

Objective 1.1: Establish mechanisms to support integrated service responses and delivery

Action	Lead agency ⁱ	Partners ⁱⁱ	Completion date
Build on the <i>Turnaround</i> Good Practice Framework to improve service coordination between youth homelessness services in the ACT.		ACT Health	December 2007
Establish new protocols between youth SAAP services and Child Protection to outline the roles, responsibilities and capacity of all parties in responding to young people who are or may come under care and protection.	DHCS	ACT Health	March 2007
Conduct joint training with stakeholders to ensure all parties are aware of their roles, responsibilities and capabilities as identified in the YSAAP/Child Protection protocols. Training will be conducted at least every six months.		ACT Health and Department of Education and Training	March 2007
Conduct a quarterly youth homelessness forum between all youth services. The agenda of this forum will be focussed on achieving the actions of the Youth Homelessness Action Plan.	DHCS		March 2007

Objective 1.2: Increase focus on prevention and early intervention in order to reduce the incidence of youth homelessness

Action	Lead agency	Partners	Completion date
Develop and distribute a series of homelessness risk fact sheets to raise awareness and encourage prevention and early intervention.	DHCS	ACT Health	June 2007
Develop and implement a brokerage and support service able to provide flexible options to assist young people to sustain temporary accommodation where appropriate, such as 'couch surfing' with family friends or relatives.	DHCS	ACT Department of Education and Training, ACT Health	June 2007
Develop and implement an information package of brokerage and support options available to young people who are living in temporary accommodation arrangements, such as 'couch surfing' with family or friends.	DHCS	ACT Department of Education and Training, ACT Health	June 2007
To improve access for young people, provide outreach Housing ACT gateway services.	DHCS, DET		March 2007
Establish a youth specific Housing Manager and Housing Manager Specialist to work with young people who may require support to maintain their tenancy.			March 2007
Undertake training with Housing ACT staff to improve knowledge and skills of working with young people.			March 2007
Conduct awareness raising activities with the Child and Family Centres to ensure they are responsive to the needs of young parents who are experiencing or at risk of homelessness.	DHCS	ACT Health	March 2007

Objective 2.1: Enhance client centred needs assessment, planning and decision-making to support quality outcomes

Action	Lead agency	Partners	Completion date
<p>Continue service and sector development with youth SAAP and other service systems to develop and distribute best practice guidelines around:</p> <ul style="list-style-type: none"> • Supporting young people to access education, training and vocational opportunities; • Case management; • Informed consent; • Consultation with young people; • Service coordination; • Outreach coordination; and • Gaining client feedback. 	DHCS	<p>ACT Health</p> <p>Office for Children, Youth and Family Support</p> <p>Youth Coalition of the ACT</p> <p>Office of the Community Advocate</p> <p>CREATE Foundation</p>	<p>December 2006</p> <p>Ongoing</p>

Objective 2.2: Design, deliver and maintain services to effectively respond to the specific needs of young people to break the cycle of homelessness

Action	Lead agency	Partners	Completion date
Review the pilot program for Aboriginal and Torres Strait Islander young women and implement the recommendations of that review.			March 2007
Establish a training and development program within Mental Health ACT where clinicians provide practical support to SAAP workers to improve crisis responses to mental health.	DHCS, ACT Health		June 2007
Provide additional funding to Gugan Gulwan Aboriginal Youth Service to enhance its Reconnect program.	DHCS		December 2006
Respond to the health needs of young people at risk of homelessness through the development of innovative health services as part of a Youth Health Services Framework for the ACT	ACT Health	DHCS, DET, Youth NGOs	June 2007

Objective 3.1: Increase the available supply of appropriate, safe and adaptive housing for young people at risk of homelessness and people who are homeless

Action	Lead agency	Partners	Completion date
Make five (5) Housing ACT properties available to community organisations to trial group share arrangements for young people. Three (3) of these houses are to be located in the Belconnen region to address medium term accommodation imbalances between north and south Canberra.	DHCS		June 2007
<p>Survey all community housing providers to:</p> <ol style="list-style-type: none"> 1. identify the numbers of young people currently residing in community housing, including young people that are exiting SAAP services; 2. identify any barriers or impediments to greater numbers of young people accessing community housing; and 3. identify their strategies for improving access for young people. 	DHCS		March 2007
Include the strategies identified by community housing providers to improve access for young people into future funding agreements to ensure the sector remains a viable housing option for young people.	DHCS		June 2007
Investigate a second boarding house or affordable accommodation service with appropriate levels of support for young people, consistent with the evaluation and recommendations of Lowana House.	DHCS		June 2007
Implement policies for Housing ACT which allow the placement of caravans and demountables in back yards for accommodation.	DHCS		December 2006

Action	Lead agency	Partners	Completion date
Identify an appropriate stairwell within a Housing ACT multi unit complex to be allocated to young people as part of the transitional housing program.	DHCS		June 2007

Objective 3.2: Assist young people to achieve or maintain their tenure

Action	Lead agency	Partners	Completion date
In consultation with services funded through the Community Linkages Program (CLP), develop reporting mechanisms to reflect the level of usage and accessibility of services to young people for inclusion in the funding agreement.	DHCS		Completed
Implement shared tenancy arrangements for young people accessing Housing ACT properties and ensure these tenancies are supported through the Youth Housing Manager and Youth Housing Manager Specialist.	DHCS		June 2007

ⁱ The lead agency is the agency responsible for coordinating the efforts of all of the partners and reporting to the ACT Homelessness Committee.

ⁱⁱ Partners are defined as those agencies that have an interest in the proposed action.