|  |
| --- |
| Homelessness Supportive Housing Guidelines |



More homes for more Victorians. For general enquiries - If you would like to receive this publication in an accessible or interpreted format, phone 1300 650 172, using the National Relay 
Service 13 36 77 if required, or email enquiries@homes.vic.gov.au

|  |
| --- |
| Homelessness Supportive Housing Guidelines |
|  |

|  |
| --- |
| **Acknowledgement**  The Department of Families, Fairness and Housing acknowledges Aboriginal  and Torres Strait Islander people as the Traditional Custodians of the land  and acknowledges and pays respect to their Elders, past and present. We  acknowledge that Aboriginal self-determination is a human right and  recognise the work of many generations of Aboriginal people.  The department is committed to safe and inclusive workplaces, policies and  services for people of LGBTIQA+ communities and their families.    To receive this document in another format, phone 1300 650 172, using the National Relay Service 13 36 77 if required, or email <enquiries@homes.vic.gov.au>.  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne. © State of Victoria, Australia, Homes Victoria, April 2024.  This document may contain images of deceased Aboriginal and Torres Strait Islander peoples. In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.  **ISBN**978-1-76130-509-2 (online/PDF/Word) or (print) Available at insert web site or web page name and make this the hyperlink <[Policies and procedures (dffh.vic.gov.au)](https://fac.dffh.vic.gov.au/policies-and-procedures)> |
|  |
|  |

**Contents**

[1 Introduction 6](#_Toc162249424)

[1.1 Overview of Supportive Housing 6](#_Toc162249425)

[1.2 Purpose of these guidelines 6](#_Toc162249426)

[1.3 How to use these guidelines 6](#_Toc162249427)

[2 Guiding frameworks 7](#_Toc162249428)

[2.1 Mana-na woorn-tyeen maar-takoort - Every Aboriginal Person Has A Home 7](#_Toc162249429)

[2.2 Blueprint for an Aboriginal specific homelessness system in Victoria 7](#_Toc162249430)

[2.3 Aboriginal Cultural Safety Framework 7](#_Toc162249431)

[2.4 Multi-Agency Risk Assessment and Management Framework 8](#_Toc162249432)

[3 Program description 8](#_Toc162249433)

[3.1 Objectives 8](#_Toc162249434)

[3.2 Principles 9](#_Toc162249435)

[3.3 Program entry 10](#_Toc162249436)

[3.4 Service components 11](#_Toc162249437)

[3.5 Outcomes 15](#_Toc162249438)

[3.6 Supporting documents 16](#_Toc162249439)

[4 Governance 16](#_Toc162249440)

[4.1 Targets and reporting 16](#_Toc162249441)

[4.2 Incident reporting 17](#_Toc162249442)

[4.3 Role of DFFH and Homes Victoria 17](#_Toc162249443)

[5 Glossary of key terms 18](#_Toc162249444)

# Introduction

Homes Victoria, as part of the Department of Families, Fairness and Housing (DFFH), is responsible for developing and delivering policies, programs and services that support all Victorians to have access to safe, secure and affordable housing.

Homes Victoria works with the Specialist Homelessness Services (SHS) sector, alongside the broader housing and community services sectors, to break the cycle of homelessness by intervening early, getting people housed quickly, and ensuring the homelessness service system remains responsive to client needs.

## Overview of Supportive Housing

Supportive housing is an effective housing intervention model that combines permanent, affordable housing with flexible support services on-site. This approach is primarily for people who have experienced chronic homelessness, rough sleeping, and/or are at imminent risk of homelessness and would benefit from access to on-site supports to maintain their tenancy. They may also live with disability, chronic disease, mental illness or a dependence on alcohol and/or other drugs. Supportive housing models differ from traditional social housing by focusing on building pathways into independent living, building life skills and offering renter-led support that is tailored to individual support needs.

The supportive housing model also reduces the need to access other government services by helping individuals achieve housing stability and improve their overall well-being, therefore reducing public costs. The approach plays a crucial role in the broader effort to end homelessness and provide housing where it is needed.

Supportive Housing includes self-contained units for renters managed under the provisions of the [*Residential Tenancies Act 1997*](https://www.legislation.vic.gov.au/in-force/acts/residential-tenancies-act-1997/104) (Vic). On-site services include:

* staff and/or concierge who provides a welcoming initial point of contact for renters and other people entering the building, along with managing any issues that may arise
* flexible and tailored case management support
* access to other on-site services (e.g., therapeutic recreation, alcohol and other drug support and mental health services).

## Purpose of these guidelines

These guidelines have been developed to ensure quality and consistency in the practice approach and delivery of supportive housing models. They outline the objectives, requirements and expected outcomes of supportive housing in Victoria.

## How to use these guidelines

These guidelines are to be read in conjunction with the department’s Funding and Service Agreement with the organisation and the *Homelessness Services Guidelines and Conditions of Funding 2014.*

The Funding and Service Agreement provides further a list of program guidelines including the Human Services Standards <https://providers.dffh.vic.gov.au/human-services-standards>.

# Guiding frameworks

The frameworks described below establish essential principles and standards that ensure Homelessness Supportive Housing programs uphold best practices, ethical conduct, and legal compliance in serving individuals experiencing homelessness. Understanding and adhering to these frameworks is crucial for delivering high-quality and effective services that empower participants to achieve lasting stability and well-being.

## Mana-na woorn-tyeen maar-takoort - Every Aboriginal Person Has A Home

Mana-na woorn-tyeen maar-takoort - Every Aboriginal Person Has A Home, also known as the Victorian Aboriginal Housing and Homelessness Framework (VAHHF), was officially launched on 26 February 2020 at Parliament House. View the Framework here: <https://vahhf.org.au/>.

The development of the VAHHF was led by Aboriginal Housing Victoria (AHV) in partnership with the Victorian Aboriginal community and the Victorian Government. It provides a 20-year agenda and has been designed to understand and respond to the unique housing challenges faced by the Aboriginal community.

Some of the issues highlighted in the framework include:

* limited access to affordable and/or appropriate private rental
* lack of access is compounded by experiences of racism and discrimination for Aboriginal and Torres Strait Islander peoples, locking many out of the private rental market
* a significant proportion of Aboriginal Victorians seeking homelessness and housing services have experienced trauma and may require intensive support to secure and/or maintain tenancies.

## Blueprint for an Aboriginal specific homelessness system in Victoria

The Blueprint for an Aboriginal Homelessness System in Victoria (the Blueprint) lays out a clear path for building a service system that respects Aboriginal self-determination, community leadership, cultural needs, and the unique experiences of those facing homelessness. The Blueprint outlines key priorities, the factors that will make it work (enablers), and a concrete plan for putting it into action. View the Blueprint here: <https://vahhf.org.au/wp-content/uploads/2023/09/Blueprint.pdf>

## Aboriginal Cultural Safety Framework

The [Specialist Homelessness Services (SHS) Framework](https://chp.org.au/publication/an-aboriginal-cultural-safety-framework-for-the-specialist-homelessness-sector/), developed by the Council to Homeless Persons, encompasses the Aboriginal Cultural Safety Framework. This framework is designed to assist specialist homelessness services implement Aboriginal Cultural Safety strategies. The SHS framework provides an organisational planning framework that aims to provoke thoughtful, deep, and informed thinking and reflection about what is needed to achieve cultural safety and emphasises that Aboriginal people's feedback is an essential part of the process.

Additionally, the SHS Framework provides funded homelessness organisations with the context, knowledge, tools and resources to embed cultural safety across all levels of an organisation to ensure that policies and practices are culturally safe for Aboriginal people and to achieve sustained change.

To provide a culturally safe and accessible homelessness system which meets the principles set out in the Framework, homelessness organisations must ensure all staff undertake the relevant training in relation to Aboriginal and Torres Strait Islander Cultural Competence. For more information about SHS training courses please visit the [SHS Learning Hub](https://chp.kineoportal.com.au/) <https://chp.kineoportal.com.au/>

## Multi-Agency Risk Assessment and Management Framework

The Family Violence Multi Agency Risk Assessment and Management Framework (MARAM) has been designed to increase the safety and wellbeing of Victorians by supporting relevant services to identify, assess and manage family violence risk. MARAM was developed in response to the findings of the 2016 Royal Commission into Family Violence and established in law under Part 11 of the *Family Violence Protection Act 2008*.

MARAM describes best practice for family violence information sharing, and risk assessment and management, based on current evidence and research. It sets out:

* 10 principles to guide the service system response to family violence,
* four pillars to embed into policies, procedures, practice guidance and tools
* 10 practice responsibilities that apply to professionals to guide their response to family violence.

More information on the MARAM can be found in the [MARAM Practice guides and resources](https://www.vic.gov.au/maram-practice-guides-and-resources).

DFFH funded homelessness organisations should ensure all staff undertake the SHS training courses on MARAM, to register for SHS training courses please visit the [SHS Learning Hub](https://chp.kineoportal.com.au/) <https://chp.kineoportal.com.au/>

# Program description

## Objectives

Supportive housing programs provide stable, long-term housing alongside on-site, flexible and tailored support.

The objectives of supportive housing programs are to:

* provide safe, secure and affordable housing
* provide on-site support to people with experiences of chronic homelessness and/or rough sleeping
* assist renters with maintaining their housing.

On-site services will vary in intensity and type, depending on the needs and wishes of the renter. Support providers will adapt supports as each renter’s needs change and respond to risks as they emerge.

## Principles

Supportive housing programs will demonstrate the following principles and approaches:

**Housing First**

The Housing First model is a response to homelessness that prioritises permanent and stable housing for people experiencing homelessness, with minimal criteria to access housing. Housing First Principles highlight client choice and control; thus, engagement with support services is voluntary and renters may choose to exit the program if it does not suit their needs.

**Harm minimisation**

A harm minimisation approach focuses on strategies to reduce harms to the individual and society associated with the use of alcohol and other drugs. This approach uses strategies such as education and safe consumption programs, without insisting on complete abstinence.

**Person-centred practice**

Person-centred practice emphasises prioritising and tailoring support and care to individuals’ needs, preferences, and goals, fostering a collaborative and empowering relationship.

**Strengths-based practices**

Strength-based approaches and practices focus on identifying a client’s skills, abilities, knowledge, connections, and capacities rather than deficits, or things that are lacking.

**Client-centred case plans**

Support services will be guided by a client’s case plan, which should be driven by the goals identified by the client and conducted using person-centred and strengths-based approach.

**Culturally safe service provision**

All services should be delivered in a way that is culturally safe for people from diverse backgrounds. Homes Victoria acknowledges that renters carry intersectional identities and require physically and psychologically safe service provision across all identities. The supportive housing units and support services must be physically accessible and psychologically safe for all renters, including people with disability, those who require mobility aids, and/or other safety requirements.

Consider the sensitive allocation of units for women and female-identifying people who are especially vulnerable. Where possible and appropriate, providers may consider a women’s only floor or space to ensure their unique safety needs are met.

Supportive housing providers should work with renters to identify their physical needs and make reasonable attempts to modify the renter’s unit to respond to those needs. This may include the addition of grab bars inside the bathroom of the unit, walk-in or roll-in showers with bath seats, installing ramps, or installing automatic door openers.

Supportive housing providers must refer to their organisation’s policies and procedures regarding cultural safety and strategies to improve service delivery for the below cohorts. Services should prioritise safety for vulnerable cohorts including:

* + Aboriginal and Torres Strait Islander peoples
  + people who identify as LGBTIQ+
  + people who are culturally and racially marginalised
  + victim-survivors of family violence.

**Trauma-informed care**

Trauma-informed care is an approach that recognises the widespread impact of trauma on individuals and emphasises creating a safe and supportive environment. It involves understanding the effects of trauma, promoting empowerment, and integrating trauma-sensitive practices to facilitate healing and recovery.

**Integrated service model**

An integrated service model requires tenancy management and support service providers to work cohesively and collaboratively to provide holistic and efficient assistance, promoting stability and positive outcomes for renters. While tenancy management and support services are functionally separate, steps should be taken to ensure they work closely together to support residents to maintain their tenancies.

**Multi-disciplinary services**

Supportive housing residents will have access to multi-disciplinary services which may include Alcohol and Other Drugs (AOD), dual diagnosis, emotional and physical health (including allied health), therapeutic recreation, legal services, peer support and any other support services as required.

## Program entry

### 3.3.1 Client eligibility

Supportive housing models are intended to support people who have experienced chronic homelessness, rough sleeping, and/or are at imminent risk of homelessness and have complex needs. Clients who require on-site support services and may be unable to live in dispersed accommodation settings should be prioritised.

The program may either address a general client cohort, or targeted client cohort (e.g., Aboriginal and Torres Strait Islander peoples, female-identifying people, young people or older people).

Permanent supportive housing can only be provided to clients who are eligible for housing through the Victorian Housing Register (VHR). Clients with an approved application who move into permanent supportive housing will be removed from the VHR if they are successful, unless otherwise specified in the agency-specific service agreement.

Service providers may support clients with submitting a priority transfer request on the VHR, if aligned with their goal-directed case plan.

### 3.3.2 Referral pathways

Vacancies must be advertised on the Vacancy Management System (VMS). Referrals pathways into the program are managed by each organisation and may be via:

* Homelessness Access/Entry Points, as per the Opening Doors Framework
* local By-Name List (where available)
* support agencies

### 3.3.3 Allocation process

An allocation panel, made up of both tenancy management and support staff, should assess applications and allocate suitable units to potential renters. The panel may choose to speak with the applicant or their worker, as part of this process.

The panel should make allocation decisions based on agreed criteria, to be developed by the agencies in partnership with Homes Victoria.

### 3.3.4 Sign up

The registered housing provider is responsible for completing sign up with the applicant and ensuring the support worker is present. The tenancy manager outlines the renter’s rights and responsibilities as part of the sign-up process. As part of sign up, the tenancy manager and support worker will induct the renter to the site. Different ways of contacting the tenancy manager are encouraged, to enable renters to raise issues regarding their tenancy, neighbours or the building. For example, renters should have the option to call, email, fill in a form or drop in to see a tenancy manager depending on their preference.

### 3.3.5 Intake and assessment process

The case manager will complete intake and assessment with the renter once they move into the supportive housing site. Where possible (and if applicable), the renter’s previous case manager and/or care team will provide a handover.

The support provider will assess the potential renter’s support needs and commence developing a client-led, goal-directed case plan.

## Service components

### 3.4.1 Tenancy management

The registered housing provider will be responsible for providing tenancy management services as part of the supportive housing model. The purpose of tenancy management is to provide a fair, transparent, and responsive service to renters, ensuring rental provider responsibilities and renters’ rights are upheld in line with the [*Residential Tenancies Act 1997* (RTA)](https://www.legislation.vic.gov.au/in-force/acts/residential-tenancies-act-1997/104).

Based on Housing First principles, tenancy management should be delivered by a separate service provider to support services. While it is critical that they work together, the provision of housing and support must be functionally separate.

The separation of housing and support is a standard approach for Homes Victoria funded supportive housing programs managed under the RTA.  Rare exclusions to this have been made for discrete projects in consultation with the department, where cohort specialisation is required for both tenancy management and support services.

Within Supportive Housing, tenancy management must work in strong partnership with support services to improve the likelihood of tenancy preservation, even when tenants face challenges in meeting their requirements outlined in the RTA.

The Registered Housing Agency must have documented, plain language policies and procedures for ending tenancies, underpinned by the principle that evictions are a last resort. Agencies must have appropriate escalation processes in place for a senior delegate to approve the issuing of a Notice to Vacate.

It is expected that the tenancy manager will identify issues that could place a tenancy at risk and provide a response in efforts to stabilise the tenancy. Tenancy workers work proactively and liaise with support workers to assist the renter and help maintain the tenancy.

Key functions of tenancy management include:

* Establishing a panel to coordinate assessment of applications and determine property allocations, consistent with Victorian Housing Register process. This should be undertaken in collaboration with the support service provider.
* Supporting renters to sign tenancy agreements and providing education on tenancy rights and responsibilities.
* Proactively managing the staged move in process when operations first commence, and throughout the program.
* Responding to dynamics between renters, if required.
* Supporting renters to understand and complete initial condition reports with a view to develop renters’ capacity to independently complete condition reports in the future.
* Orienting renters to the building, including introducing them to other renters (if prior agreement has been obtained).
* Supporting renters to understand the feedback and complaints process.
* Educating renters on the maintenance request process and responding in a timely way to maintenance requests (as per the RTA).
* Supporting maintenance personnel to deliver services that support the ongoing tenancy of the renter (e.g., attending at a suitable time, and understanding how to approach maintenance of the property based on the renters needs).
* Establishing and facilitating regular renters' meetings, enabling renters to have their say and raise issues and feedback.
* Conducting rental inspections as per the RTA.
* Providing feedback to renters on the outcome of the inspection and educating renters on their rights and responsibilities in relation to maintaining the property in a reasonably clean condition, as per the RTA.
* Managing vacant properties and ensuring a timely turnaround in line with regulatory standards.
* Liaising with support services on exit plans for renters who choose to leave the program and working collaboratively to support a positive exit outcome for each renter.
* Managing disputes between renters, investigating alleged issues and administering VCAT applications and attendance at the tribunal as required.
* Acting as the first point of contact for neighbourhood complaints, investigating alleged issues and responding to neighbours in writing.
* Supporting renters to resolve any tenancy challenges encountered and liaising with support to ensure the renter is linked in with additional appropriate support services if required.

|  |  |
| --- | --- |
| **Rental collection** | |
| Rent setting | It is intended that renters will have their rents set at levels that are similar to renters in social housing.  The maximum rent payable will be no more than 30 per cent of a renter’s income.  Registered Housing Agencies are required to set rents which are affordable for renters while maintaining financial viability.  For lower income households, the ‘Net Rent’ charged at the commencement of a tenancy should be set at no more than 30% of gross household income. ‘Net Rent’ is the rent charged to renters minus Commonwealth Rent Assistance. |
| Rental revenue | The supportive housing provider will collect and retain rental revenue to contribute towards operations and/or site maintenance.  Supportive housing providers should also account for expected rental income as part of developing an operational budget for the program. |

### 3.4.2 Support services

The supportive housing provider should also ensure that on-site support services are made available to each renter throughout the entirety of the renter’s tenancy.

On-site support services should include:

* Working with the registered housing agency to allocate units in line with eligibility criteria and an assessment of each applicant’s needs.
* Establishing agreed support arrangements with the renter, including the best methods of contact and engagement, as well as an agreed plan if there is no contact from the renter.
* Case management support is tailored to need, including development of a case plan is led by the renter. Renters are expected to have an active case plan, meaning it is a live document and new goals are added as they arise.
* Case plan reviews are expected to occur at a minimum within the timeframes described below:
  + within the first year of occupancy, the case plan will be reviewed quarterly
  + after the first year of occupancy, the case plan will be reviewed bi-annually
  + if renters choose not to engage in the case planning process, a worker-led case plan can be developed
  + while support is voluntary and renters may refuse support, staff will continue to offer support in ways that show care and respect for renters
  + services are expected to offer to develop a case plan or discuss the renter’s goals every six months.
* Multidisciplinary supports:
  + mental health support (which may include clinical services, counselling, mental health nurses, mental health case management, or access to specialist services)
  + physical health support (which may include access to a general practitioner, support with pharmacotherapy, care coordination, allied health services, and other health and wellbeing services)
  + alcohol and other drug (AOD) support (which may include AOD case management, specialist counselling, or other supports up to the discretion of the renter and support services)
  + dual diagnosis support for people with both mental health and AOD needs (which may include counselling, forensic services or other community or specialist services)
  + therapeutic recreation and/or social inclusion activities (which may be provided on-site, in the local community, or access to a specialist activity off-site)
  + peer support (which may include peer support workers, access to lived experience reference groups, or other supports)
  + facilitating secondary consults and coordinated responses, as appropriate.
* Support services may refer renters to external specialised supports not available on-site, such as culturally specific services delivered by Aboriginal Community Controlled Organisations (ACCOs) and other multicultural supports.
* Support services may request that specialist supports attend the site based on each renters’ specific support needs.
* Caseloads may vary, but can be modelled based on the following:
  + Clients who require active intensive support: 1 staff member to 8 clients
  + Clients who require limited or episodic support: 1 staff member to 12 clients
  + The level of case management intensity may change over time and may step up and down intensity based on the client’s engagement with support and level of need.

Support services are guided by a renter’s case plan, which should include a housing goal. Supportive housing programs are intended for people who require long-term housing and support. However, some renters may have a housing goal to eventually move into semi-independent or independent housing.

Examples of housing goals include paying rent on time for 3 months, keeping the unit clean and tidy for 6 weeks, paying rent on time, moving into a larger unit within 6 months to be able to have more family members over for visits.

### 3.4.3 Flexible funding

Some supportive housing models may include Homelessness Flexible Funding. Where relevant, Homelessness Flexible Funding is available to assist households in addressing the needs, outcomes and objectives identified in the client case plan.

Flexible funding can be used for client-related expenditure such as:

* delivering an effective and timely response to an immediate need such as providing a taxi voucher to attend an appointment or buying clothes for an interview.
* equipping clients to support themselves, including brief and targeted support to divert people from entering further into the service system.
* providing a greater level of support/specialised support where it is linked to a case plan.

Flexible funding cannot be used any other purposes other than client related expenditure and assistance. Flexible funding cannot be used for:

* products or services that have not been identified in the client case plan.
* staff related activities.
* support services that are already available to the through other funding sources.
* illegal products or services.

The acquittal process will involve service providers submitting payment lists through the department’s Secure Data Exchange portal, as well as providing a financial acquittal of funds expended.

Service providers are expected to fully expend allocated brokerage funding over the relevant funding period. Service providers must report any unspent brokerage funds within one month after the end of the funding period. The treatment of any unspent funds will be negotiated with the department, depending on the amount and reasons.

The department reserves the right to recoup the unspent funds. The department may undertake an audit of the brokerage expenditure to ensure funds have been acquitted as reported and in line with the guidelines.

The Homelessness Flexible Funding activity description is available here: [Activity ID – 94851 Homelessness Flexible Funding.](https://providers.dffh.vic.gov.au/sites/default/files/activity-description/94851.DOCX)

### 3.4.4 Renter safety

Support services, tenancy managers and concierge services have a role in ensuring the safety of all renters. Service providers must have documented policy and procedures to respond to client safety concerns, including welfare checks. Procedures should include guidance for escalating contact attempts where there has been no recent contact or sighting within 48 hours (for example: text message, phone call, door knock, contact alternative support or next of kin, welfare check).

Service providers should consider factors relating to each individual renter including:

* the renter’s current or most recent mental and physical state
* usual patterns of behaviour
* assessment of the property recent interactions with the renter the planned response agreed upon with the renter.

Where there are concerns for a renter’s safety, the provider must take immediate action to ensure the safety and wellbeing of all household members. Contact efforts should be made in accordance with the renters agreed contact plan, as well as welfare checks by emergency services where required.

### 3.4.5 Exits

If a renter would like to leave the supportive housing program, tenancy and support providers will collaborate with the renter to develop an exit plan. Exit plans should explore alternative housing and accommodation options, referrals to alternative support services, and consideration of the health and social needs of the client. Exit planning should be person-centred and based on the renter’s goals.

Upon exit from supportive housing, renters may require additional supports to transition to their new housing arrangement. Support providers are encouraged to deliver post-tenancy case management support to exiting renters wherever possible and appropriate. Supportive housing providers must inform relevant service providers of the closing of support (where the renter has provided consent to share information).

For renters who exit without notice, Supportive Housing Providers must:

* ensure the safety and wellbeing of all household members, including welfare and safety checks by staff
* inform relevant service providers of the termination of support due to the renter's exit (where the renter has provided consent to share information).

## Outcomes

Permanent supportive housing is targeted at supporting people experiencing chronic homelessness into permanent housing quickly, with flexible and tailored support for as long as they need. Internationally, this approach has proven to be successful in enabling people experiencing chronic homelessness to engage with services and achieve long term outcomes, including:

* reduction in homelessness
* increased housing stability and sustained tenancies
* high quality of life
* sustained feelings of personal safety, autonomy, power, agency and choice
* significant improvement in health and wellbeing
* meaningful participation in the community
* reduction in demand for acute, crisis and emergency services
* systemic improvements to better meet the needs of the cohort early and effectively.

## Supporting documents

Where there is further instruction and detail required relevant to the specific supportive housing site, this will be provided to the service provider.

# Governance

Homelessness Supportive Housing programs require an adequate level of governance to support the successful implementation, performance, and evaluation of the program.

Governance structures will be implemented as required to:

* facilitate a shared and aligned vision for the project with stakeholders
* explore opportunities to enhance the tenancy management and support aspects of the service model
* monitor and mitigate operational risks
* provide a point of escalation for significant matters that cannot be managed at the operational level.

The department will ensure that there is an appropriate level of accountability and that service providers are delivering what is intended by the program in terms of levels of service, quality, quantity, efficiency and effectiveness.

Government departments are required to undertake actions across the domains of people, systems, outcomes and accountability to progress the self-determination enablers outlined in the Victorian Aboriginal Affairs Framework (VAAF). Aboriginal cultural safety must be embedded in all governance and leadership practices, strategic and business planning, and internal policies and practices to achieve sustained change.

## Targets and reporting

Service providers must collect client data and provide reports to the department in accordance with:

* the relevant service agreement
* the Homelessness Supportive Housing activity description ([94840 – Homelessness Supportive Housing](https://providers.dffh.vic.gov.au/sites/default/files/2023-11/Housing%20Assistance%20---%2094840%20---%20Homelessness%20Supportive%20Housing.DOCX))
* the Homelessness Flexible Funding activity description (refer to section 3.4.3).

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting Frequency** |
| --- | --- | --- | --- |
| Service Delivery Tracking | My Agency | Service delivery tracking data set | Monthly |
| Specialist homelessness services collection | SHIP | Provided to DFFH and the Australian Institute of Health and Welfare (AIHW) | Monthly |
| Supporting Housing Program report template | Manual Data Collection | Data obtained from agency’s Client Management System | Quarterly |

Performance measures will be captured through client data. This includes provision of:

* Service Delivery Tracking (SDT) via the Funded Agency Channel
* the monthly SHS Extract from SHIP or other client management system certified by the Australian Institute of Health and Welfare (AIHW) to provide SHS client data.
* any specific data requirements as outlined in the relevant homelessness service activity.
* ad hoc requests related to program monitoring and evaluation, such as program evaluation required when funding is due to lapse.

Where there is further instruction and detail specific to the relevant supportive housing program, this will be provided to the appropriate provider.

Reporting is required to inform staff, manage, and plan capacity and allocation, and monitor performance against targets and standards.

## Incident reporting

All homelessness funded programs are subject to the department’s Critical Incident Management System (CIMS). More information regarding CIMS including access to the system, guidance and policy updates can be found here [Client incident management system - DFFH Service Providers](https://providers.dffh.vic.gov.au/cims)<https://providers.dffh.vic.gov.au/cims>

## Role of DFFH and Homes Victoria

The governance structure may vary from program to program depending on the operational commencement date.

Supportive housing programs will have unique governance arrangements depending on the needs of the program. While some programs may require the creation of Executive and Operations Project Control Groups (PCG), others may use existing governance arrangements. The membership should consist of a range of stakeholders with subject matter knowledge and the authority to make decisions on behalf of their organisation.

The department oversees governance arrangements in accordance with the [Community services quality governance framework](https://www.dffh.vic.gov.au/publications/community-services-quality-governance-framework).

# Glossary of key terms

| **Term** | **Description** |
| --- | --- |
| Activity Description | Descriptive information on the objectives, client group and service model that is being funded and includes the performance measures, program and other guidelines. |
| Funded Agency Channel (FAC) | <<https://fac.dhhs.vic.gov.au>>  A website that supports the partnership relationship between the funded organisation and the funding department. |
| My Agency | The secure area of the FAC website that is only accessible to registered users.  It provides users with quick and easy access to information specific to their service agreements with the Department of Families, Fairness and Housing,  My Agency provides:   * organisation specific service agreement information for the current, future and previous financial years * access to payment schedules, invoices and the progress of service agreement variations * e-remittance (payment) advice relating to their service agreement, and organisation performance reports for funded activities. |
| Renter/client/ household | The person or persons residing in a supportive housing unit. Some households may include couples, sibling groups, and/or children. Each supportive housing program may have specific criteria on who makes up a household. |
| Service Agreement | A contract between the department and an organisation to deliver services on behalf of government.  The Department of Families, Fairness and Housing uses a Service agreement version of the Victorian common funding agreement to fund organisations to deliver services.  Service agreements set out the key obligations, objectives, rights and responsibilities of the organisation in delivering services, and the department in providing funding to the organisation.  The service agreement establishes the standard terms and conditions that apply to all funded organisations and provides organisation-specific information regarding funding and payments in its schedules. |
| Service provider/ Organisation/Agency | The entity that is funded by the department through a Service Agreement to deliver services on its behalf. |
| Support services provider | The support services provider is responsible for providing case management support to each client based on their needs and working with the tenancy manager to ensure the client’s tenancy is secure. |
| Tenancy management provider/Registered Housing Agency | The tenancy management provider is responsible for managing tenancy of renters, and ensuring rental provider responsibilities and renters’ rights are upheld in line with the Residential Tenancies Act 1997 (the Act). |