

**ACT HOMELESSNESS STRATEGY ACTIONS FOR COMPLETION JULY 2006 - JUNE 2007**

**Attachment 3**

**THEME FOUR**

<b>THEME 4</b>		<b>SUPPORTING AND DRIVING INNOVATION AND EXCELLENCE</b>		
<b>Objective 4.1</b>		<i>Undertake program evaluation and continuous improvement to ensure service quality and effectiveness</i>		
		<i>Lead Agency</i>	<i>Timeframe</i>	<i>Partners</i>
4.1.1	Building on local national and international experience, investigate and enhance current service standards for the homelessness service sector.	DHCS	Ongoing	ACT Health, SAAP sector, Community Housing sector and other community organisations
<b>Progress Report:</b> Raising the Standard sets external benchmarks for homelessness services to work towards., the implementation of the Service Guarantee will progress to the development of the service standard.				
4.1.2	Building on the performance management and outcome framework, develop and implement a strategy to promote continuous improvement and development across the homelessness service system.	DHCS	June 05 (ongoing)	ACT Health, SAAP sector, Community Housing sector and other community organisations
<b>Progress Report:</b> This work is on-going, and forms part of the sub-sector funding planning undertaken by DHCS annually. Continuous improvement in homelessness services is also supported by SAAP Fora, sub-sector networks, and quality improvement tools and training such as "Raising the standard". The development of Funding Agreement Management Plans (FAMPS) by contract managers and the implementation of the plans incorporates ensuring agencies usnig Raising the Standard. the use of data from the Report on government Services (RoGS) to inform policy decisions in relation to budget and sector reform that leads to more efficient service delivery and continuous improvement. (DHCS Social Housing and Homelessness Services)				
4.1.3	Establish a resourcing strategy and timetable for reviewing the Raising the Standard framework to ensure the continued appropriateness of the standards for the homelessness sector.	DHCS	(December 05)	DoT, ACT Health, SAAP sector, Community Housing sector and other community organisations
<b>Progress Report:</b> In June 2006 DDHCS began a mapping exercise to map all local and national standards in human service delivery, including disability, community housing and raising the standard, with a view to consistency and an improvement in service delivery.For further reporting in the 2006-7 report.				
4.1.4	Provide funding to: expand the SAAP resourcing and development service; resource SAAP services; coordinate and facilitate training and networking opportunities; and enhance the sector's capacity to effectively respond to the needs of all people eligible for SAAP services.	DHCS	June 04 (ongoing)	SAAP sector
<b>Progress Report:</b> DHCS provided funding to the ACT Council of Social Services in 04/05 and 05/06 to provide resourcing and support assistance to supported accommodation, through the facilitation of training and networking opportunities to enhance the sector's capacity to effectively respond to the needs of all people eligible for SAAP services ( DHCS SAAP). The Department has been unable to determine the quantum of training and networking functions delivered by ACTCOSS, and has reduced funding except for the functions of the indigenous workers. The organisation of training will be undertaken by SHHS. the Department convened the Women's Roundtable to explore the sector's capacity to effectively respond to the needs of women. Ongoing SAAP forums provide training and networking opportunities for the sector.				
4.1.8	Identify criteria for, and establish ongoing awards for, the development of innovative and creative solutions to homelessness and related issues in the ACT.	DHCS	(June 06)	ACT Health, SAAP sector, Community Housing sector and other community organisations

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<b>Progress Report:</b> For discussion at SAAP forums in 2007.				
<b>Objective 4.2</b> Undertake research to enhance evidence based decision making and service development				
4.2.2	Ensure findings from research programs for people who are at risk of homelessness and people who are homeless are embedded into policies and the service delivery framework.	DHCS	Ongoing	ACT Health, DET, SAAP sector, Community Housing sector and other community organisations
<b>Progress Report:</b> Learnings from research associated with the Turnaround Program, assisting young people with high and complex needs, as part of OCYFS's response to this client group, are incorporated into a best practice guide for services, and form the basis of a protocol for services working young people who are part of the Turnaround program. SHHS engaged the Australian Institute of Child Protection Studies (ACU) to undertake research on Children's Experience of Homelessness, the Final Report is due in December 2006, and will include a recourse manual for children's workers.				
4.2.5	Investigate the value of establishing meaningful ACT sample sizes in ongoing ABS research and data collection projects to inform planning activities at a service system level.	DHCS	(December 05)	Housing ACT, ACT Health, Disability ACT, DET,
<b>Progress Report:</b>				
<b>Objective 4.3</b> Develop and implement a workforce planning strategy, and maintain a high level or skill and capability in the sector				
4.3.1	Develop a 5-10 year workforce blueprint for the homelessness sector that: (i) Identifies current and future skill requirements; (ii) Assesses current workforce capacity; (iii) Determines training and development requirements; (iv) Identifies potential future workforce supply; (v) Develops recruitment strategies, staff retention and succession planning; and (vi) Formulates strategies to address future requirements. This plan will be reviewed bi-annually.	DHCS	June 05 (December 05)	ACT Health DET, SAAP sector, Community Housing sector and other community organisations
<b>Progress Report:</b> Development of a workforce plan will commence as part of the development of a joint operational framework (Objective 1.1.1). (DHCS Social Housing and Homelessness Services) (iii) A comprehensive training needs analysis has been compiled throughout the year. This has been done through site visits and compiling feedback from evaluation forms at training provided through the ARSSC Project. This has been combined with requests for ACTCOSS seminars and the ACTCOSS Sector Development team has progressed to identifying potential partners and topics for the provision of professional development / training opportunities and seminars for the sector in 2005/06. (ACTCOSS)				
4.3.2	Develop an integrated training strategy for the homelessness sector including: (i) The establishment of a common induction strategy for new staff to the sector; (ii) Development and delivery of accredited training across all agencies including case management; and (iii) Development and implementation of training programs that build the skills of workers in client focussed approaches and in the achievement of client outcomes.	DHCS	(June 06)	ACT Health, DET, SAAP sector, Community Housing sector and other community organisations

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**Progress Report:** (i) An options paper has been drawn up by ACTCOSS to explore the development of an accredited induction package. This required partnering with a Registered Training Organisation. (ii) Six broad topics, encompassing the majority of requests from the sector, were identified for training/professional development in 2005/06, including case management. All training provided will be accredited.

4.3.3	Enhance skills amongst service providers for provision of culturally appropriate support to people from diverse backgrounds [i].	DHCS	Ongoing	ACT Health, DET, SAAP sector, Community Housing sector and other community organisations
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**Progress Report:** ACT Health through Mental Health ACT offers CALD training (full day with external provider) to the mental health sector, including accommodation providers. (ACT Health). This is captured in the Service Guarantee. SHHS continues to fund ACTCOSS indigenous workers to provide training and support to services to ensure they provide culturally appropriate support to people from diverse backgrounds.

4.3.7	Identify and implement learning and development strategies to enhance the capability of service management to engage in innovative service development.	DHCS	Ongoing	SAAP sector and other community organisations
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**Progress Report:** As part of the implementation of the ACT Government's Community Sector Funding Policy funding was provided to ACTCOSS to provide service funding agreement training to community organisations signing up to the three year service funding agreement. (ACT Office of Multicultural Affairs). This work is ongoing, and forms part of the sub-sector funding planning undertaken by DHCS annually. Continuous improvement in homelessness services is also supported by SAAP Fora, sub-sector networks and quality improvement tools and training such as "Raising the standard". (DHCS Social Housing and Homelessness Services)

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<b>Objective 4.4</b>	<i>Increase public awareness of homelessness in the ACT</i>			
4.4.1	Implement a public awareness campaign on homelessness to raise awareness and to promote a common understanding of homeless people as members of the community.	DHCS	December 05 <b>(ongoing)</b>	Housing ACT, ACT Health, Disability ACT, JACS, SAAP sector, Community Housing sector and other community organisations
<b>Progress Report:</b> ACT Shelter, AFHO and the Youth Coalition of the ACT undertook the 'Housing is a Human Right' campaign in 2006. This work will be supplemented by a launch of the Homelessness Charter in 2007.				
4.4.2	Provide leadership to tackle prejudice, develop a common understanding and foster respect in all parts of the community for the experience of those who are homeless and in recognising the professional status of workers in the field.	DHCS	Ongoing	ACT Health, DET, SAAP sector, Community Housing sector and other community organisations
<b>Progress report.</b> In 2005-6 DHCS promoted the positive image of SAAP services and service users through a series of positive media events and stories, often involving the Minister for Housing and the Minister Disability for Community Services. This included the launch of new services, celebration of the birthday of services such as Beryl and Toora, launches of tenant and service user community development activities, such as Community Linkages Program grants, Tenant Week, and participation in Anti Poverty Week activities.				