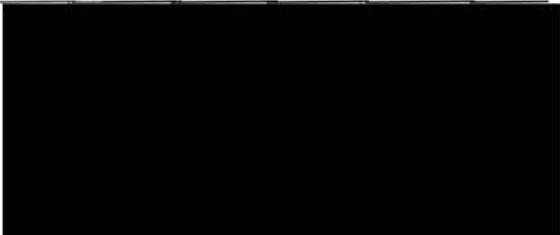


**IN THE MATTER OF THE ROYAL COMMISSION
INTO FAMILY VIOLENCE**

ATTACHMENT AR-8 TO STATEMENT OF ARTHUR ROGERS

Date of document: 20 July 2015
Filed on behalf of: the Applicant
Prepared by:
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This is the attachment marked '**AR-8**' produced and shown to **ARTHUR ROGERS** at the time of signing his Statement on 20 July 2015.

Before me:



An Australian legal practitioner
within the meaning of the
Legal Profession Uniform Law (Victoria)

Attachment AR-8

Crisis supported accommodation 20081

Service delivery tracking activity? Yes

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Output group: Housing assistance

Output: Housing assistance

Objective

Crisis supported accommodation aims to achieve long term housing, employment, education, safety, health and well-being outcomes for people who are homeless.

Description of the service

There are three main types of crisis supported accommodation. These are:

- Short term crisis supported accommodation:
 - In small, medium or larger scale congregate facilities with associated support.
 - In transitional housing management based crisis properties with linked outreach intensive support.
- Women and children's refuges, which are dispersed houses across the state to keep women and children safe and stabilise their circumstances when they experience family violence.
- Youth refuges to get young people outcomes in education, employment, parenting skills and to connect them with family where appropriate.

All crisis supported accommodation services focus on stabilising people's immediate crisis situation and assisting them to transition to stable medium to long-term accommodation such as transitional housing, public housing or private rental. Support is provided for a minimum of six weeks and is linked to support.

Client group

The target group for crisis supported accommodation services is people experiencing or at risk of homelessness including:

- people including singles, couples and families in congregate facilities and transitional housing management crisis properties
- women and children who are experiencing family violence
- young people aged 16 to 25 years.

Service delivery

Community Service Organisations (CSOs).

Service redevelopment

The department will continue to monitor service provision, and where necessary, may amend service specifications or funding allocations based on community needs or in response to changes to government policy and priorities.

During the current Service Agreement period, the government is undertaking a Royal Commission into family violence. This Royal Commission will shape the delivery of health and human services and may impact delivery of family violence services during the agreement period.

Monitoring and review

Service Agreement: The Department of Health & Human Services monitors and reviews the organisation's compliance with the Service Agreement's requirements set out in the terms and conditions and schedules including the applicable departmental policies. The Service Agreement is used to manage funding provided through the department for services delivered by community service organisations and local government authorities.

The Service Agreement includes two applicable departmental policies: 1) *Department of Health & Human Services Policy and Funding Guidelines, July 2015* and 2) Service Agreement Information Kit.

These applicable departmental policies support compliance with the Service Agreement terms and conditions. The Service Agreement Information Kit provides information on the Service Agreement terms and conditions (chapter 3) including applicable departmental policies (chapter 4) that apply to most organisations with Service Agreements, for example, occupational health and safety. Therefore, the Service Agreement Information Kit must be read in conjunction with *the Department of Health & Human Services Policy and Funding Guidelines, July 2015*.

Human Services Standards: Organisations funded to provide services to clients are required through the Service Agreement to meet the gazetted Department of Health & Human Services Standards (Human Services Standards) and can be monitored in relation to their compliance with these standards.

Organisations funded through this activity are subject to independent review and accreditation requirements under the Human Services Standards, except where exempted by the department.

Monitoring Performance: Funding is subject to the delivery of specified targets in performance measures. Where actual performance is less than 100 per cent of target performance the funded organisation should provide the Department of Health & Human Services with a justification for retaining full funding.

Performance measures

Key Performance Measure 1 (KPOM) - Number of new support periods with accommodation	
Definition	The number of new support periods provided to address and prevent homelessness.

Aim	The aim of this performance measure is to monitor the number of new support periods with accommodation.
Target (Annual)	Provided in Service Agreement.
Type of count	Cumulative
Counting Rule	<p>Count the number of new support periods during the monthly reporting period.</p> <p>New support periods are determined using commencement dates of support.</p> <p>One support period is counted for each individual who is receiving crisis supported accommodation.</p> <p>If a client exits accommodation and presents again after seven nights, this will be counted as a new support period.</p> <p>Annual targets provided to service providers are divided by 12 to translate to monthly targets.</p> <p>Counting rule example:</p> <p>If a client is supported in a crisis facility from the 5th day of a month and leaves in three months, it is counted as one new support period in the first month only.</p> <p>If a client is supported in a crisis facility from the 2nd day of a month and exits crisis accommodation on the 6th, this is counted as one new period of support. Clients can be counted more than once if there is a minimum of two days between each period of crisis supported accommodation.</p> <p>Note: Individuals and their children and couples are not counted separately but are counted as one family unit.</p>
Monitoring Frequency	Monthly
Data Source(s) Collection	<ul style="list-style-type: none"> • Service Delivery Tracking System • Specialist Homelessness Services Collection provided to the Department of Health & Human Services and the Australian Institute of Health & Welfare.

Definition of Terms	<p>A support period is defined as the provision of accommodation to an individual client. A support period in crisis supported accommodation includes the period of accommodation as well as associated support services for each client accessing the service.</p> <p>A client is defined as an individual over the age of 16 or family (could include adults, children and extended family) receiving crisis supported accommodation through this activity.</p> <p>A support period is provided when:</p> <p>The property at which the accommodation is provided is owned, directly managed or arranged for by a specialist homelessness service, and a specialist homelessness service provided support to the household.</p> <p>This may include accommodation and support services provided at refuge shelters, crisis shelters, hotels, motels, caravan parks, or other locations as arranged by your specialist homelessness service. Note this does not include provision of financial assistance for rent or other housing costs.</p> <p>A new support period is defined as a support period which commenced during the reporting period. A support period commences on the day on which the client moves into the property.</p> <p>An exit is defined as a support period which ends.</p> <p>A support period is deemed to end on the day on which the client vacates the property. This includes the following:</p> <ul style="list-style-type: none"> • A client vacates the property and relocates to another suitable form of accommodation. • A client vacates the property unexpectedly/without notification. <p>In Victoria a service comprises episodes of support which are defined in line with the SHSC data collection definition of a support period. Detailed information is contained in the 'Specialist Homelessness Services collection manual' (www.aihw.gov.au/shsc-resources/).</p>
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Performance Measure 2 – Percentage of clients with an agreed case plan	
Definition	Percentage of clients who are assisted to identify goals and develop a case plan.
Aim	The aim of this performance measure is to monitor the percentage of agreed case plans to ensure a case plan is developed for each client combined with the provision of accommodation.
Target	90 per cent (%)
Type of count	Not Applicable

Counting Rule	<p>At the end of the reporting period, calculate the percentage of clients who have a case plan.</p> <p>The percentage is calculated as the number of clients who are assisted to identify goals and to develop a case plan, divided by the total number of clients.</p> <p>The number of clients who are assisted to identify goals and to develop a case plan is required to be reported as a data collection item, in addition to the percentage calculated above</p>
Monitoring Frequency	Monthly
Data Source(s) Collection	Specialist Homelessness Services Collection provided to the Department of Health & Human Services and the Australian Institute of Health & Welfare.
Definition of Terms	<p>A client is someone, adult or child, who directly receives a service. In Victoria a service comprises episodes of support which are defined in line with the data collection definition of a support period. Detailed information is contained in the 'Specialist Homelessness Services collection manual' (www.aihw.gov.au/shsc-resources/)</p> <p>A case plan is a personal plan or a support agreement that usually has a statement of the client's problems or needs, some goals for the client and strategies to achieve those goals. Every client is expected to have a case plan.</p>

Data collection information

Data Collection Name	Data Management System	Data Set	Reporting Cycle
Service delivery tracking (SDT)	FAC/SAMS2	Service delivery tracking data set	Monthly
Specialist Homelessness Services Collection	Specialist Homelessness Information Platform (SHIP)	Specialist Homelessness Services Collection provided to the Department of Health & Human Services and the Australian Institute of Health & Welfare.	Monthly

Key documents

Mandatory

[Specialist Homelessness Services Collection Resources](#)

[Homelessness Services Guidelines and Conditions of Funding May 2014](#)

[Family Violence Risk Assessment and Risk Management Framework 2012](#)

[Specialist Homeless Sector Training Calendar](#)

[Code of Practice for specialist family violence services for women and children](#)