

Responses to Supplementary Questions(SQ)

S QUESTION 1 "National Partnership Agreement on Homelessness (NPAH)

1a) Can a historical breakdown from 2009-10 to 2013-14 of NPAH funding allocation by district be provided? Please include a list of projects funded under NPAH in each district"

RESPONSE 1a)

A breakdown of each of the projects funded under the National Partnership Against Homelessness (NPAH) is available on the internet through the implementation plan developed for the agreement with the Commonwealth.

Up until September 2013 the 15 FACS Districts were not in existence. The material is available by regions

Refer

link <http://www.housing.nsw.gov.au/Help+with+Housing/Homelessness/Regional+Homelessness+Implementation/>

Refer link Transitional National Partnership Agreement on Homelessness 2013/14 – Grants to NGOs

<http://www.housing.nsw.gov.au/Help+with+Housing/Homelessness/National+Partnership+Agreement+on+Homelessness+%28NPAH%29/Transitional+National+Partnership+Agreement+on+Homelessness+2013-14+-+Grants+to+NGOs.htm>

1b) Were projects that had been funded under NPAH reviewed for inclusion in the GSH district service packages?

RESPONSE 1b)

All National Partnership Agreement on Homelessness (NPAH) funded projects delivered by NGOs were integrated into the Going Home Staying Home service packages and all NPAH funded NGOs were invited to apply for the new service packages.

1c) Given that the 2014-15 Commonwealth funding commitment to national homelessness services is \$44 million less than their contribution under the 2013-14 NPAH extension, what funding and service arrangements has the NSW Government put in place to ensure the continuity of services being delivered under NPAH until a new partnership agreement is reached?

RESPONSE 1c)

The NSW and Australian Governments have agreed a further one year extension of the NPAH. Further negotiations are continuing to determine how and where the HPAH funding will be spent.

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S QUESTION 2 *Going Home Staying Home (GSH) overall funding and Resource Allocation Model (RAM)*

2a) The RAM developed by Deloitte Access Economics was the basis for dividing the overall budget for non-government specialist homelessness services across the 15 FACS districts. However, was any evidence-based evaluation carried out to determine whether the \$148 million annual budget for the state is adequate to provide sufficient services for those who are homeless or at risk of homelessness? If not, what was the basis for determining the overall budget for specialist homelessness services?"

RESPONSE 2a)

The budget for the SHS Program is based on the allocation made by the Commonwealth Government to the NSW Government under the National Affordable Housing Agreement and the appropriation that the NSW Government makes to the Program (which broadly matches the Commonwealth Government's contribution).

2b) What consultation was undertaken in the development of the RAM?

RESPONSE 2b)

FACS consulted with key stakeholders on the development of the RAM, including through:

- Sector Reference Group,
- Panel of Experts, and
- A Resource Allocation Working Group.

2c) Is it possible to provide the values of the homelessness rates by LGA as displayed in shaded maps in Figures 4.3 and 4.4 of the Deloitte RAM report, including any available breakdowns by:

- i. 2.3.1 nationality, including ATSI?**
- ii. 2.3.2 receipt of Centrelink payments?**
- iii. domestic violence (DV)?**
- iv. mental health?**

RESPONSE 2c)

LGA level data used in the RAM is all available publicly. The data sources include:

- Demographic data is taken from the ABS Census 2011.
- Data on people in receipt of Centrelink payments is taken from the ABS Census 2011.
- Domestic and family violence data is taken from the Bureau of Crime Statistics and Research.
- Data on mental health is taken from Health Statistics NSW.

2d) How was the detailed information captured in the PWC "District Profiles: Specialist Homelessness Services" report of November 2013 used in the development of the RAM or other aspects of the GSH funding?

RESPONSE 2d)

The Resource Allocation Model prepared by Deloitte Access Economics did not use the earlier PWC analysis. Deloitte Access Economics was able to use more recent

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data from the 2011 Census which was not available at the time of the earlier PWC work.

2e) With respect to the methodology of the RAM's development:

2e) i. Could the issue of representativeness and how it was handled be clarified – how were the population factors adjusted to reflect need?

RESPONSE 2e) i.

The Resource Allocation Model as a population based model starts with the general population but makes adjustments to this population based on risk factors, resource intensity and service cost relativities of the 15 FACS Districts. Using a population based model was widely supported in the consultation process and stakeholders were involved throughout its development. The model adjusts the census population of each District based on risk factors supported by the evidence as contributing to homelessness.

Homelessness risk factors were based on a 'modelled homeless population' derived from a longitudinal study of factors affecting housing stability funded by the Department of Social Services (*Journeys Home* by the Melbourne Institute of Applied Economic and Social Research).

The 'modelled homeless population' of each FACS District was weighted to reflect the relative resource intensity of providing services to different types of clients in the population.

The final step was to adjust the weighted District homeless populations with needs indices to reflect the relativities of factors such as remoteness and socio-economic disadvantage between districts and the influence they have on service delivery costs.

2e) ii. Can additional information be provided to explain how the RAM's 'needs index' variables and weightings were developed, in relation to the variables that were selected and the weightings applied to them to reflect how the service delivery costs across different districts were expected to differ?"

RESPONSE 2e) ii.

Relative populations, relative prevalence of risk factors, relative resource intensity attached to servicing the population and the relative cost of service delivery all influence the quantum of resources the model suggests allocating to a District relative to others.

Through a literature review and extensive consultation, key risk factors were identified that influence homelessness and population need, as well as factors that influence resource intensity and the cost of service provision. The current model has twelve factors: age, gender, income, Indigenous status, mental health, drug and alcohol use, accompanying children, Socio-Economic Indexes for Areas (SEIFA), remoteness, housing stress, domestic and family violence and severe overcrowding.

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2e) iii. What sources were used to identify district differences relating to the cost of service delivery?

RESPONSE 2e) iii.

Through a literature review and consultation, factors were identified which affect the resource intensity required of services to respond to clients such as age, gender, income and whether there are accompanying children. The RAM also used indices for remoteness and socio-economic disadvantage to consider relative differences in the cost of service delivery between districts.

2e) iv. In relation to the Remoteness Areas system, was transport availability and its impact on capacity (and cost) to access homelessness services taken into account?

RESPONSE 2e) iv.

Remoteness is considered in the Resource Allocation Model to factor in the influence that it could have on the cost of service delivery. The RAM uses the ABS Australian Standard Geographic Classification.

2f) Was any independent evaluation or testing of the RAM undertaken to evaluate its validity in predicting funding needs and service delivery costs across districts and/or test its assumptions? For instance, has any evaluation

RESPONSE 2f)

The RAM did not determine funding need or service delivery cost. It provided a method for distributing the Specialist Homelessness Services Programs grants budget across the 15 FACS Districts.

The RAM was developed independently by Deloitte Access Economics. The stakeholder consultation process and the District regional planning process were mechanisms for validating the RAM budget outputs.

2g) What ongoing process is planned for the evaluation, review and refinement of the RAM funding model, and what funding has been allocated to this process?

RESPONSE 2g)

FACS is currently developing a monitoring and evaluation strategy that will outline a monitoring, evaluation and review work program over the next six years. This strategy will focus on the client, system and cost benefits of the reform and will examine its impact.

2h) Noting that the population-based RAM explicitly excluded issues of “cross-district flows” in which people experiencing homelessness move between districts (often toward inner Sydney), what planning process has been undertaken to ensure policy, funding and service delivery will adequately address these flows? In particular:”

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2h) i. How have cross-district flows been estimated?

RESPONSE 2h) i.

The RAM does not consider cross district flows.

2h) ii. What areas were within the 'flow' consideration?

RESPONSE 2h) ii.

Districts undertook joint planning where there is evidence of cross border flows. Sydney, South Eastern Sydney and North Sydney Districts had a joint planning approach. In addition, joint planning was done between Sydney and South Western Sydney resulting in joint funding of Service Packages.

2h) iii. How were the figures obtained?

RESPONSE 2h) iii.

Refer response to (i) and (ii).

2h) iv. Has FACS and NGOs' data been combined to address these issues?

RESPONSE 2h) iv.

Refer response to (i) and (ii).

2h) v. Was information collected in relation to the reason why people moved between districts? If so, has there been analysis of that data?

RESPONSE 2h) v.

Refer response to (i) and (ii). Data and research on cross border movements of homeless people between different locations in NSW is limited.

2i) Has CPI and the rising cost of housing been factored into the ongoing funding allocations for the GSH reforms?

RESPONSE 2i)

Indexation will be applied to these contracts over each year of the three-year contract.

2j) What is the total amount of funding, and what programs or services are funded, under the Non-Population Funding Pool (NPPF)?

RESPONSE 2j)

The Non-Population Funding Pool covers costs associated with the management of the SHS Program (including program and policy development, data and systems improvement, quality assurance and continuous improvement, monitoring and program evaluation). Approximately \$4 million is allocated for this purpose under the SHS Program.

2k) What evidence is available relating to cross-border flows, for example between Southern Queensland and Northern NSW, in the homeless population

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and how has this been taken into account with respect to service planning and funding?

RESPONSE 2k)

Cross border flow issues were accounted for in the service planning process to ensure natural flows are recognised.

S QUESTION 3 GSH – Service Packages and Planning by District

3 a) What was the process for the development of the Service Package Summaries? In particular:

3a) i. What was the involvement of FACS staff at the state level, district level and within specific locations within each district?

RESPONSE 3a) i.

District staff across the 15 FACS Districts were involved in the development of the 149 service packages. FACS staff centrally reviewed and endorsed all District plans to ensure alignment with overall reform intent and consistency with the allocated District budget.

3a) ii. What consultation was undertaken in the development of the packages?

RESPONSE 3a) ii.

Consistent with good procurement practice, providers eligible to apply for funding did not have input into the design of the service packages. FACS staff in each of the 15 Districts consulted Regional Homelessness Committees on balance between homeless and at risk clients, the client distribution between different client groups, the distribution of clients between low, medium and high support clients, the number of indigenous clients and key Specialist Homelessness service gaps.

3a) iii. To what extent were the service packages established to reflect the mix of pre-GSH services operating within the district?

RESPONSE 3a) iii.

District planners considered a number of factors in determining the mix of services in their District including: the evidence about best practice and service priorities, their knowledge of service gaps, District profiles, and available funding. Districts were instructed to ensure that existing crisis and transitional properties used for the delivery of SHS supported accommodation continue to be linked to support services. Districts had to weigh the continuation of current effective service models and arrangements within their Districts with the demand for those services relative to other priorities and the cost compared to other models.

3a) iv. Was there any assessment or analysis of whether current services were meeting need?

RESPONSE 3a) iv.

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Specialist homelessness services help more than 52,000 people each year and are a vital part of the broader system that supports people who are homeless or at risk. Assessments of need and service effectiveness during or in the lead up to the Reform that informed the planning process included:

- evaluation of the National Partnership Agreement on Homelessness projects;
- service mapping project which involved surveys across NSW of providers involved in delivering services to people who are homeless or at risk;
- reports from capacity building forums with service providers prior to the reform.

3a) v. Was there any assessment or analysis of future need, taking into consideration evidence such as changes reflected in past census increases?

RESPONSE 3a) v.

Planning focused on services required in the period of the next contract, that is between 2014 – 2017.

3a) vi. Was any consideration given to the potential loss of NPAH funding and associated projects?

RESPONSE 3a) vi.

The NPAH projects provided an opportunity to trial new approaches to respond to people at risk of homelessness or who are homeless and to deliver reform in the sector. Through these projects, service providers demonstrated some excellent innovations and achieved successful outcomes for clients in NSW. All NPAH-funded providers, many of whom were also SHS providers were invited to participate in the GHSH procurement process.

3b) What evidence or justification provided the basis for developing tender packages that bundled together a range of services and client groups, such as not offering women's only service packages?

RESPONSE 3b)

People who are homeless or at risk of homelessness and their needs are diverse, requiring services that are flexible and able to respond to changing needs. Consolidating some individual services into connected service packages improves service integration and flexibility and allows services to provide a range of responses that a client may need.

The approach of the new system will allow a range of responses to be provided to a client through one integrated service rather than the client shopping around for the correct individual service – this provides a holistic service to the client from immediate crisis responses through to establishing a tenancy, and support to stay in their new home.

More than half of the new 149 services will target only one client group, for example, women. This does not mean that new services that have multiple target groups will be generic. Services will need to be tailored and have the capacity to respond to the

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needs of different clients groups identified in the service package. In many cases these services will have multiple outlets each catering for different clients. The preferred provider will have the capacity to deliver a specialised service to the specific client groups within the service package or have established Joint Working Agreements where another specialised provider will cater to individual client groups.

3c) How many existing specialist services that address a specific client group (eg. Aboriginal, women or youth) were not funded through GSH?

RESPONSE 3c)

Approximately 60 currently funded providers which provide services to a single target group, were not successful under the GSH tender. The majority of these services are eligible to apply for funding under the Service Support Fund so they can continue to provide complementary services to people who are homeless or at risk of homelessness.

The NSW Government is also introducing complementary initiatives to extend the Start Safely program that provides stable, private rental housing for women and children escaping domestic violence; increasing the supply of transitional accommodation for young people through the purchase of 34 new properties to be run through a housing company in partnership with Yfoundations and 29 new properties available for women escaping domestic violence to be run through a housing company in partnership with DV NSW.

23 service packages specify they are for women only clients

42 service packages specify they are for youth only clients

85 service packages have an Aboriginal target

573 government owned crisis transitional properties are for women escaping domestic violence – that is 56 more than last year

27% of all government owned properties are solely for young people

Further information is available on the service support website at

<http://www.housing.nsw.gov.au/Help+with+Housing/Homelessness/Going+Home+Staying+Home/>

3d) How many young people recognised as homeless within each LGA or FACS district were:

3d) i. exiting statutory care?

RESPONSE 3d) i.

In 2012-13, Specialist Homelessness Services (SHS) assisted 457 children and young people aged 17 years or under who were exiting statutory care.

3d) ii. involved in the juvenile justice system?

RESPONSE 3d) ii.

In 2012-13, Specialist Homelessness Services (SHS) assisted 241 children and young people aged 17 or under who were exiting custody.

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S QUESTION 4 *GSH – Pre-qualification for eligible organisations*

4a) Was it a requirement of the pre-qualification process that organisations currently deliver homelessness services?

RESPONSE 4a)

For an organisation to be eligible for prequalification, it was required to satisfy the following criteria:

- Is not for profit.
- Is currently delivering services that have people who are homeless or at imminent risk of homelessness as their principal target group, and had been delivering these services for two years or longer.
- The majority of clients receiving these services and the majority of staff or other resources delivering them must be within NSW.
- Has its major base of service within NSW.

4b) Have all successful tenderers previously provided SHS services in the districts where they were successful?

RESPONSE 4b)

Pre-qualified providers invited to tender for a service in a particular District were required to demonstrate that they:

- had the necessary infrastructure in place to deliver services by having staff/workers on the ground in the District with the skills and ability to deliver effective SHS; and
- have ownership or management of assets in the District that enable service delivery; and
- were integrated into the operating environment with collaborative agreements and working practices in the District with other organisations in the homelessness service system; and
- have active engagement of the local community or representative organisations in service delivery.

S QUESTION 5 *"GSH – Specialist homelessness service properties and beds*

5a) How many properties, and how many total beds, are involved in the GSH program within each FACS district, and how many of these properties and beds are within the following categories:"

- i. FACS properties?**
- ii. NGO properties?**
- iii Other Crown properties?**

RESPONSE 5a)

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

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5b) How is the value/rent calculated for FACS properties?

RESPONSE 5b)

For crisis and refuge accommodation, the resident is not expected to pay rent to the provider.

For transitional accommodation, the rent set by the NGO provider needs to comply with the Community Housing Rent Policy. That is, tenants generally pay 25% of assessable household income plus 100% of the household's entitlement to Commonwealth Rent Assistance. This policy has not changed.

5c) What timeframe is given for provision of FACS properties, and what rental agreement re timeframe and rent increases is factored in to the cost and delivery of service?

RESPONSE 5c)

In relation to clients, for crisis/refuge accommodation, residents can usually stay for up to three months.

For transitional housing, the tenant is generally able to stay for up to 18 months. The NGO provider is required to review the level of rent paid at least every six months. Generally, rental income is expected to cover the cost of outgoings for the property (e.g. rates, water rates, repairs and maintenance).

5d) In relation to transition applications under the Service Support Fund where an existing service's ongoing funding has been lost, such as in Inner Sydney, will consideration be given to issues of the availability of suitable new property and the costs to deliver the necessary safety provisions, e.g, lighting, security, and CCTV?

RESPONSE 5d)

Providers are able to use Service Support Funds to rent office space and meet other operating costs if that is required to deliver their proposed services. This must be detailed in the provider's application.

5e) Were guarantees regarding property availability for the term of the tender, such as having access to a Crown or local government property and the property being available long term, required in relation to the provision of the service in a tender application?

RESPONSE 5e)

Tendering organisations were required to provide information on:

- associated ownership/lease/access arrangements
- the duration of lease
- encumbrances over property or restrictions to the use in relation to clients
- whether there was current development approval to operate the service from the non-government property.

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5f) Has a detailed analysis been conducted of the impact of the reforms on the numbers of actual beds available to people in need of accommodation across NSW, including specific analysis of youth beds, beds in women's-only accommodation, etc.?

RESPONSE 5f)

The number of properties has been specified in the new service packages. There has been no reduction in the number of Government owned properties that will be available following the reforms.

Rather, there will be an increase in properties for the new service contracts through the following strategies:

- two new housing companies are being established to provide a specialised focus on housing solutions for young people, and women and children experiencing domestic and family violence funded under the Transitional NPAH 2013–14 Development Fund.
 - *My Foundations Youth Housing* will provide a specialised focus on housing options for young people, with 34 new properties available for young people.
 - *Address Housing* will provide a specialised focus on housing options for women and children escaping domestic and family violence, with 29 new properties available for women and children.
- approximately \$370K will be allocated from the Inner City Restoration Fund through the new Inner City Homelessness Prevention and Support Service for Women and Women with Children (with preferred provider Women and Girls Emergency Centre – WAGEC) to increase the number of transitional properties available for women in the inner city Sydney area.

Further information is available on the reform website at

<http://www.housing.nsw.gov.au/Help+with+Housing/Homelessness/Going+Home+Staying+Home/>

5g) Has the location and number of properties and beds allocated to specialist mental health services in any district changed under the new service packages?

RESPONSE 5g)

The Specialist Homelessness Services Program provided by the Department of Family and Community Services does not fund specialist mental health services.

The impact of mental health issues, addiction to alcohol and other drugs, and other complex needs on the incidence and experience of homelessness has been a key consideration in planning the new services system. Providing specialist service delivery has been embedded into the system. Providers will tailor services to respond to the needs of all client groups identified in each service package.

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5h) What, if any, concerns were raised by the sector (e.g., peak bodies) regarding the new contracting process for homelessness services and what, if any, changes were made to address these concerns?

RESPONSE 5h)

Overall, sector representatives supported a select tender approach to contracting, focusing on current recipients of SHS or NPAH funding. Some concerns were expressed that small or medium-sized providers without significant tender writing expertise or experience could be disadvantaged by a tender process. Representatives requested that consideration be given to providing guidance and support to these providers through the process. FACS did provide such support to small providers and Aboriginal providers.

5i) What consideration was given in developing the tender process to ensure that small and medium sized organisations, particularly those that work with highly specialised and/or localised client populations, were not disadvantaged in the process?

RESPONSE 5i)

Services were supported through the process with tender information sessions held in each District and a dedicated reform line to respond to queries. Additional support in the form of access to consultant expertise was provided to small providers and Aboriginal providers to enhance the ability of those organisations to participate in the procurement process alongside other applicants. In addition, as part of the support to their membership, the peak organisations in their funded role provided tender briefing sessions.

S QUESTION 6 "Whole-of-Government approach

6a) Was consideration given to the ongoing or future funding of support services from other agencies, and was this factored into the planning of the service delivery framework? e.g., NSW Health providing nursing services to homelessness programs."

RESPONSE 6a)

People with multiple needs who are homeless need to access a range of mainstream services such as health, legal and financial support, employment and training, education and living skills. In recognition of the key role that mainstream services play, the new SHS delivery framework and the SHS Practice Guidelines emphasise the need to link clients with other services.

6b) Does FACS have an inter-agency agreement on homelessness?

RESPONSE 6b)

A range of mainstream agencies have developed new approaches to better respond to, prevent and reduce homelessness.

During this period, considerable interagency work has occurred such as:

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- The Framework for Multi-Agency Client Transition Planning – Under this framework, FACS works with agencies including Ministry of Health and Department of Justice to reduce exits from institutional settings into homelessness;
- NSW Protocol for Homeless People in Public Places – There are 12 signatories to this agreement which sets out how government agencies should interact with homeless people;
- Housing and Mental Health Agreement – This is a formal agreement between FACS and the Ministry of Health, which also recognises NGOs as key partners. It aims to improve housing outcomes and general well-being of people with mental health and homelessness issues by promoting good practice.

6c) What funds are allocated to other Government agencies to support homelessness services?

RESPONSE 6c)

Under the 2008-13 and 2013-14 National Partnership Agreement on Homelessness, funds have been allocated to relevant NSW Government agencies to demonstrate new ways of delivering mainstream services for people who are homeless or at risk of homelessness. In addition, many agencies continue to support homelessness initiatives, funded from within their portfolio.

S QUESTION 7 "Viability of partially-successful organisations"

7a) Noting that the Service Support Fund is only available to existing small or medium sized organisations that did not receive any funding through a GSH tender bid, has any planning, analysis or consultation been undertaken to address concerns about the ongoing viability of organisations that may have been successful in one or more tenders but unsuccessful in others?"

RESPONSE 7a)

The Service Support Fund is targeted at small to medium sized organisations which will not (either as lead, partner or subcontractor) receive ongoing FACS homelessness funding.

S QUESTION 8 "Inner City Specialist Homelessness Services"

8a) Who was involved in the collaborative roundtable process to design and implement the service planning and procurement process for the inner city specialist homelessness services?"

RESPONSE 8a)

Key partners in service provision, including service providers, homelessness peaks, the City of Sydney and various Government agencies, participated in the roundtable on 16 December 2013. Around 50 representatives of 24 organisations attended.

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8b) In relation to the high concentration of homeless persons in the inner city, have there been any programs to assist people or any transition support services and/or incentives?

RESPONSE 8b)

The issue of 'inner city drift' was a significant factor considered in planning the implementation of GSHS in the inner city of Sydney. Strategies to tackle inner city drift include:

- target more resources to other parts of the State, to strengthen services outside the inner city to allow people to access services in their own communities;
- put in place a new Rapid Response Service in the inner city as an early contact service to engage clients who are new arrivals to the inner city Sydney to help them to relocate outside of the inner city, if appropriate, or support the client to return to their community of origin;
- develop service models for the new inner city services with a strong emphasis on partnerships to facilitate access to other SHS and services outside the inner city to ensure support is provided to those clients who are transitioned back to their community of origin; and
- establish a new program, Connect 100, to provide services to 100 homeless people through private rental accommodation and support.

S QUESTION 9 *"Youth Foyer Model and Southern Youth Foyer Project*

9a) What steps have been taken in fostering and advocating for the further implementation of the Youth Foyer Model in NSW, including funding and expanding on the Southern Youth Foyer Project?"

RESPONSE 9a)

A Foyer style approach is recognised as good practice as it helps prepare young people for independent living, without creating a sense of dependence on the service system. Whether a service is formally labelled a 'Foyer' or not, all services working with young people should apply this broad approach. Engagement in education, training and employment as well as positive community connections are just as important as having safe and affordable accommodation in breaking the cycle of youth homelessness.

In recognition of these key elements of the Foyer model, the new service packages that target young people include these core elements as part of their homelessness service delivery.

9b) What steps have been taken to identify a funding stream to build, develop and expand Youth Foyers in NSW?

RESPONSE 9b)

As noted above, Service Packages that target young people now include these core elements as part of their homelessness service delivery.

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9c) What steps are being taken to retain the successful Southern Youth Foyer? Given that many NPAH projects have now been funded in GSH, and given that a Service Support Fund has been made available to specialist homelessness services who were unsuccessful in receiving any funding under the GSH tender process to receive 18 months of ongoing funding, has a similar approach been considered to make available ongoing funding for the successful Youth Foyer Model?

RESPONSE 9c)

The learning from NPAH projects has been integrated in the GSH service packages. New services supporting youth will develop models that incorporate key elements of the foyer model.

9d) Has consideration been given to the consequences for the current young residents and potential future residents of the Southern Youth Foyer when it closes, particularly with respect to reduced support, disruption to their learning and employment pathways and duty of care for these young people?

RESPONSE 9d)

The current provider of the youth foyer model, Southern Youth and Family Services (SYFS), is also the preferred provider for new *Illawarra Youth Homelessness Connections Services*. Further discussions are underway with SYFS regarding the operation of the youth foyer and interim funding has been provided.

S QUESTION 10 Start Safely –

Further information can be found on the reform website at <http://www.housing.nsw.gov.au/Help+with+Housing/Homelessness/Going+Home+Staying+Home/>

10a) when will this funding program be available ?

RESPONSE 10a)

Start Safely subsidy is targeted at people who are eligible for social housing, require a short to medium term subsidy (up to two years) and who are capable of sustaining a tenancy independently after the subsidy period. \$10.4m is available across NSW for allocation to new and existing clients in 2014/15.

10b) when will applications be announced

RESPONSE 10b)

There are no applications for delivery of this service. Start Safely is one of a number of private rental products and services available to clients seeking assistance through FACS, or referred to FACS, by specialist homelessness or support service providers. Start Safely is delivered by private rental specialists located in each FACS District. Start Safely subsidy can be combined with other FACS private rental assistance products and services such as Bond Loans, Tenancy Guarantee and the Private Rental Brokerage Service to assist client's to secure a private rental property.

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10c) how are qualified providers determined

RESPONSE 10c)

As per b)

S QUESTION 11 *Service Support Fund – what is the total funding for this program and the timeframe for implementation?*

RESPONSE 11

Providers who are eligible to apply for the Service Support Fund (SSF) can apply for up to 100% of their 2013-14 SHS or NPAH funding for up to 18 months. SSF applications are due on 31 July 2014. Providers will be formally advised by FACS of the outcome of their application at the end of August 2014 and SSF contracts will commence on 1 November 2014. The total funding for the SSF Program will not be known until all of the SSF contracts are signed.

Further information can be found on the reform website at

<http://www.housing.nsw.gov.au/Help+with+Housing/Homelessness/Going+Home+Staying+Home/>

S QUESTION 12 *"Unaccompanied minors initiative*

12a) what are the criteria for this program ?"

RESPONSE 12a)

The program will target unaccompanied children and young people aged 12-15 years who are homeless or at risk of homelessness and who seek assistance from, or come to the attention of, Specialist Homelessness Services. Specific eligibility criteria is being determined as part of the overall program development, which will involve consultation with relevant stakeholders and representatives of young people.

Further information can be found on the reform website at

<http://www.housing.nsw.gov.au/Help+with+Housing/Homelessness/Going+Home+Staying+Home/>

12b) What funds are to be made available and will it be a tender?

RESPONSE 12b)

The Department of Family and Community Services (FACS) has committed \$27 million over three years to the program. These funds will be allocated via a tender process to relevant non-government organisations with experience in delivering services for vulnerable children and young people. Tender details are being finalised and will be communicated in the coming months.

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12c) How are qualified providers determined?

RESPONSE 12c)

A procurement strategy is currently under development. This strategy will clarify how providers are determined and the rationale for doing so. Potential providers will be required to demonstrate evidence of key criteria including a proven track record in delivering innovative, client-centred approaches for the target group.

S QUESTION 13 *When will it be determined how the 1 year NPAH funds are distributed and what is the criteria?*

RESPONSE 13

Discussions are underway with the Commonwealth on the distribution of the NPAH funds for NSW.

S QUESTION 14 *Is there a process currently in place for a negotiation of an ongoing NPAH? If so, what stage is it at and when will it be determined?*

RESPONSE 14

The Commonwealth Government has not made any commitment to a longer term national homelessness policy and funding approach to follow when the 2014-15 NPAH ends.