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| Supported Residential Services Outreach and Assistance program requirements for funded organisations |
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# Preface

The program requirements template have been developed based on examples of program requirements documentation used within the department already, used in other jurisdictions in Australia and is informed by a range of research associated with best practice in Service Agreement management and the findings of the *Victorian Auditor –General’s report Contract Management Capability in DHHS: Service Agreements* *(2018).*

# Glossary of key terms

The following is a glossary of key terms used within this document

| * Term | * Description |
| --- | --- |
| Activity | Includes descriptive information on the objectives, client group and service model that is being funded and includes the performance measures, program and other requirements. |
| Activity Owners | Program areas who are responsible for developing and funding services that are funded through the service agreement. |
| Funded Agency Channel | <https://fac.dhhs.vic.gov.au> is a website that supports the partnership relationship between the funded organisation and the funding department. |
| Organisation / Funded Organisation / Service provider | Organisation is used to define the entity that is funded by the department through a Service Agreement to deliver services on its behalf. |
| Program requirements | A document that details the way in which the services must be delivered in order to meet the funding of the Service Agreement |
| 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 Agreement Requirements | Service agreement requirements document supports the service agreement by outlining the departmental responsibilities, policies and obligations that *all* funded organisations must comply with. |
| My Agency | Is 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 Health and Human Services,  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. |

# Introduction

## 1.1 Aboriginal Acknowledgement

The Victorian Government proudly acknowledges Victorian Aboriginal people as the First Peoples and Traditional Owners and custodians of the land and water on which we rely. We acknowledge and respect that Aboriginal communities are steeped in traditions and customs built on an incredibly disciplined social and cultural order. This social and cultural order has sustained up to 50,000 years of existence. We acknowledge the ongoing leadership role of the Aboriginal community.

## 1.2 Department of Families, Fairness and Housing

The Department of Families, Fairness and Housing (the department) is responsible for the development and delivery of policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability. This allows us to place people at the heart of policy-making, service design and delivery.

# SRS OAP Program Requirements

## 2.1 Purpose of program requirements

This document outlines the requirements and responsibility of Homes Victoria and the funded organisation for the oversight and delivery of the Supported Residential Services Outreach and Assistance Program (SRS OAP). These program requirements outline the essential activities and outputs that must be delivered to meet the service agreement obligations annually for the SRS OAP.

The SRS OAP has companion program guidelines for funded organisations and SRS providers that provide additional information including SRS provider accountabilities and expenditure guidelines. Funded organisations should utilise both documents in the delivery of the SRS OAP.

This document may from time to time be subject to review in response to issues and opportunities for improvement that are identified.

## 2.2 Policy context

The SRS OAP supports Homes Victoria’s strategic objective of reducing homelessness through housing and support.

Pension-level Supported Residential Services (SRS) are private businesses that provide supported accommodation to Victorians on fixed incomes who need assistance with the daily activities of living. Pension-Level SRS are defined as SRS that charge fees at no more than the current pension plus Commonwealth rent assistance for at least 80 per cent of their registered beds. Due to the caped fees charged, the viability of pension-level SRSs is marginal and as such the sector has experienced a significant reduction in SRS due to closures.

Pension-level SRS residents often have multiple and complex support needs, they often access and require significant support from the broader community and health service systems. Many SRS residents receive additional, individualised supports through external service systems including the National Disability Insurance Scheme (NDIS).

The SRS OAP assists pension-level SRS with viability to ensure there are beds available for Victorians on fixed incomes who need supported accommodation. It also provides outreach to residents comprising of service coordination, support and brokerage to assists SRS residents to access the services they need to maintain their health and wellbeing. In addition, the program works to increase the capacity of SRS providers and staff so they can support residents and work with local service systems to access additional services for residents, funding is also provided to increase access to fresh food in pension-level SRS.

## 2.3 Regulatory context

SRS are regulated by the Victorian Government through the *Social Services Regulation Act 2021* and associated regulations. This legislation sets out the framework for SRS regulation and registration by the Social Services Regulator. The SRS OAP does not fund or assist SRS with regulatory compliance. In the event an SRS is closed or subject to significant regulatory sanction the department will advise funded agencies if SRS OAP assistance to the SRS should be modified or ceased.

## 2.4 Program goals and objectives

The program goal of the SRS OAP is to:

* Support the health and wellbeing of people living in pension-level SRS, and
* To maintain a supply of low-cost accommodation for low-income Victorians who need assistance with the activities of daily living.

The program objectives are to:

* Improve connections between pension-level SRS and their local service networks
* Improve the capacity of pension-level SRS providers to respond to residents’ support needs
* Reduce the risk of pension-level SRS closures and associated disruption to residents
* Support the safe and efficient rehousing of residents of pension-level SRS when the Social Services Regulator is notified of an imminent closure
* Increase training opportunities for pension-level SRS providers and staff
* Improve the physical amenity of pension-level SRS for improve resident experience
* Improve the availability of fresh food for residents
* Support the operational viability of pension-level SRS to keep pension-level beds available in the system.
* Improve residents’ access to activities, social participation opportunities, and health and community services.

In doing this the program supports Homes Victoria’s strategic objective of reducing homelessness through housing and support.

## 2.5 Relationship to other resources

The key related documents and resources referred to in the development of these program requirements are:

* SRS OAP Activity Descriptions
* SRS OAP Guidelines

## 2.6 Eligibility

Pension-level SRS facilities approved for SRS OAP funding by the department following a formal application process are eligible.

To maintain eligibility for SRS OAP funding:

* The SRS must be a pension-level facility. A pension-level facility is defined as an SRS in which no less than 80 per cent of registered beds are offered at pension level; that is, registered beds where: – the total amount charged by the SRS provider for accommodation and support, and paid for by or on behalf of the resident, is no more than the current pension[[1]](#footnote-2) plus Commonwealth rent assistance.
* Must maintain the other eligibility criteria for participation in SRS OAP[[2]](#footnote-3)
* The SRS provider and/or relevant senior staff of the SRS must be actively involved in SRS OAP service components, including but not limited to:
* The SRS provider signing and abiding by the terms of the SRS OAP Agreement between each SRS and their assigned funded organisation.
* Actively participating in the Collaborative Plan process with their funded organisation.
* Supporting SRS staff to attend training opportunities identified by the funded organisation
* Attending cluster meetings and other nominated cluster events.
* Attending SRS Community of Practice sessions convened by Homes Victoria.
* Cooperating with resident outreach and support services.
* Cooperating and encouraging all SRS staff to engage in capacity building services provided by the funded organisation.
* Meeting all reporting and accountability requirements including all financial accountability measures.
* In the event the SRS closes, participate in the Homes Victoria convened *Supported Residential Services Resident Reaccommodation Protocol*, and cooperate with Homes Victoria and the funded organisation on supporting residents during the closure.

## 2.7 Service Agreement Requirements

Service agreement requirements document supports the service agreement by outlining the departmental responsibilities, policies and obligations that *all* funded organisations must comply with. It provides key budget information necessary for understanding your organisation’s funding.

To meet the terms of the service agreement, funded organisations must ensure they comply with:

* The service agreement.
* The standard policies and obligations in the Service Agreement Requirements (<https://fac.dffh.vic.gov.au/service-agreement-requirements>). It is important that the policies and obligations in the Service Agreement Requirements document be reviewed to ensure that there is no duplication of policies.
* The specific policies and obligations in each relevant activity description.

## 2.8 Funded Agency Channel

The [Funded agency channel (FAC)](about:blank) <https://fac.dhhs.vic.gov.au> is a website that supports the partnership relationship between the Department of Health and Families, Fairness and Housing, the Department of Education and approximately 3,000 organisations which they fund.

My Agency is the secure area of the FAC website and is only accessible to registered users. It provides quick and easy access to Service Agreements, supporting information and business processes that enable organisations and the departments to deliver on partnership initiatives.

# Theory of change and key outcomes

Victoria needs a supply of supported accommodation for people on fixed incomes who are not eligible for other forms of supported accommodation such as those provided by the National Disability Insurance Scheme or Commonwealth funded Aged Care.

Victorians who cannot access supported accommodation provided by other service systems often rely on pension-level SRS. Pension-level SRS residents often have multiple and complex support needs that are met by the broader service system.

Pension-level SRS are defined as SRS that charge fees at no more than the current pension plus Commonwealth rent assistance for at least 80 per cent of their registered beds. As such pension-level SRS have a cap on the revenue they can generate that creates financial pressures and challenges in keeping pension-level SRS viable.

The theory of change for the SRS OAP program is that through the provision of financial assistance to pension-level SRS (Activity 37414) to assist their viability, improve resident amenity and increase access to fresh food pension-level SRS will remain viable, the beds in them will continue to be available to those who need them and residents will have access to nutritious fresh food.

In addition, through the provision of service coordination, support and brokerage for residents and capacity building for proprietors and SRS staff (Activity 37415) residents will receive more supports and services they need via the program and from external services supporting their health and wellbeing. Refer to Table 1 for more information.

**Table 1: Theory of change**

| **Interventions:**  Viability Assistance  Resident Outreach  Provider Capacity Building  Amenity and Safety  Fresh Food Funding | Arrow pointing right | **Theory:**  A viability supplement allows SRS to operate while charging pension-level fees.  Service coordination and brokerage assists residents to access services and supports they need.  Developing provider and SRS staff capacity to meet residents needs and engage services.  Targeted assistance improves resident amenity and safety.  Improves access to fresh food in pension-level SRS and resident nutrition. | Arrow pointing right | **SRS OAP outcomes**  Beds are available in pension-level SRS for Victorians who need supported accommodation.  Support health and wellbeing and stable tenancies.  Support health and wellbeing and stable tenancies.  Improved Amenity for residents  Reduces health issues related to limited access to fresh food. |
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# Operational management requirements

## 4.1 Record keeping

Information required for service delivery and evaluation will be collected and stored in accordance with the Privacy and Data Protection Act 2014 (VIC), Public Records Act 1973 (VIC), Health Records Act 2001 (VIC) and other applicable legislation.

Service providers will:

* use information systems to ensure electronic documents and records are secure, safe, and accessible only by appropriate management and staff.
* store physical client records safely and securely, in a manner that can only be accessed by appropriate management and staff.
* collect data and client information in line with the reporting and accountability requirements in the service agreement and other departmental guidelines.
* store client records and information safely and securely at the closure of the case for a period of seven (7) years to enable retrieval in accordance with legislative requirements and departmental policy.

Current and former clients will be able to access and update information regarding services provided to them in line with the freedom of information provisions and relevant legislation.

## 4.2 Complaint and allegation management

Service providers will:

* have documented procedures in place for managing complaints and allegations by clients, including reporting through CIMS if required.
* have processes and disciplinary procedures to respond to allegations of misconduct in ways that ensure clients are protected from future harm.
* maintain a written record of all complaints and allegations made, actions taken and outcomes.

## 4.3 Individual feedback

Service providers will:

* have a feedback system in place to allow for staff, clients, and SRS providers to provide views on the program and service delivery.
* define the standard of service that clients can expect to receive and make the information about that standard accessible to them.
* maintain appropriate records of client feedback and use this information to inform service planning.

## 4.4 Staffing competency, recruitment, and pre-employment checks

**Staffing competency/skill set:**

Delivery of SRS OAP involves a complex set of activities operating at both individual and systems levels and with a mostly for-profit sector which has different drivers and pressures than the health and community services sector.  Workers will need highly developed skills, experience and knowledge in the following areas:

* working with clients with complex needs and behaviours and/or mental health experience
* assessment/needs identification (individual and service system)
* communication and negotiation at multiple levels, with the proprietor, staff, local services and the department
* Sound knowledge of relevant service systems
* Ideally workers will also have some knowledge/experience of small business and be comfortable working with private businesses, and
* A relevant tertiary qualification (for example social work, community development, nursing or allied health) is expected.

Service providers will:

* have policies, processes and/or practices in place to ensure staff have the required skills, qualifications, knowledge, values, competencies and cultural competence for their positions and responsibilities to meet the needs of clients
* undertake an analysis of staffing levels to ensure the individual needs of clients are met and the service provider acts to recruit staff where vacancies occur, and
* opportunities for reflective practice to allow staff the opportunity to reflect on their practice and hone their skills in relation to service delivery.

## 4.5 Staff training, development, and supervision

Service providers will:

* have policies and procedures to provide accessible pre-service, induction and ongoing training for management and service delivery staff to enable them to effectively perform their roles and meet client needs
* have policies and practices that promote professional development to enable staff members to gain any competencies they need to meet their job requirements
* have staff supervision policies in place (such as level of supervision and arrangements for after-hours support) that are reviewed regularly and specify that each staff member has an appropriately skilled manager, and
* regularly review staff performance and identify staff learning needs.

## 4.6 Prioritisation, allocation, and demand management

Service providers will have processes in place to monitor and improve the timeliness of responses to clients and actively respond to changes that may impact on demand for services and their capacity to respond. The SRS OAP guidelines provide further information about prioritisation of clients.

# Practice requirements

Please see the SRS OAP guidelines for detailed information on practice requirements for the services outlined in this section.



## 5.1 Service Principles

The following key service principles should guide the work of SRS OAP**:**

* Accountable – all parties are responsible for adhering to their accountability measures and supporting transparent, cooperative relationships between SRS and funded agencies
* Client-centred – recognising that the client is both the resident and the SRS
* Proactive – does not wait for referrals or for residents or providers to seek assistance
* Responsive and flexible – allows for the funded organisation to self-assess and respond to the diversity in the needs and issues within and across SRS and their resident groups
* Targeted - to high need SRS and high need residents
* Collaborative – works closely with SRS providers and staff, and existing services to promote service integration rather than duplication
* Builds capacity – of SRS providers/staff, residents, and local service networks, and
* Delivered by skilled health and community professionals with strong assessment, behaviour management, relationship and capacity building skills, knowledge of the service systems, and who are able to negotiate with public mental health, disability and other services to improve resident access to services.

## 5.2 Service Scope

* The services provided by funded agencies should not create a parallel service system – SRS OAP works with existing services to link residents to the services they need and is not a substitute for existing services.
* Funded organisation workers should typically only undertake ‘support-worker’ type duties (e.g. accompanying to medical appointments etc) for a resident under limited circumstances and only a temporary basis. Temporary supports can be provided whilst more permanent long term and sustainable supports are put into place.
* In exceptional circumstances, funded organisations may agree to provide more consistent ‘support’ worker’ duties for residents with complex support needs if the support can be provided without compromising overall client targets.
* SRS OAP does not assist SRS with their regulatory compliance. In the event an SRS is closed or subject to significant regulatory sanction by the Social Services Regulator, the department will advise funded agencies if SRS OAP assistance to the SRS should cease or be modified.

## 5.3 SRS Support Funding (Activity 37414)

**Outcome objective:** Pension-level beds available in assisted Supported Residential Services facilities.

This funding supports pension-level Supported Residential Services (SRS) to maintain a supply of affordable housing for vulnerable Victorians who need assistance with the activities of daily living; and support the health and wellbeing outcomes of people living in assisted pension-level SRS.

The **SRS Support Funding** activity provides three lines of funding for pension-level SRS that are designed to support resident-focussed improvements in pension-level SRS:

* Facility Cost Relief - a financial supplement to support pension-level SRS to maintain a supply of pension-level beds.
* Amenity and Safety funding – to support physical amenity and safety improvements in SRS, increased SRS staff training, and resident activities.
* Fresh Food funding – to support the availability and access to fresh food for residents of pension-level SRS.

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| SRS Support Funding: Facility Cost Relief | |
| Aim/Objective | To ensure Facility Cost Relief is distributed to individual SRS per the program area funding schedule and accounts for SRS registered bed changes and closures during the financial year. |
| Service Requirements  Counting Rule | Planning and distributing Facility Cost Relief funding with each participating SRS.  The program area provides the funded organisation an annual funding schedule that confirms current Facility Cost Relief base units (beds) per SRS. This funding schedule may be subject to change if an SRS closes or registered bed numbers change. The program area will provide timely advice on changes. |
| Data source(s) collection | SRS OAP Expenditure Template |
| Definition of Terms | Facility Cost Relief (FCR) Units: Facility Cost Relief is calculated on a unit price per Facility Cost Relief base unit (FCR) per SRS, up to a maximum of 33.33 units per SRS. The program area determines the number of Facility Cost Relief base units per SRS per year and this is reflected in the annual program area funding schedule.  Registered bed changes: The Social Services Regulator maintains the register of all currently operating SRS and associated registered bed numbers and notifies the program area of any registration changes or closures.  The funding schedule may be subject to change if an SRS closes, or registered bed numbers change. The program area will provide timely advice on changes.  For more information please see the SRS OAP guidelines. |
| SRS Support Funding: Amenity and Safety | |
| Aim/Objective | Improve the physical amenity of pension-level SRS |
| Service Requirements | Planning and distributing Amenity and Safety funding with each participating SRS.  The program area provides the funded organisation an annual funding schedule that confirms current Amenity and Safety base units (registered beds) per SRS. All funding units should be provided to operating SRS as per the schedule provided. |
| Data source(s) collection | SRS OAP Expenditure Template |
| Definition of Terms | Amenity and Safety Units: Amenity and Safety is calculated on a unit price per Amenity and Safety base unit (registered beds) per SRS. The program area confirms the number of Amenity and Safety base units per SRS per year and this is reflected in the annual program area funding schedule.  Registered bed changes: The Social Services Regulator maintains the register of all currently operating SRS and associated registered bed numbers and notifies the program area of any registration changes and subsequent changes to Amenity and Safety base units.  Purchasing rules for Amenity and Safety funds are contained in SRS OAP program guidelines.  The funding schedule may be subject to change if an SRS closes or registered bed numbers change. The program area will provide timely advice on changes.  For more information please see the SRS OAP guidelines. |
| SRS Support Funding: Fresh Food | |
| Aim/Objective | Improve the availability of fresh food for residents. |
| Service Requirements | Planning and distributing Fresh Food funding with each participating SRS.  The program area provides the funded organisation an annual funding schedule that confirms current Fresh Food base units per SRS. All fresh food funding units should be provided to operating SRS as per the funding schedule. |
| Data source(s) collection | SRS OAP Expenditure Template |
| Definition of Terms | Fresh Food Units: Fresh Food funding is calculated on a unit price per Fresh Food base unit per SRS. The program area confirms the number of Fresh Food base units per SRS per year and this is reflected in the annual program area funding schedule.  Registered bed changes: The Social Services Regulator maintains the register of all currently operating SRS and associated registered bed numbers and notifies the program area of any registration changes and subsequent changes to Fresh Food base units.  Purchasing rules for Fresh Food funds are contained program guidelines.  The funding schedule may be subject to change if an SRS closes or registered bed numbers change. The program area will provide timely advice on changes.  For more information please see the SRS OAP guidelines. |

## 5.4 SRS Capacity Building and Resident Outreach (Activity 37415)

**Outcome Objective:** Pension-level Supported Residential Services residents provided with service coordination and support/brokerage services.

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| **SRS Capacity Building and Resident Outreach: Resident Outreach** | |
| Aim/Objective | This funding is targeted to support the health and wellbeing outcomes of people living in assisted pension-level SRS. |
| Service Requirements | * Resident Outreach to provide service coordination, support and brokerage to residents of pension level Supported Residential Services, and linking residents to the external services they require to ensure their health and support needs are being met. |
| Data source(s) collection | * Service Delivery Tracking (registered clients) * SRS OAP Narrative Report (casual clients) |
| Definition of Terms | A registered client can be defined as someone who receives one-to-one support using a care coordination/case management approach. The contact is planned and continues until the resident no longer requires support (is linked to another service(s)), the SRS can support the resident appropriately or the presenting issues are resolved. The support may include practical assistance using flexible care.  A client is counted in this measure if they meet the definition of a ‘registered client’ and commenced a support period of individual service coordination and support/ brokerage with a service funded under this activity.  A client can only be counted once per reporting period even if they have more than one support period during that time.  Casual assisted clients**:** The service will provide casual assistance to many residents over the course of the reporting period. This will typically take the form of participating in group activities and outings but may include information and advice or one-off assistance in response to a crisis or to make a referral or to provide practical assistance using flexible care funds. These will be captured in annual narrative program reporting.  For more information please see the SRS OAP guidelines. |
| **SRS Capacity Building and Resident Outreach: Flexible Funding/Brokerage** | |
| Aim/Objective | Pension-level Supported Residential Services residents provided with service coordination and support/brokerage services |
| Service Requirements | Expend flexible funds to assist residents to access goods, services and activities.  The program area provides the funded organisation with an annual funding schedule that confirms current flexible funds units per SRS. All flexible funds should be expended as per the flexible funding guidelines. |
| Data source(s) collection | * Service Delivery Tracking (registered clients) * SRS OAP Narrative Report (casual clients) |
| Definition of Terms | The funding schedule may be subject to change if an SRS closes or registered bed numbers change. The program area will provide timely advice on changes.  Flexible Funding/Brokerage: Please see program requirements and program guidelines for a definition of brokerage/flexible funding for this program.  For more information please see the SRS OAP guidelines. |
| **SRS Capacity Building and Resident Outreach: SRS provider and staff capacity building** | |
| Aim/Objective | * Improve the connections between pension-level SRS and local service networks * Improve the capacity of participating pension-level SRS providers to respond to residents’ support needs |
| Service Requirements | * **Capacity building** services for SRS providers and staff to assist them in identifying residents’ needs, better manage challenging behaviours and advocate with health and community services to facilitate improved access (includes sustained efforts to improve relationships between providers and services where required). * **Collaborative Planning** an annual planning process which guides the collaborative practice between funded organisations, SRS providers and staff. * **Cluster based activities** facilitated by funded organisations for localised groups of SRS to develop necessary capacity-building activities that involve identifying common issues affecting the viability and functioning of SRS and developing or implementing strategies to improve SRS’ capacity to address these issues. * Planning and distributing Facility Cost Relief, Amenity and Safety funds and Fresh Food funding with each participating SRS. |
| Data source(s) collection | * Collaborative plans * SRS OAP Narrative Report |
| Definition of Terms | Collaborative Plans: One Collaborative Plan per SRS is developed and implemented annually.  For more information please see the SRS OAP guidelines. |

## 5.5 Flexible funding guidelines

The funded organisation has access to an annual pool of flexible funds / brokerage that is based on the specified annual resident target numbers for each funded organisation. The funds assist resident access to services and activities, as well as supporting the delivery of some capacity building activities for SRS providers and staff. The funds can also be used at discretion of funded organisation to support material aid for residents in high-need circumstances.

The purpose of flexible funds is primarily to support individual residents with complex needs and behaviours. The program prioritises those residents with the highest needs and aims to provide supports to better address those needs. However, it is recognised that group activities may be of high-priority in some SRS, particularly in terms of engagement and relationship building.

For more information on flexible funds please see the SRS OAP guidelines.

## 5.6 Unexpended Funds

Any funds unexpended at the end of the financial year must be outlined in the SRS OAP acquittal template.

Unexpended funds at the end of the financial year for Facility Cost Relief, Fresh Food and Amenity and Safety resulting from SRS closure must be returned to Homes Victoria.

For unexpended funds for Resident Outreach, Capacity Building and Flexible Funding, funded organisations should outline what they would do with the unexpended funding if it was carried over and the associated outcomes it would deliver in the SRS OAP Acquittal Template. These funds may be carried over or re-called at the discretion of Homes Victoria.

## 5.7 Data Collections and reporting requirements

Funded agencies will collect service data and provide data reports to the department in accordance with the service agreement and/or practice requirements.

Service targets that apply to the SRS OAP are:

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| --- | --- | --- | --- |
| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| Service delivery tracking (SDT) | FAC/SAMS | Service delivery tracking data set | Monthly |
| SRS OAP Expenditure Template | Manual Data Collection | SRS OAP Expenditure Template | Bi-Annual |
| Collaborative Plans | Manual Data Collection | Collaborative Plans | Bi-Annual |
| SRS OAP Narrative Report | Manual Data Collection | SRS OAP Narrative Report | Annual |

## 5.7 Evaluation data

Homes Victoria may from time to time ask for additional data collection or information to support the monitoring and evaluation of the SRS OAP program. It is expected that funded agencies will support monitoring and evaluation efforts and capture and provide data as requested.

To receive this document 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](mailto:enquiries@homes.vic.gov.au)

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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. 

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Available at the [Funded Agency Channel website](https://fac.dffh.vic.gov.au/policies-and-procedures) <https://fac.dffh.vic.gov.au/policies-and-procedures>

1. Single adult disability pension or single aged care pension [↑](#footnote-ref-2)
2. Eligibility criteria is outlined in the Application Form for participation in SRS OAP and includes operating as a pension-level SRS, complying with legislative definition of an SRS including not providing accommodation and support to all residents under a service and funding agreement with the State or Commonwealth, and not being subject to actions which may place ongoing registration at risk. [↑](#footnote-ref-3)