gov.au/ghsh](http://www.housing.nsw.gov.au/ghsh)

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**QUESTION 9** *Please provide details of the key performance indicators and the evaluation processes that are in place for the reform and transition to the new system.*

### **RESPONSE 9**

FACS is currently developing a monitoring and evaluation strategy in consultation with sector stakeholders that will outline an ongoing monitoring, evaluation, and review work program. This strategy will examine the impact and effectiveness of the reforms, with a focus on Specialist Homelessness Services (SHS) providers' performance against the following set of core client outcome indicators which they will be required to report on:

- The proportion of people who are turned away from services
- The proportion of SHS clients experiencing repeated episodes of homelessness
- The proportion of SHS clients referred who sustained their long term housing
- The proportion of SHS clients who established long-term accommodation
- The proportion of SHS clients enrolled in education during the period of assistance
- The proportion of SHS clients entering the labour force during the period of assistance (i.e. full-time, part-time, other).

A fundamental performance measure for Specialist Homelessness Services providers will also be to demonstrate compliance with the Program Level Agreement including meeting the client outcome and output requirements.

Further information on the transitional arrangements can be found at

<http://www.housing.nsw.gov.au/NR/rdoonlyres/4AE11F8C-3D6F-48BD-9C1E-35079C5318AC/0/GHSHTransitionGuidelines.pdf>

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***QUESTION 10 Can the 75 submissions received in response to the discussion paper be made publicly available?***

### **RESPONSE 10**

The submissions are already published on the FACS Going Home Staying Home website, where the organisation making the submission consented to their submission being published.

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***QUESTION 11 Can you provide details of any CHPs who have had their right rescinded to allocate government properties off the waitlist, over the past 5 years.***

### **RESPONSE 11**

There are no Community Housing Providers who have had their right rescinded. With regards to the requirement for Community Housing Providers to be registered in order to receive access to funding, there was one organisation that has been deregistered since the commencement of the NSW Community Housing Regulatory System in 2009.

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***QUESTION 12 Which agencies participated in the district consultation processes?***

### **RESPONSE 12**

Organisations participating in District consultations varied. A series of District Forums were held across NSW during the reform period. These involved members of Regional Committees and homelessness service providers.

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***QUESTION 13 From the GSH pre-qualification process there were 190 providers that pre-qualified, how many were not successful?***

### **RESPONSE 13**

Of the organisations that applied for prequalification and did not prequalify:

- 9 organisations did not meet the eligibility criteria for participation in the scheme
  - 3 organisations were eligible but were unsuccessful in their application to be in the prequalification scheme
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***QUESTION 14 Is culturally appropriate service delivery defined in contract requirements? do you have a set standard for culturally appropriate training?***

### **RESPONSE 14**

The Funding Deed 3.1 b sets out the requirements for culturally appropriate service delivery. The Service Provider must provide services in a way which provides reasonable access to all people in the identified client group (set out in the Program Level Agreement), regardless of race, gender, age, pregnancy, marital status, disability, sexual preference, religion, cultural background, transgender or health status. The provision of reasonable access may require the use of interpreters and translators for clients from diverse linguistic and cultural backgrounds.