



ACT
Government
Community Services



Our Ref: 14/156



Dear 

I refer to your application under section 14 of the *Freedom of Information Act 1989* (FOI Act), received by the Community Services Directorate on 23 October 2014 in which you requested the following documents:

"All material held by DHCS and any other related or involved agency including First Point and contracted service provider of the YEAN, eg Salvation Army, pertaining to and/or related to:

- 1. the Ministerial briefing held on 9 August 2012 between the then Minister of Housing ACT, Joy Burch MLA, and Brendan Smyth MLA and John Hargreaves MLA, at which other persons such as advisers and staffers and Housing ACT staff most likely also attended, in which the then Minister made a commitment that only low risk persons, and no persons 'under orders,' would be housed at the Chisholm Youth Emergency Accommodation Network (YEAN)*
- 2. the eligibility /allocation criteria for people referred to YEAN facilities in the ACT (known to be located in Chisholm, Duffy, Florey and Hughes but which may also be other locations), including any changes to eligibility/allocation criteria for the YEAN in  Chisholm, that may have occurred since YEAN operations commenced*
- 3. the special eligibility/allocation criteria for the YEAN in  Chisholm, as detailed in the then Minister's briefing on 9 August 2012, including whether the Minister's commitment has been applied and if so, when it commenced*
- 4. the **number** of persons under court, correctional services, drug/alcohol/substance testing, gambling or any other order, who are **currently** residing at the Chisholm YEAN*
- 5. the **number** of persons under court, correctional services, drug/alcohol/substance testing, gambling or any other order, who have*

- resided at the Chisholm YEAN since operations commenced in September 2012, including those presently residing at those premises*
6. *the **number** of persons with a recorded criminal history who have resided at the Chisholm YEAN since operations commenced in September 2012, including those presently residing at those premises*
 7. *The **number** of persons since operations commenced in September 2012 who have resided at the Chisholm YEAN for a period longer than three months*
 8. *The **number** of persons since operations commenced in September 2012 who have resided at the Chisholm YEAN for a period longer than four months*
 9. *The **number** of persons since operations commenced in September 2012 who have resided at the Chisholm YEAN for a period of longer than six months*
 10. *The **number** of persons since operations commenced in September 2012 who have resided at the Chisholm YEAN for a period longer than nine months*
 11. *The **number** of persons since operations commenced in September 2012 who have resided at the Chisholm YEAN for a period longer than one year*
 12. *The **number** of persons since operations commenced in September 2012 who have resided at the Chisholm YEAN for a period longer than 18 months*
 13. *The **number** of persons since operations commenced in September 2012 who have resided at the Chisholm YEAN for a period longer than two years*
 14. *The **number** of breaches of house rules related to drug/alcohol/substance use by persons housed at the Chisholm YEAN since operations commenced in September 2012*
 15. *The **number** of breaches of house rules related to curfew of other non-compliance by persons housed at the Chisholm YEAN since operations commenced in September 2012*
 16. *The **number** of persons since operations commenced in September 2012 who have been exited from Chisholm YEAN for drug/alcohol use or criminal activity*
 17. *The **number** of persons since operations commenced in September 2012 who have been exited from Chisholm YEAN for obtaining their placement dishonestly (eg lying about age, drug history, etc)*
- In relation to items 4 to 17, I am not seeking any personal information, only data."*

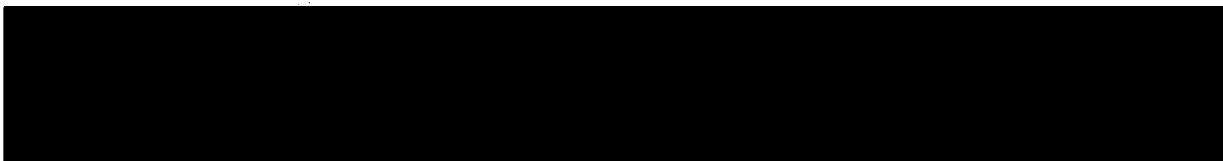
Decision

I am an officer authorised to make a decision in respect of a request for information, under section 22 of the FOI Act.

The Directorate has reviewed electronic records, and 3 files, including Accommodation Support Services files to identify documentation in its possession that may meet the scope of your request. I note there are a number of points to your request and as such will respond in line with the above numbering.

Point one:

You have requested documentation in relation to a Ministerial Briefing which you state occurred on 9 August 2012. No directorate records were found relating to a Ministerial Briefing occurring on this date. I can advise you that an extensive search of electronic systems and relevant files was conducted.



Points two and three:

In reference to your request for eligibility and allocation criteria for the Youth Emergency Accommodation Network, I have been informed that there is no written eligibility criteria for the YEAN other than what is provided in the Service Funding Agreement between the Community Services Directorate and the Salvation Army. The Service Funding Agreement and Deed of Variation to the funding agreement (February 2013) were provided to you in your previous Freedom of Information request reference no. 13/059, to avoid duplication this documentation has not been considered in this request.

In July 2014, a new Deed of Variation of the Service Funding Agreement was signed. A copy of this document is available to the public on the Shared Services Procurement website. I have decided to enclose a copy for you (**Attachment A**). In addition, you will also note the inclusion of a Fact Sheet regarding the role of First Point to provide further information in to their role in linking people with homeless resources (**Attachment B**).

Points four to 17:

I note in your previous FOI application you sought access to a small amount of data which was released to you. Since this time the *Information Privacy Act 2014* has since been enacted and the definition of personal information has been broadened to include any information which could be identifiable. Therefore, while the information you are seeking is in fact only statistical, based on the small cohort of residents of the YEAN this data cannot be provided to you as the disclosure of this data may unreasonably identify individuals who have been or are currently residing at these properties.

Review rights

My decision is appealable under the Act. This means that if you are dissatisfied with this outcome you have a right to seek a review under section 59 of the Act. This right of review extends to a review of the adequacy of the search for documents undertaken by the Directorate. If you wish to seek a review you should write to:

Executive Director
Policy and Organisational Services
Community Services Directorate
GPO Box 158
CANBERRA ACT 2601

You have 28 days from receipt of this letter to seek a review of the outcome or such other period as the Executive Director permits.

Under section 54 of the Act, if you are concerned about the processing of your request or related administrative matters, you may complain to the Ombudsman, who may conduct an independent investigation into your complaint. There is no fee for this, and the contact details are as follows:

The Ombudsman
GPO Box 442
CANBERRA ACT 2601

If you have any queries in relation to this matter, please contact Lisa Guteridge on 6207 1456.

Yours sincerely



Tracy Chester
Senior Manager
Organisational Governance

24 November 2014

Date 15 JULY 2014

DEED OF VARIATION

BETWEEN

AUSTRALIAN CAPITAL TERRITORY
represented by

COMMUNITY SERVICES DIRECTORATE

AND

THE TRUSTEE FOR THE SALVATION ARMY (NSW)
PROPERTY TRUST
ABN 57 507 607 457

VARIATION TO SERVICE FUNDING AGREEMENT 2011.17302.230

Social Housing and Homelessness Services
Community Services Directorate
Locked Bag 3000
BELCONNEN ACT 2616
Ph: (02) 6207 5668
socialhousingreporting@act.gov.au

PARTIES: **AUSTRALIAN CAPITAL TERRITORY**, the body politic established by section 7 of the *Australian Capital Territory (Self-Government) Act 1988* (Cwlth) ("Territory") represented by the **Community Services Directorate**

THE TRUSTEE FOR THE SALVATION ARMY (NSW)
PROPERTY TRUST ABN 57 507 607 457 of PO Box A435,
Sydney in the State of New South Wales 1232 ("Organisation").

BACKGROUND

- A. The Territory and the Organisation executed a service funding agreement ("Agreement") on 17 April 2012 in relation to the funding and provision of services for the agreement period 1 March 2012 to 30 June 2014.
 - B. Clause 12.2 of the Agreement provides for variations to the Agreement, to be made effective by the written agreement of the parties.
 - C. The parties have agreed to vary the Agreement in accordance with the terms of this Deed.
-

IT IS AGREED by the parties as follows.

1. Commencement of Variation

The variation to the Agreement effected by this Deed will commence from the date of execution.

2. Amendment of

- (1) **SCHEDULE 1** is deleted and replaced with the following:
SCHEDULE 1 attached to this Deed at **ATTACHMENT 1**.
- (2) **SCHEDULE 2** is deleted and replaced with the following:
SCHEDULE 2 attached to this Deed at **ATTACHMENT 2**.
- (1) **SCHEDULE 3** is deleted and replaced with the following:
SCHEDULE 3 attached to this Deed at **ATTACHMENT 3**.
- (2) **SCHEDULE 4** is deleted and replaced with the following:
SCHEDULE 4 attached to this Deed at **ATTACHMENT 4**.
- (3) **ATTACHMENT A** is deleted and replace with the following:
ATTACHMENT A attached to this Deed at **ATTACHMENT 5**.
- (4) **ATTACHMENT B** is deleted and replace with the following:
ATTACHMENT B attached to this Deed at **ATTACHMENT 6**.

SIGNED AS A DEED ON 15 JULY 2014

SIGNED for and on behalf of the AUSTRALIAN CAPITAL TERRITORY in the presence of:

Signature of Territory Delegate

Signature of Witness

Print Name

Print name

SIGNED for and on behalf of THE TRUSTEE FOR THE SALVATION ARMY (NSW) PROPERTY TRUST ABN 57 507 607 457 in the presence of:

Signature of authorised officer* *delete whichever is not applicable (see note below)

David Godkin Trustee

Print name and position

Signature of Witness

Signature of second authorised officer* *see note below

Laurie Robertson Trustee

Graeme Ross

Print name

Secretary

Signature of second authorised officer* *see note below

Brian Hood Trustee

Print name and position



Note:

Date: Must be dated on the date the last party signs the Deed or, if signed counterparts of the Deed are exchanged, the date of exchange. Also date the cover page.

Individual: Must be signed by the individual and witnessed.

Incorporated Association: Must be signed in accordance with the association's constitution, which may or may not require the common seal to be affixed. As a minimum, 2 authorised officers must sign.

Company: Must be signed in accordance with section 127 of the Corporations Act 2001 (Cwlth), for example, by 2 directors or a director and a secretary. Common seal may be affixed if required under the company's constitution.

Attachment 1

SCHEDULE 1

EMERGENCY ACCOMMODATION NETWORK

SUMMARY

Target Group:	Young people aged 16 to 25 who are at risk of, or experiencing, homelessness
Target Location:	Properties located around ACT
Funding Agreement Period:	01 July 2014 to 30 June 2016
Total Funding Amount:	\$4,650,772.35 (GST exclusive)
Service:	Emergency Accommodation Network
Service Description:	<p>The Service will support young people aged 16 – 25 years who are at risk of homelessness, or are experiencing homelessness, by providing supported emergency accommodation where all other accommodation options have been exhausted.</p> <p>The Service will focus on immediate safety and support needs and will aim to move young people into longer term, stable accommodation as quickly as possible.</p> <p>Young people accommodated in Service properties will receive case management support and assistance with accessing longer term, stable accommodation. Each cluster will be staffed 24 hours a day, seven (7) days a week and will encourage young people to stay connected or reconnect with education or training opportunities. Transport for young people to continue engaging in education, training or employment will be available through this service.</p>

Attachment 2

SCHEDULE 2

EMERGENCY ACCOMMODATION NETWORK

Item 1. THE SERVICE

The Organisation will deliver the service having regard to progressing the broad policy goals of the National Affordable Housing Agreement and other relevant agreements such as the National Partnership Agreement on Homelessness:

- 1.1 The objective of the National Affordable Housing Agreement (NAHA) is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation.
- 1.2 The Australian Government's White Paper on Homelessness – The Road Home establishes a goal to halve homelessness by 2020 and offer accommodation to all rough sleepers who need it.
- 1.3 This Agreement will be implemented consistently with the objectives and outcomes of all National Agreements and National Partnerships agreed by the Parties. In particular, the Parties are committed to addressing the issue of social inclusion, including responding to Indigenous disadvantage, and those commitments are embodied in the objectives and outcomes of this Agreement.
- 1.4 This Agreement supports the Homelessness White Paper targets to reduce homelessness levels across Australia, recognising that a reduction in homelessness requires targeting key groups: rough sleepers; people experiencing homelessness more than once; people experiencing 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 and institutional care, such as health and mental health services, juvenile justice or adult prisons. The relationship between overcrowding, housing and homelessness is also recognised.
- 1.5 The most effective way to reduce homelessness levels is to prevent people becoming homeless in the first place. Homelessness can be prevented by tackling the structural drivers of homelessness such as entrenched disadvantage, unemployment and the shortage of affordable housing, and targeting groups who are at risk of homelessness such as older people in housing stress, women and children leaving violence, Indigenous Australians and people leaving state care.
- 1.6 People experiencing homelessness require integrated wraparound services that meet immediate needs and work to address the causes of their homelessness.
- 1.7 The Agreement recognises the significance of tenant advice and advocacy services in the prevention of homelessness among vulnerable groups. It is recognised that services may be funded through this Agreement or through other sources such as the National Partnership Agreement on Homelessness (NPAH).
- 1.8 The Organisation will deliver the following service: The Service will support young people aged 16 – 25 years who are at risk of homelessness, or are experiencing

homelessness, by providing supported emergency accommodation where all other accommodation options have been exhausted.

Item 2. OUTPUTS

The Organisation will provide the following Outputs under this Agreement:

2.1 *Crisis supported accommodation:*

The Service will operate a cluster of homes across the ACT. A cluster will be located in each of the following areas:

- (1) Belconnen (Northside);
- (2) North/ Gungahlin (Northside);
- (3) South/ Weston (Southside); and
- (4) Tuggeranong (Southside).

Each cluster of homes will consist of a range of accommodation options with one (1) bedroom per cluster dedicated to the service as office space.

2.2 *Crisis support.* The Service will provide support to young people experiencing crisis where all other accommodation options have been exhausted. The service will focus on the immediate safety and support needs of the young person.

2.3 *Case management:*

- (1) The Service will provide case management for 100% of young people accommodated through the service. Case Management will focus on supporting the young person into sustainable long term accommodation and assisting the young person to maintain or reconnect with education, training and/or employment. This will include assisting the young person with transport to and from their place of education, employment or other relevant appointments.
- (2) Where safe and appropriate to do so, the Service will assist the young person to reconnect or maintain their connections with their family.

Item 3. OUTCOMES

Canberra Social Plan

3.1 The Canberra Social Plan vision is that Canberra is a place where all people reach their potential, make a contribution and share the benefits of an inclusive community.

3.2 This vision for Canberra is based on the themes of connection, belonging and collaboration. These themes are closely linked to keeping people and communities at the centre of the ACT Government's work.

Community Services Directorate Strategic Plan 2012 – 2015

- 3.3 The Service will deliver outcomes for people at risk of, or experiencing, homelessness that are consistent with the goals of the Community Services Directorate Strategic Plan. These goals are:
- (1) A positive start: Individuals and families receive services and support when they are needed.
 - (2) Support to grow and develop: Individuals and families have the skills, support and information to join in.
 - (3) A productive life: People of Canberra are valued contributors to our community.
 - (4) A connected community: People of Canberra come together to build a vibrant, resilient and connected community.
 - (5) A leading organisation: Leading in the way we work for the people of Canberra.

Social Housing and Homelessness Services Funding Program Outcomes

3.4 The Service will contribute to the following outcomes in line with the goals and targets of the National Affordable Housing Agreement and the National Partnership Agreement on Homelessness, as set out in the Specialist Homelessness Services Outcomes Reporting Framework.

- (1) *System Outcomes:*
 - (a) People don't become homeless.
 - (b) No repeat homelessness.
 - (c) People experience shorter periods of homelessness.
 - (d) People will have long term accommodation.
- (2) *Service Delivery Outcomes:*
 - (a) People's immediate needs are addressed.
 - (b) People will develop living skills to sustain their accommodation.
 - (c) People will increase their capacity to engage support to live independently.
 - (d) People increase their connection to the community.
- (3) *Sector Outcomes:*
 - (a) People feel respected.
 - (b) People receive a timely and coordinated response to match support to their needs (prioritise).

- (c) Effective use of qualitative and quantitative information collection to improve service.
- 3.5 Improvements to the quality and integration of service delivery in the specialist homelessness sector by moving towards a national quality system;
- 3.6 An increase in long-term sustainable housing opportunities, with necessary support services, targeting the specific needs of jurisdictions, including homelessness among Indigenous people, rough sleepers, young people exiting care and detention, and women and children experiencing domestic and family violence; and
- 3.7 The continuation of reform of service delivery in order to ensure the response for those at risk of or experiencing homelessness is integrated, holistic and in line with best practice.

Item 4. PERFORMANCE INDICATORS

4.1 System Outcomes	
The service will demonstrate a contribution to an overall decline in homelessness in the ACT; decrease in length of support periods; and increased community participation by Service Users through reporting on these indicators:	<ul style="list-style-type: none"> (1) Total number of Service Users supported. (2) Number of support periods opened. (3) Number of support periods closed. (4) Accommodation status for each Service User at close of support period. (5) Average length of closed support periods. (6) Number and percentage of closed support periods with a case management plan in place. (7) Number and percentage of Service Users accessing repeated instances (within 12 months) of service.

4.2 Service Delivery Outcomes	
The service will demonstrate that Service Users increase their capacity to live independently and utilise natural and formal supports effectively to sustain accommodation through reporting on these indicators:	<ul style="list-style-type: none"> (1) Number and percentage of Service Users who achieved half or more of identified goals at close of support period. (2) Number and percentage of Service Users participating in employment at close of support period. (3) Number and percentage of Service Users participating in education or training at close of support period. (4) Two (2) case studies provided that describe case management processes undertaken to address service delivery outcomes

	during reporting period, including connections to the community and human services and; support to improve family relationships (if applicable).
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4.3 Sector Outcomes	
The service will demonstrate contribution towards an effective and supported human service system that identifies trends and gaps; and works in an integrated manner to address these through reporting on these indicators:	<ol style="list-style-type: none"> (1) Evidence provided of quality improvement practice undertaken during reporting period. (2) Gaps in service identified and steps taken to address these during reporting period, including responding to Service User feedback. (3) Evidence of collaborative practice with other human services to holistically address Service User needs. (4) Evidence of case management/living skills assessment/outcomes measurement tools utilised to address Service User needs. (5) Evidence of service/sector initiatives to improve engagement with Aboriginal and Torres Strait Islander Service Users to contribute to improved housing outcomes. (6) Evidence of service/sector initiatives to improve engagement with culturally and linguistically diverse Service Users to contribute to improved housing outcomes.

Item 5. PERFORMANCE REQUIREMENTS

The Organisation will comply with the following requirements over the Agreement Period:

- 5.1 *Charter of Rights/Service Guarantee.* The Organisation will implement the Charter of Rights and a Service Guarantee for people who are homeless in the ACT.
- 5.2 *Complaints Management.* The Organisation will implement a complaints management process that adequately addresses concerns raised by clients and other parties, including neighbours and other service providers. Where complaints are received by the Territory they will be referred on to the Organisation for resolution under the complaints management process.
- 5.3 *Data Collection.* The Organisation will participate in the Specialist Homelessness Information Platform (SHIP) Australian Institute of Health and Welfare (AIHW) data collection and will provide monthly updates as per the operation requirements of SHIP to the Specialist Homelessness Online Reporting (SHOR) system.

- 5.4 *Early Warning.* The Organisation will advise the Territory as soon as possible of any significant event or critical incident, or where the occupancy rate is less than 75% for more than 3 weeks.
- 5.5 *Fees Charged.* Access to the Services should not be contingent upon a Service User's financial ability to pay – however, any fees received will be reinvested in the services.
- 5.6 *HAAP.* Where the Organisation has been allocated properties under the Housing Asset Assistance Program (HAAP) the organisation is required to comply with the terms of their lease/tenancy agreement.
- 5.7 *Hours of Operation.* The Organisation will provide the Service five (5) days a week, 52 weeks a year, with Service delivery hours to reflect the needs of Service Users. Support is available to residents during standard business hours and an after hour worker is contactable for emergency purpose.
- 5.8 *No Restriction on Outputs.* The Outputs described in this Agreement are not intended to restrict the capacity of the Organisation to respond to the target group's needs within the scope of the Service.
- 5.9 *Prequalification.* The Organisation will comply with all requirements listed under **Item 13 Schedule 6** regarding the Community Services Directorate's Prequalification framework.
- 5.10 *Property Inspections.* The Organisation will conduct at least annual property condition inspections for each property managed and submit the findings of each inspection in the form shown at **Attachment B**. In the event that there is a turnover in tenants at a property, the Organisation will conduct property condition inspections at the commencement and cessation of each tenancy. Each inspection report can be provided with the regular six (6) monthly Performance Report.
- 5.11 *Property Standards and Repairs.* The Organisation will maintain a reasonable level of cleanliness and hygiene in line with the needs of Service Users.
- 5.12 *Reviews.* The Organisation and the Territory will work together to implement any agreed recommendations resulting from any review process undertaken throughout the duration of this Agreement.
- 5.13 *Sector Participation and Collaboration.* The Organisation will work collaboratively with other organisations to ensure Service Users have coordinated, effective services. The Organisation will also participate in sector development activities, relevant forums and consultations.
- 5.14 *Standards.* The Organisation shall operate in a manner consistent with the Supported Accommodation Assistance Program (SAAP) National Case Management Principles for homelessness services. In the event that new Case Management Principles are developed to replace the SAAP National Case Management Principles, the Organisation will operate in a manner consistent with

those new principles.

5.15 *Utilisation of Properties.*

The Service will operate with the aim of having properties fully utilised and shall:

- (1) have an annual tenancy vacancy rate of no more than 5 per cent of available properties;
- (2) maintain a minimum turnaround time of 90 per cent within 28 days for vacant properties;
- (3) manage current and vacated Tenant Responsible Maintenance with a suitable recovery plan;
- (4) collect rent from the residents when it becomes due and payable;
- (5) manage rental collections to ensure that arrears do not exceed four per cent of total expected rent;
- (6) require the tenant to keep the property in good, clean and tenanted condition; and
- (7) monitor the condition of properties on at least a six monthly basis.

Item 6. QUALITY STANDARDS

The Organisation must use a formal quality improvement framework which may be 'Raising the Standard: A manual to guide quality improvement in ACT Community Service Organisations', or another framework to assist them to develop and implement quality improvement strategies. The Territory may specify a formal quality improvement framework, such as the Homelessness National Quality Framework, to be used during the period of this Agreement.

Item 7. TERRITORY MATERIAL – INTELLECTUAL PROPERTY RIGHTS

“NOT APPLICABLE”

Refer to **Item 5 Schedule 6.**

Item 8. FORM OF ACKNOWLEDGEMENT

The Organisation will use the following acknowledgement on any published item; “This service receives funding under the National Affordable Housing Agreement (NAHA), and/or the National Partnership Agreement on Homelessness, which are jointly funded by the ACT and Australian Governments”. (See **Clause 9.7**).

Attachment 3

SCHEDULE 3

REPORTS AND REVIEWS

Item 1. REPORTS AND DOCUMENTATION

- 1.1 The Organisation will provide the Territory with the Organisation's annual report required by law to be produced, within one month of the latest date the Organisation is legally required to lodge the report with the relevant regulatory authority.
- 1.2 The Organisation will provide the Territory with the Organisation's Business Continuity Plan on an annual basis. The plan will be provided with the annual report outlined in **Item 1.1**.
- 1.3 The Organisation will participate in the Specialist Homelessness Information Platform (SHIP) Australian Institute of Health and Welfare (AIHW) data collection and will provide monthly updates as per the operation requirements of SHIP to the Specialist Homelessness Online Reporting (SHOR) system.
- 1.4 The Organisation will provide at least annually a Property Condition Inspection Report for each HAAP property managed and submit the findings of each inspection in the form shown at **Attachment B**. In the event that there is a turnover in tenants at a property, Property Condition Inspection Reports can be provided with the regular six-monthly performance report.

Item 2. FINANCIAL REPORTS

- 2.1 The Organisation will provide the Territory with:
 - (1) An annual financial report by 30 November in each year of the Agreement Period and by 30 November of the first year after the end of the Agreement Period, comprising:
 - (a) a cash/financial statement as at the end of the Agreement Period providing full details of expenditure of the Funding Amount; and
 - (b) a disaggregated audit report, prepared pursuant to section 74 of the *Associations Incorporation Act 1991* (ACT), which audit report will include an opinion as to whether the Funding Amount has been expended in the manner required by this Agreement and be accompanied by a certification from the person preparing the report, that the report has been prepared in compliance with section 74 of the *Associations Incorporation Act 1991* and which specifies the relevant section of that Act; and

-
- (2) receipts and other evidence relating to the expenditure of the Funding Amount if requested by the Territory.

2.2 Notwithstanding **Item 2 Schedule 3**, the Territory reserves the right to request the Organisation to provide information relevant to the Funded Amount at any time.

Item 3. PERFORMANCE REPORTS

3.1 The Organisation will electronically submit six-monthly Performance Reports to the Territory, within 30 days of the end of 31 December and 30 June of each financial year of the Agreement Period, which will meet the following requirements:

- (1) Using the template provided at **Attachment A**, report against Performance Indicators as specified in **Item 4 Schedule 2**.
- (2) Attach the following SHIP Reports, as Microsoft Excel spreadsheets, related to each Performance Report provided within the Agreement Period:
- (a) SHS Statistical Profile Report
- (b) Status at the End of Support Period List

3.2 Performance Reports, plus attachments, specified in **Item 3.1** will be emailed to DHCSContractsandGrants@act.gov.au.

Item 4. PERFORMANCE REVIEW

4.1 The Organisation will meet with the Territory on a six monthly basis, or as requested by the Territory.

4.2 Performance requirements specified in **Item 5 Schedule 2** will be reviewed during these meetings with the Territory.

Attachment 4**SCHEDULE 4****FUNDING AMOUNT AND PAYMENT****Item 1. FUNDING AMOUNT**

For the Services described in **Item 1 Schedule 2** the following table applies.

Schedule	Service	Agreement Period	Funding Source	Funding Amount per annum (excluding GST)	GST per annum	Funding Amount per annum (including GST)	Total Funding Amount (excluding GST)
2	Emergency Accommodation Network	1 July 2014 to 30 June 2015	NAHA	\$2,358,622.35 (includes indexation)	\$235,862.24	\$2,594,484.59	\$2,358,622.35
		1 July 2015 to 30 June 2016		\$2,292,150 (plus indexation)	\$229,215	\$2,521,365	\$2,292,150
Total Funding Amount (excluding GST)							\$4,650,772.35

Item 2. PAYMENT IN ADVANCE

2.1 The Territory will pay the Funding Amount for **Schedule 2**, or part thereof, in advance as follows:

by way of electronic funds transfer for the Services provided by the Organisation and payments are to be made within 10 business days of:

- (a) 30 June
- (b) 30 September
- (c) 31 December
- (d) 31 March

2.2 If:

- (a) in the case of any part of the Funding Amount having been paid in advance:
 - (i) the Organisation ceases to provide the Services or any part of the Services; or

(ii) this Agreement is terminated; or

(b) it is discovered that the Organisation has been overpaid for any of the Services,

then the Territory must reasonably determine the amount of any overpayment of the Funding Amount and that amount must be repaid to the Territory in accordance with the terms of this Agreement or if this Agreement is continuing, and at the Territory's discretion, the next payment due to the Organisation may be temporarily or permanently reduced by the amount overpaid.

Item 3. INDEXATION

3.1 The Territory will pay the Organisation in respect of each financial year of the Agreement Period, the Funding Amount as indexed in accordance with the indexation rate as notified to the Territory by the:

- (1) Chief Minister and Treasury Directorate; and/or
- (2) Commonwealth of Australia.

3.2 ACT Treasury has determined that the Indexation Rate for 2014-15 is 2.9%. The 2014-15 funding amount in to **Item 1, Schedule 4** above includes the application of this indexation rate.

3.3 The Territory will notify the Organisation in writing of the applicable indexation rate for 2015-16.

Item 4. PAYMENT OF RENT

4.1 The Organisation will pay the Territory 33.3% of full market rent for each HAAP property utilised for the provision of service under **Schedule 2** of this agreement.

4.2 The Territory maintains the right to review rental subsidisation practices at any time, with amendments to **Item 4 (1), Schedule 4** to be provided to the Organisation in writing prior to taking effect.

Attachment 5**ATTACHMENT A**

(This is the document referred to as "Attachment A" in Item 3 Schedule 3).

PERFORMANCE REPORT**for the reporting period ending 31 December or
30 June for each year of the Agreement Period****Funding Area: Social Housing and Homelessness Services****Organisation:****Service:****Reporting Period:**

(Guidelines and suggestions in red. Please replace with your comments against each indicator)

SYSTEM AND SERVICE DELIVERY OUTCOMES INDICATORS**Items 4.1 & 4.2 Schedule 2 Performance Indicators**

Indicator ITEM 4.1	Achievement/Comments
(1) Total number of Service Users supported.	Refer to Table 2 or 42 of SHS Statistical Profile Report
(2) Number of support periods opened.	Refer to Table 8
(3) Number of support periods closed.	Refer to Table 8
(4) Accommodation status for each Service User at close of support period.	Refer to Tables 18-20
(5) Average length of closed support periods.	Refer to Table 10
(6) Number and percentage of closed support periods with a case management plan in place.	Refer to Table 13
(7) Number and percentage of Service Users accessing repeated instances (within 12 months) of service.	Refer to Table 7, but reset parameters to 12 Month period

Indicator Item 4.2	Achievement/Comments
(1) Number and percentage of Service Users who achieved half or more of identified goals at close of support period.	Refer to Table 15
(2) Number and percentage of Service Users participating in employment at close of support period.	Refer to Table 21
(3) Number and percentage of Service Users participating in education or training at close of support period.	Refer to Tables 25 and 26

4.2 (4) Two case studies provided that describe case management processes undertaken to address service delivery outcomes during reporting period, including connections made to community and human services and; support provided to improve family relationships, if applicable.

Service Delivery Outcomes:

- People's immediate needs addressed;
- People will develop living skills to sustain their accommodation;
- People will increase their capacity to engage support to live independently;
- People will increase their connection to the community.

Case Study 1

The following suggestions may be used to provide guidance for writing a case study, if needed.

- What were the Service User's presenting needs?
- How did your service assess their needs?
- What interventions did your service provide?
- Were these interventions successful/not successful in developing their living skills or increasing their capacity to address any identified needs?
- Was the Service User an active participant in their case plan?
- Did your service work collaboratively with other services to holistically address the Service User's needs? Did your service provide any case coordination or attend case conferences?
- What was the outcome for the Service User regarding social/economic participation and connection to their community?

Case Study 2

Guidelines as above.

SECTOR OUTCOMES INDICATORS**Schedule 2, Item 4.3 Performance Indicators**

4.3 (1) Evidence provided of quality improvement practice undertaken during reporting period.

This can be evidenced by providing examples of working within a quality improvement framework (e.g. *Raising the Standard*). Example suggestions include:

- staff strategic planning days;
- team meetings;
- how information is disseminated within the team/service;
- staff training;
- research projects undertaken;
- policy reviews undertaken or new policies established;
- sector training that your service has provided or staff have attended;
- staff work plans; and
- Business Continuity Plans and risk management plans.

4.3 (2) Gaps in service identified and steps taken to address these during reporting period, including responding to Service User feedback.

Suggestions for how this may be evidenced include:

- gaps in your service or in the SHS/ human services sector as a whole;
- steps taken to address identified gaps; and
- how your service worked collaboratively with other services to address any gaps.

Suggestions for how this may be evidenced include:

- mechanisms used to collect Service User feedback;
- new mechanisms implemented since the previous reporting period;
- how feedback was discussed within the team/service;
- actions taken in response to feedback received; and
- communication with the Service User of the outcome.

4.3 (3) Evidence of collaborative practice with other human services to holistically address Service User needs during reporting period.

Suggestions for how this may be evidenced include:

- how your service worked with other human services to achieve outcomes for Service Users;
- working within Service Users' identified case management plans;
- facilitating or attending case conferences; and
- memorandum of understandings/ partnership agreements/ service level agreements with other organisations.

4.3 (4) Evidence of case management/living skills assessment/outcomes measurement tools utilised to address Service User needs during reporting period.

Suggestions for how this may be evidenced include:

- any formal tools/frameworks/practice used by the service to inform your work with Service Users;
- how these tools are implemented; and
- how Service User outcomes are measured and reflected to Service Users.

4.3 (5) Evidence of service/sector initiatives to improve engagement with Aboriginal and Torres Strait Islander Service Users to contribute to improved housing outcomes during reporting period.

Suggestions for how this may be evidenced include:

- practices/strategies that have been implemented during the current reporting period;
- how these strategies have improved housing outcomes for Aboriginal and Torres Strait Islander Service Users;
- whether staff have attended relevant cultural training and how has this influenced practice; and
- whether the service has discussed collaborative practice with relevant cultural services.

4.3 (6) Evidence of service/sector initiatives to improve engagement with culturally and linguistically diverse Service Users to contribute to improved housing outcomes during reporting period.

Suggestions for how this may be evidenced include:

- practices/strategies that have been implemented during the current reporting period;
- how these strategies have improved housing outcomes for culturally and linguistically diverse Service Users;
- whether staff have attended relevant cultural training and how has this influenced practice; and
- whether the service has discussed collaborative practice with relevant cultural services.

The following SHIP reports related to this reporting period have also been attached:

- SHS Statistical Profile Report

Go to Reports Tab → Select appropriate workgroup → Select 'SHS Statistical Profile Report (SHS)' → Enter start and finish dates of 6 month period → Generate Report → Go to Results Tab to view/export as an excel document.

- Status at the End of Support Period List

Go to Lists Tab → Select appropriate workgroup → Select 'Status at End of Support Period (SHS)' → Include in report 'Persons with Support Period closed in report period' → Do not include names in report → Show both structured and unstructured data in list → Enter start and finish dates of 6 month period → Export List → Go to Results Tab to view/export as an excel document.

Service Representative

Signature

Date

ATTACHMENT B**PROPERTY CONDITION REPORT**

This Property Condition Report provides a record of the condition of the property at the time of inspection. It is your responsibility to maintain the property to the standard of cleanliness and state of repair described in the report.

Items that become damaged/broken through normal fair wear and tear will be repaired by Housing ACT. Fair wear and tear items are to be reported to Spotless for repair.

This Property Condition Report will be used by the Agent at future inspections or on vacation of the property to determine any repairs, which you are responsible for repairing or paying for the cost of repairs.

Step 1

Check the condition of each room/fittings

Step 2

Identify any repairs Fair Wear or Tenant Responsible.

Step 3

Return the Property Condition Report to the HAAP.

Condition Codes

N	=	new
G	=	good
F	=	fair
F/W	=	fair wear & tear
D/W	=	damaged/worn
B	=	broken
I	=	intact
C	=	clean
C/M	=	clean/marked/scratched
C/S	=	clean/stained
D	=	Dirty
T	=	Tidy
U	=	untidy

Copy 1

To be retained by Community Organisation

Copy 2

To be sent to HAAP

Copy 3

To be returned to Tenant

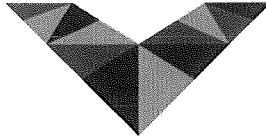
PROPERTY CONDITION REPORT

This report will be used to determine any tenant responsible repairs at inspections and when the property is vacated.

Tenant's Name											
Property Address											
Key Code		Keys allocated (state number)			Front & back door Letterbox Garage/Storage			SSD			
Description of property	Flat		OPU	OPF	1 bed	2 bed	3 bed	bedsit	other	Level	
	House		1 bed	2 bed	3 bed	4 bed	5 bed	other		Storeys	
Yard Size	S	M	L	Car accommodation							
N/A											
Smoke detectors tested			Yes / No		New batteries fitted		Yes / No		Garden Shed	Yes / No	
Security screen door/s			Number:		Location/condition						
Room	Paint/ Walls	Doors	Floor Coverings	Cup- Boards	Windows	Fly Screens	Exhaust Fans/vents	Sinks	Comment		
Hall/Entry											
Lounge											
Dining/Family											
Bed 1											
Bed 2											
Bed 3											
Bed 4											
Bathroom											
Toilet											
Laundry											
Kitchen											
Tenant's Comments											
Item	Type	Condition			Item	Type	Condition				
Clothesline/dryer					Fencing/gates						
Heaters/s					Paths/driveway						
Hot water System					Grounds						
Stove											
Community Organisation: General comments on condition of property											

Community Org: Print name.....Signed:.....Date/...../.....

Tenant: Print nameSigned:.....Date/...../.....



First Point
1800 176 468

The first point for help with homelessness

Address: Central Access Point
153 Emu Bank, Belconnen ACT 2617
PO Box: PO Box 522, Mitchell, ACT 2911
Telephone: **1800 176 468** (9am-5pm Mon – Fri)
1800 1 POINT
Facsimile: (02) 6207 1148
Email: office@firstpoint.org.au
Web: www.firstpoint.org.au

About First Point

First Point is the central intake service for people in the ACT who are homeless or at risk of becoming homeless. First Point is a community service operated by Connections ACT Inc. and is co-located with Housing ACT and other community services within the Central Access Point (CAP) in Belconnen.

First Point's role is to match people to homeless resources (when available). All referrals to homelessness services in the ACT must come through First Point. We can refer you to:

- short-term crisis accommodation
- medium-term transitional accommodation
- housing support services, living skills programs and conflict resolution. These are not accommodation services but what we call outreach.

First Point does not have any houses or accommodation of its own but refers to vacancies made available by the housing and homelessness services. Vacancies will often be in properties that require people to share with others; and there may be a cost charged by the service managing the property. It may be that there will be nothing available when you first contact us but the support worker who you speak with will explore the options with you, and we will keep your details on file to refer you when a vacancy arises.

While we are assisting you we will initiate regular contact with you, and we encourage you to keep in contact with us, particularly if anything changes in your circumstances.

First Point mostly works over the phone. When you contact us we will ask you for some personal details and for information to help us understand and assess what your circumstances and needs are. We will seek your permission to share your details with other services for the purpose of referring you for assistance. If you ring us on a mobile phone we can call you back if you wish. The service-delivery approach of First Point is respectful and based on the prioritisation of assessed need.

First Point and Young People

You must be over 16 years of age to be placed into accommodation through First Point; however we can refer 15 year olds for outreach support. In order to place young people into accommodation and support services, you must also be willing to speak to First Point directly on the phone so we can gain your consent to make referrals. First Point may also encourage you to access conflict resolution services to work on your relationship with your family and guardians as there is an emphasis on keeping young people at home. You may have to wait some time before there is accommodation available, as there is a very high demand and not many beds. All accommodation services offered through First Point will have rules they expect you to follow and it is very likely you may need to share with other young people.