

SAAP V BILATERAL AGREEMENT

BILATERAL AGREEMENT IN RELATION TO THE SUPPORTED
ACCOMMODATION ASSISTANCE PROGRAM

The Commonwealth of Australia

and

The Australian Capital Territory

Table of Contents

DATE	4
PARTIES	4
PREAMBLE	4
OPERATIVE PROVISIONS	5
1. INTERPRETATION	5
1.1. DEFINITIONS	5
1.2. INTERPRETATION.....	5
2. GENERAL PROVISIONS	6
2.1. TERM OF THIS BILATERAL AGREEMENT	6
2.2. AGREEMENT MANAGERS	6
2.3. LIAISON	6
2.4. DISPUTES AND NON-COMPLIANCE	6
2.5. EXTENSION OR VARIATION OF THIS BILATERAL AGREEMENT	6
2.6. NOTICE	7
3. ACT SAAP V ENVIRONMENT	7
3.1. SAAP V ENVIRONMENT DETAILS	7
3.2. ACT ONLY FUNDED SAAP SERVICES	8
4. CONSULTATIVE ARRANGEMENTS	8
5. PRIORITIES FOR ACT IN SAAP V	11
5.1. VISION FOR SAAP V IN THE ACT	11
5.2. SAAP V PRIORITIES	11
5.3. INNOVATION AND INVESTMENT FUND - AUSTRALIAN CAPITAL TERRITORY STRATEGIC DIRECTION ACTION PLAN	13
6. BILATERAL ACCOUNTABILITY, PERFORMANCE REPORTING AND REVIEW	14
7. BILATERAL REPORTING	15
7.1. ACT'S ROLE	15
7.2. COMMONWEALTH'S ROLE	16
SCHEDULE 1: ACT BILATERAL ACCOUNTABILITY FRAMEWORK	17
SCHEDULE 2: STATE/TERRITORY-ONLY FUNDED SAAP SERVICES	38

**SCHEDULE 3: INNOVATION AND INVESTMENT FUND – ACT
STRATEGIC DIRECTION ACTION PLAN 39**

APPENDIX 1: REPORTING TIMELINE 44

APPENDIX 2: ACT SAAP AND SAAP-LIKE SERVICES..... 45

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TBILATERAL AGREEMENTT IN RELATION TO THE SUPPORTED ACCOMMODATION ASSISTANCE PROGRAM (SAAP)

Date

This Agreement is dated January 2006.

Parties

This Agreement is made between the following parties:

1. **The Commonwealth of Australia** as represented by the Minister for Family and Community Services (the Commonwealth); and
2. **The Australian Capital Territory (ACT)** as represented by the Minister for Disability, Housing and Community Services.

Preamble

- A. This Bilateral SAAP V Agreement (**Bilateral Agreement**) is made between the ACT and the Commonwealth (the **parties**) to give effect to clause 2.4 of the SAAP V Multilateral Agreement dated 30 September 2005 (**Multilateral Agreement**).
- B. This Bilateral Agreement reflects an acceptance that the ACT has different needs and priorities to other States and Territories and outlines the ACT's specific planning arrangements for the application of SAAP services provided out of Commonwealth financial assistance, and ACT funding.
- C. The ACT and the Commonwealth will work cooperatively to provide transitional supported accommodation and a range of related support services, in order to help people who are homeless to achieve the maximum possible degree of self-reliance and independence.
- D. This Bilateral Agreement is designed to deal with the delivery of SAAP in the ACT, focussing on the financial, administrative and performance activities of the Department of Disability, Housing and Community Services and including the three Strategic Priorities over the life of the SAAP V Agreement. These are to:
 - a. increase involvement in early intervention and prevention strategies;
 - b. provide better assistance to people who have a number of support needs; and
 - c. provide ongoing assistance to ensure stability for clients post-crisis.
- E. The ACT has agreed to the operating principles of SAAP V in its administration and management of SAAP as outlined in the Multilateral Agreement, clause 3.3 *Principles for implementation of SAAP V*.

These principles are to be reported on at a jurisdictional level through Schedule 1: ACT Bilateral Accountability Framework.

Operative provisions

In consideration of the provisions contained in this Bilateral Agreement, the parties agree as follows:

1. Interpretation

1.1. Definitions

1.1.1. Unless the contrary intention appears, capitalised terms used in this Bilateral Agreement have the same meaning as those terms have under clause 1.1 of the Multilateral Agreement.

1.2. Interpretation

1.2.1. In this Bilateral Agreement, unless the contrary intention appears:

- a. words importing a gender include any other gender;
- b. words in the singular include the plural and words in the plural include the singular;
- c. clause headings are for convenient reference only and have no effect in limiting or extending the language of provisions to which they refer;
- d. words importing a person includes a partnership and a body whether corporate or otherwise;
- e. a reference to dollars is a reference to Australian dollars;
- f. a reference to any legislation or legislative provision includes any statutory modification, substitution or re-enactment of that legislation or legislative provision;
- g. if any word or phrase is given a defined meaning, any other part of speech or other grammatical form of that word or phrase has a corresponding meaning;
- h. a reference to an Item of a Schedule is a reference to an Item in either Schedule 1, 2 or 3 (as appropriate);
- i. the Schedules and any appendixes or attachments form part of this Bilateral Agreement;
- j. if any conflict arises between the terms and conditions contained in the clauses of this Bilateral Agreement and any part of a Schedule (or appendix or attachment), the terms and conditions of the clauses prevail;
- k. if any conflict arises between any part of a Schedule and any part of an appendix or attachment, the Schedule prevails;
- l. a reference to a Schedule (or an appendix or attachment) is a reference to either Schedule 1, 2 or 3 (as appropriate) (or an attachment) to this Bilateral Agreement, including as amended or replaced from time to time by agreement in writing between the parties; and
- m. a reference to writing is a reference to any representation of words, figures or symbols.

1.2.2. Where the terms of this Bilateral Agreement conflict with the terms of the Multilateral Agreement, the terms of the Multilateral Agreement will override the terms of this Bilateral Agreement.

2. General provisions

2.1. Term of this Bilateral Agreement

- 2.1.1. This Bilateral Agreement commences on the date on which it is signed by the parties.
- 2.1.2. This Bilateral Agreement continues for the term of the Multilateral Agreement unless a party to this Bilateral Agreement notifies the other that it is no longer a party to the Multilateral Agreement in accordance with clause 9.3 of the Multilateral Agreement. If this occurs, this Bilateral Agreement will terminate on the date on which the party removes itself from the Multilateral Agreement.

2.2. Agreement Managers

- 2.2.1. At the time of entering into this Bilateral Agreement, the Branch Manager of Housing Support Branch, Australian Government Department of Family and Community Services or his/her nominee is the Commonwealth's Agreement Manager for the purposes of the Multilateral Agreement and this Bilateral Agreement. Where the details of the Commonwealth Agreement Manager changes, the Commonwealth will advise the ACT.
- 2.2.2. The ACT's Agreement Manager for the purposes of the Multilateral Agreement and this Bilateral Agreement is the person noted in Schedule 1.

2.3. Liaison

- 2.3.1. The Agreement Managers will liaise in relation to the performance and reporting requirements of this Bilateral Agreement. The parties agree to provide, in a timely manner, financial, program and performance information as may reasonably be required in connection with this Bilateral Agreement (and in particular as specified in clauses 7.4 and 7.7 of the Multilateral Agreement).

2.4. Disputes and non-compliance

- 2.4.1. The parties will use their best endeavours to resolve any dispute that arises in the cooperative spirit of the Bilateral Agreement and in an expeditious manner.
- 2.4.2. The Agreement Managers will attempt to resolve any disputes under this Bilateral Agreement by negotiation, including escalation of any dispute as necessary to senior management and then Ministerial level if the dispute cannot be resolved. The Ministers involved in resolving the dispute will consult together with a view to resolving the matter amicably between them.
- 2.4.3. Where the Ministers are unable to resolve the dispute or where one party is of the opinion that the other party has not complied with any one or more of its obligations under this Agreement, then that party may, at its discretion exercise its rights under clause 9.3.3 of the Multilateral Agreement.

2.5. Extension or variation of this Bilateral Agreement

- 2.5.1. This Bilateral Agreement may be extended or otherwise varied by Agreement in writing between the parties.

- 2.5.2. The parties acknowledge that any extension or variation of this Bilateral Agreement must be consistent with the Multilateral Agreement. The Bilateral Agreement may only be extended where the Multilateral Agreement has been similarly extended.
- 2.5.3. The parties further acknowledge that the power of variation is to be exercised consistently with the limitations which subsection 17(3) of the Act places on the variation of an agreement under subsection 17(2) of the Act.
- 2.6. Notice**
- 2.6.1. A notice under this Bilateral Agreement is only effective if it is in writing, and addressed to the relevant Agreement Manager as specified in clause 2.2.
- 2.6.2. A notice is to be:
- a. signed by the person giving the notice and delivered by hand; or
 - b. signed by the person giving the notice and sent by pre-paid post; or
 - c. transmitted by the person giving the notice by electronic mail or facsimile transmission.
- 2.6.3. A notice is deemed to be effected:
- a. *if delivered by hand* – upon delivery to the relevant address; or
 - b. *if sent by post* – upon delivery to the relevant address; or
 - c. *if transmitted electronically* – upon actual receipt by the addressee.
- 2.6.4. A notice received after 5.00 pm, or on a day that is not a Business Day, is deemed to be effected on the next Business Day.

3. ACT SAAP V environment

3.1. SAAP V environment details

- 3.1.1. The ACT will provide the following information which is to be set out in Schedule 1 under each heading and updated annually through the Annual Bilateral Performance Reports (See State Environmental Update at Schedule 1):
- a. Details of the ACT Agreement Manager (as required under clause 9.1.2 of the Multilateral Agreement);
 - b. Details of the Department of Disability, Housing and Community Services (DHCS) which will be the agency responsible for the performance of SAAP and this Bilateral Agreement on behalf of ACT; and
 - c. Overview of current SAAP services.
- 3.1.2. The ACT will also provide a qualitative description of their SAAP sector in Schedule 1, updated as required, and including but not limited to:
- a. Overview of SAAP sector and administrative arrangements;
 - b. Demographic, economic and social conditions;

- c. Internal and external factors impacting on the SAAP sector; and
- d. Linkages between SAAP and other service systems.

3.2. ACT Only Funded SAAP Services

- 3.2.1. Schedule 2 sets out a list of those services that the Commonwealth and ACT have agreed:
- a. qualify as State/Territory-only Funded SAAP Services (as that term is defined in the Multilateral Agreement); and
 - b. are to be funded under the SAAP V arrangements in accordance with clause 4.1.5 of the Multilateral Agreement.

4. Consultative arrangements

- 4.1.1. The parties recognise that any strategic reform of the ACT SAAP sector cannot be delivered without consultative mechanisms that regularly engage SAAP services and other stakeholders.

- 4.1.2. The ACT will engage in the following consultative arrangements:

The implementation of the *Breaking the Cycle: The ACT Homelessness Strategy* has established strong collaborative arrangements between the community and the government, which will be continued and support the identified priorities for the ACT in SAAP V.

The ACT has a series of consultative mechanisms in place to ensure ongoing and effective engagement of stakeholders in policy development and implementation, and works in partnership with these stakeholders to respond to homelessness. These arrangements are guided by the ACT Government's Community Engagement Initiative and the Social Compact, which articulate a commitment to open, transparent and meaningful engagement with stakeholders to develop and deliver responsive community service provision.

ACT Homelessness Committee

The ACT Homelessness Committee (AHC) is a joint community and government body with responsibility for overseeing implementation, evaluation and monitoring of the ACT Homelessness Strategy.

The AHC comprises representatives from the ACT and Australian Governments and the community, through a range of peak body organisations. These include ACT Council of Service (ACTCOSS), Council on the Aged (COTA), ACT Shelter, Youth Coalition of the ACT and the ACT Church's Council. Importantly, the AHC includes members who have experienced homelessness. Representatives have also been drawn from the SAAP sector and the Aboriginal and Torres Strait Islander community.

Within this framework, the AHC has established five working groups responsible for actions of the ACT Homelessness Strategy. The AHC provides strategic advice which informs the ACT's response to homelessness and is responsible for the development of a collaborative and integrated service system. These groups draw on speciality expertise from government and community representatives.

Charter of Rights Working Group

This group is responsible for developing a Charter of Rights for people experiencing homelessness and an associated Code of Conduct for homelessness service providers. This group will also consider the feasibility of establishing an Official Visitor Scheme for homelessness services, to uphold service standards and protect the rights of people accessing these services.

Aboriginal and Torres Strait Islander Working Group

This group provides advice and recommendations on the establishment of a range of housing and homelessness responses as identified in the Strategy. The working group is comprised of representatives from the ACT and Australian Governments and a number of Aboriginal and Torres Strait Islander services including Winnunga Nimmityjah Aboriginal Health Service, Billabong Aboriginal Corporation and Gugan Gulwan Aboriginal Youth Corporation as well as two Indigenous workers from ACTCOSS Supported Accommodation Assistance Program Resource and Development Service (SAAP RaDS). A representative from the Chief Minister's Aboriginal and Torres Strait Islander Consultative Council further enhances this group's capacity to consult widely with the community.

Further, the ACT Government's consultative mechanisms with the ATSI community are utilised, including the Aboriginal and Torres Strait Islander Housing Agreement Steering Committee and an Indigenous Housing Forum, both of which are requirements under the Commonwealth State Housing Agreement (CSHA). These fora provide critical advice on the range of issues facing the ATSI community and seek to enhance holistic service provision and address ATSI disadvantaged.

Community Awareness Working Group

This group is charged with developing and undertaking a range of engagement activities and consultation with stakeholders to raise community awareness of homelessness and inform policy and service development. The group will develop a consultation model to engage with people who are homeless, which will be tested during community consultation on the Charter of Rights and Code of Conduct. Future work of this group will involve working with the ACT Department of Urban Services to engage with people who are homeless to provide advice on the planning and use of public spaces to ensure their safety.

Evaluation, Monitoring and Review Working Group

This group will oversee a mid-point evaluation of *Breaking the Cycle*, scheduled to commence December 2005 and a final evaluation upon the completion of Strategy. The mid-point evaluation will also include the ACT's inaugural Poverty-Proofing trial, which will assess the impact of those actions of the Strategy implemented to date, to ensure there have been no inadvertent increases in people who experience poverty as a result. The evaluative framework for the Strategy is longitudinal and is grounded within its overarching imperatives to achieve social change and improve the lives of people experiencing homelessness.

Youth Homelessness Working Group

This group developed a Youth Homelessness Action Plan to address the specific needs of young people (12 – 25yrs) who are homeless or at risk of homelessness. An action of this plan will conduct quarterly forums of all ACT youth services to progress collaborative practice and service integration.

SAAP Forums

Regular SAAP forums were established through SAAP IV and remain the major consultative mechanism with SAAP and other service providers. SAAP forums have been restructured and are now co-facilitated to better reflect the cooperative and collaborative relationship between the ACT Government and SAAP services. These regular forums will enable the exchange of information and the development of operational consistency across the SAAP sector. This work will inform the development of a Joint Operational Framework for homelessness service provision which will reduce the number of contacts homeless people have with the service system and enhance integration and collaboration.

The Supported Assistance Accommodation Program Resourcing and Development Service (SAAP RaDS)

SAAP RaDS provides resources and development assistance to SAAP agencies, with a view to enhancing better outcomes for service users, particularly for those with high and complex needs. The service acts as a clearinghouse for information and research and is the central point of coordination for training needs, assessment and provision.

The SAAP RaDS facilitates SAAPnet, an email discussion group and bulletin board for the SAAP sector. Current research findings, information and discussion papers are posted on SAAPnet, as well as the minutes and actions arising from the ACT Homelessness Committee and its working groups.

SAAPnet is for service providers only, allowing frank discussion amongst service providers that is used to formulate whole of sector feedback to the ACT Government.

SAAP RaDS also undertakes an annual training needs analysis, and develops a training program for the SAAP sector.

SAAP RaDS plays a lead role in the development of protocols and MOUs which give effect to service accommodation and collaborative practice across SAAP and other service systems. Additional consultative mechanisms will be developed throughout SAAP V, including:

- Ongoing mechanisms to involve people experiencing homelessness in service planning and development;
- Ministerial Advisory Council on Ageing (MACA) will monitor older persons' homelessness; and
- Improved linkages with all providers to ensure appropriate supports are in place to prevent Home and Community Care clients becoming homeless.

DHCS is represented on a range of cross-ACT government bodies aimed at developing coordinated service delivery:

- Youth Policy Group;
- Domestic Violence Prevention Council (DVPC);
- Turnaround Management Committee; and
- ACT Children's Plan Interdepartmental Committee.

5. Priorities for ACT in SAAP V

5.1. Vision for SAAP V in the ACT

SAAP V shares its vision and goal with the *Breaking the Cycle: The ACT Homelessness Strategy ACT*. That is: ‘All Canberrans have the right to safe, secure, affordable and appropriate accommodation with the necessary supports to live as independently as possible within our community.’

To achieve this vision, the goal is that:

‘The ACT community will work together to respond to the needs of people who are homeless or at risk of homelessness to minimise the occurrence of homelessness and its impacts and adequately resource and maintain facilities for those who are experiencing homelessness.’

Over the next five years, the ACT will seek improvement in outcomes for clients including: targeted early intervention, prevention and post crisis support that assists in sustaining medium to long term accommodation; and assistance for clients with a number of support needs.

The first steps towards achieving this vision will be the development and implementation of a Joint Operational Framework. The development of Memoranda of Understanding that give effect to the joint and integrated operational framework include protocols across government agencies and service providers

Other goals will include that the causes and effects of homelessness are more broadly understood by other government and non-government agencies. In that environment, SAAP services would also see themselves as part of the continuum of support across the human services sector. There would be streamlined approaches both in strategic planning at the ACT Government level and in client assessment at the service delivery level.

5.2. SAAP V Priorities

The ACT has identified the following priorities during the life of SAAP V:

Priority Action Areas

Over the next five years the ACT will:

- Respond to youth homelessness;
- Develop an integrated and effective service responses;
- Enhance client focus and client outcomes;
- Enhance access to appropriate housing and housing assistance; and
- Support and drive innovation and excellence,

through the purchase of services that are of good quality, meet client outcomes and are accessible, appropriate and efficient.

Youth Homelessness

Breaking the Cycle-The ACT Homelessness Strategy identified that ‘the ACT has the highest proportion of young homeless people nationally’ and warranted specific attention.

Young people’s pathways into and experiences of homelessness require specific responses, and the development and implementation of a Youth Homelessness Action Plan will be a particular focus of the SAAP V.

The Youth Homelessness Working Group is responsible for developing this response to young people at risk of or experiencing homelessness. A draft Youth Homelessness Action Plan (YHAP) has been developed, based on research commissioned by DHCS.

- *Telling It How It Is: Listening To Young People About Youth Homelessness In The ACT And The Services That Support Them (2004)*, prepared by the Youth Coalition of the ACT was informed by young people who were at risk of or experiencing homelessness. The project engaged and trained young people as ‘pathfinders’ and interviewers. Young people who participated in the research were supported by the Youth Coalition project team. A draft YHAP has since been presented to the young people who participated in the original research and has been received positively.
-

- *The ACT Review of Youth SAAP (2004)* was conducted by David Mackenzie of the Institute of Social Research, Swinburne University Melbourne. Mr Mackenzie’s research identified a number of strengths in the youth SAAP sector.

Both reports confirmed the need to develop a specific response to young people who experience or are at risk of homelessness. The research also acknowledged that a range of programs and services were achieving good practice with a number of young people. The research findings and development of the YHAP provide an opportunity for government agencies and community service providers to continue to work together to address challenges identified in the reports and align comfortably with the SAAP V in identifying opportunities for early intervention and prevention and transitional support.

Develop Integrated and Effective Service Responses

During SAAP V the ACT will establish mechanisms to support integrated service responses and delivery. This will encompass the development and implementation of a joint operational framework.

There will be an increased focus on prevention and early intervention opportunities. This will bring together a broad range of specialist health, education and social support agencies to work more effectively to achieve better outcomes for clients.

Enhance Client Focus and Client Outcomes

The ACT will develop and/or enhance services and service system responses that:

- recognise and promote the rights of people who are homeless;
 - ensure that services are client centred with assessment processes identifiable to client need to support quality outcomes; and
 - enhance the capacity of the current service system for groups requiring specific attention.
-

Enhance Access to Appropriate Housing and Housing Assistance

The ACT will enhance access to an appropriate range of medium and longer-term support options for people who are homeless. Complementing this, the ACT will develop strategies to respond to the needs of groups requiring specific attention, as well as strategies to better support people to find and maintain appropriate accommodation. Additional resources are currently being identified from non-SAAP services to enhance access to appropriate housing and housing assistance. Partnership opportunities include developing specialist support for young people within the public housing system and increasing young people’s access to the community housing sector.

Supporting and driving innovation and excellence

During SAAP V the ACT will:

- undertake program evaluation and continuous improvement activities to ensure service quality and effectiveness;
- undertake research to enhance evidence-based decision-making and service development and implement a workforce planning strategy to maintain a high level of skill and capability in the SAAP sector; and
- undertake program evaluation and continuous improvement to ensure service quality and effectiveness.

The inclusion of three outreach services and the Mens Accommodation Support Service (MASS) in the Innovation and Investment fund will ensure the ACT's responses to early intervention and prevention are able to be used as best practice examples in service delivery.

Evaluation of Service System under SAAP V

The *ACT Homelessness Strategy* will be evaluated in 2006. This evaluation will inform the direction of ACT SAAP services beyond 2007 along with the findings of the SAAP V mid term evaluation.

5.3. Innovation and Investment Fund - Australian Capital Territory Strategic Direction Action Plan

The ACT Strategic Direction Action Plan is comprised of:

- The "Strategic Priorities – Innovation and Investment Fund" Performance information in the Bilateral Accountability Framework (See Schedule 3 of this Agreement); and
- The information outlined below. The ACT Strategic Direction Action Plan will be updated annually through the Annual Bilateral Performance Reports.

The ACT's Strategic Direction Action Plan will:

- Detail the jurisdiction's approach to systemic reform across the three Strategic Priorities;
- Demonstrate consistency with the broad objectives of the National Strategic Direction Action Plan;
- Detail measures that will be used to collect data and report on outcomes;
- Detail a timeline and project plan identifying priorities and proposed expenditure, reporting etc; and
- Specify how expenditure and performance expectations will be met.

ACT only funded SAAP services have been recognised under the Multilateral Agreement due to their capacity to provide innovative and better practice examples of service delivery consistent with the Strategic Priorities of SAAP V. These service delivery models will contribute to strategic program reform under the I & I Fund. The ACT Strategic Direction Action Plan details how the performance of these services will be measured, and how learnings from these services will be disseminated across the sector to encourage broader reform.

The ACT Strategic Direction Action Plan will include details of all proposed Innovation and Investment Fund projects by ACT for at least the following year. This detail is to include a comprehensive overview of each project including expected expenditure and the proposed Innovation and Investment funding component. Before the Australian Government commits its Innovation and Investment funding component, the Australian Government Minister reserves the right to review each proposed project. The Australian Government Minister may, at their discretion, refuse Innovation and Investment funding for a project. If this occurs, the ACT may submit alternative projects for approval in place of the rejected project. In the event that the ACT does not submit alternative projects, or all alternative projects are rejected, the Commonwealth shall only be required to provide Innovation and Investment funding in relation to projects that have not been rejected.

This information will be provided in relation to each of the three distinct phases of the I & I Fund: Year One – Planning and identification of good practice models; Years Two to Three – Pilots and research; and Years Four to Five – Implementation of reform agenda.

The ACT Strategic Direction Action Plan is intended to be a dynamic document that will be reviewed and updated during the life of the program. It is anticipated the ACT Strategic Direction Action Plan will need to undergo a major review towards the end of Year Three, to ensure that content for Years Four and Five reflects the learning that flow from the pilots and research undertaken in earlier years. Any revisions or variations to the Strategic Direction Action Plan will need to be recognised in the Bilateral Agreement (see clause 2.5).

6. Bilateral accountability, performance reporting and review

- 6.1.1. The ACT Bilateral Accountability Framework, at Schedule 1 of this Agreement, aligns directly with the National Accountability Framework (Multilateral Agreement Schedule 1) and provides:
- a. an ACT focus on nationally agreed performance categories for SAAP V; and
 - b. ACT indicators against SAAP V Strategic Priorities under the Innovation and Investment Fund and overall ACT SAAP system.
- 6.1.2. The parties acknowledge that performance indicators and measures used to report against the Bilateral Accountability Framework are evolving and dynamic and may be reviewed and altered by agreement between the Commonwealth and the ACT at intervals throughout the term of this Agreement in accordance with the variation procedure set out in clause 2.5 of this Bilateral Agreement. The performance indicators of the Innovation and Investment Fund will be redeveloped in Year Three and agreed to by the Commonwealth and the ACT to identify outcomes against the Innovation and Investment Funds for use during Years Four and Five.
- 6.1.3. The parties agree to work on the development of additional performance indicators and measures throughout the life of this Agreement.
- 6.1.4. ACT will report annually by 31 October on progress achieved against the ACT SAAP V priorities included in section 5.1, the ACT Accountability Bilateral Framework (Schedule 1) and the Strategic Direction Action Plan (Schedule 3).

7. **Bilateral reporting**

7.1. **ACT's role**

- 7.1.1. The ACT is required to report in the manner set out in this Bilateral Agreement and in the Multilateral Agreement to enable performance monitoring and assessment by both the Commonwealth and the ACT based on the Bilateral Accountability Framework in Schedule 1.
- 7.1.2. Reporting from the ACT including in relation to Bilateral Agreements, financial statements and Administrative Data requirements will be used to report against the National Performance Indicators as set out in the Accountability Framework.
- 7.1.3. The ACT's reporting must demonstrate the following principles:
- a. **Relevance.** The information provided as a measurement of the agreed bilateral outcomes as outlined in the Bilateral Accountability Framework (Schedule 1) actually aligns with, and reports on ACT's nominated performance indicators. This information must fulfil the purpose of the reporting, be useful for accountability purposes and demonstrate achievement of these outcomes.
 - b. **Accuracy.** The information provided must be clear and precise. Where estimates are used, they must be as factual and exact as possible. Any difficulties affecting the accuracy of the information must be declared.
 - c. **Completeness.** The information must address all the agreed components of the report to the required level of detail and deal fully with the agreed bilateral outcomes, declaring that the ACT is reporting on full achievement, part achievement or progress towards achievement.
 - d. **Timeliness.** The information must be provided by the reporting deadline (Refer to Appendix 1: Reporting Timelines).
- 7.1.4. The ACT will:
- a. Report annually on the bilateral performance indicators, as identified in Schedule 1 against the categories of:
 - i. Management;
 - ii. Performance;
 - iii. Strategic Priorities;
 - iv. Strategic Priorities – Innovation and Investment;
 - v. Management Responsibilities;
 - vi. SAAP V Environment; and
 - vii. Principles for implementation.
 - b. Provide Administrative Data according to a specified format in a timely manner to the National Data Collection Agency as input to the National Data Collection (See Schedule 1, Multilateral Agreement).

- c. Report to the Commonwealth on the total amount of funding made available and expended by ACT under the SAAP V Agreements through the annual financial statement (Attachment 1 to Schedule 2 of the Multilateral Agreement).
- d. Provide all necessary information to the Commonwealth Agreement Manager for the annual Report on Government Services.

7.2. Commonwealth's role

7.2.1. The Commonwealth in conjunction with ACT will assess annually the ACT's progress against the performance indicators as set out in the Bilateral Accountability Framework in Schedule 1.

7.2.2. Where the reporting, including administrative, performance and financial reporting, does not meet the requirements of this Bilateral Agreement, the Commonwealth may impose financial sanctions on the ACT in accordance with clause 8.2 of the Multilateral Agreement.

SIGNED by the parties as at the date first mentioned at the head of this Agreement.

SIGNED for and on behalf of the)
 COMMONWEALTH OF AUSTRALIA)
 by the Minister for Family and Community)
 Services in the presence of)_____

 Witness

SIGNED for and on behalf of the)
 AUSTRALIAN CAPITAL TERRITORY)
 by the Minister for Disability, Housing and)
 Community Services in the presence of)_____

 Witness

Schedule 1: ACT Bilateral Accountability Framework

ACT SAAP V Environment	
Agreement Manager	Maureen Sheehan, Director Housing ACT, Department of Disability, Housing and Community Services (DHCS)
Overview of current SAAP services	<p>SAAP and SAAP like services in the ACT provide a range of accommodation and support to people who are at risk of, transitioning from, or experiencing homelessness.</p> <p>The majority of SAAP services are accommodation based, with the capacity to provide transitional support to clients establishing independent accommodation. Appendix 2 provides a summary of SAAP and ACT-only funded SAAP-like services by service and model.</p> <p>There are a total of 46 SAAP agencies funded in 2003-04 in the ACT. There are:</p> <ul style="list-style-type: none"> • 14 SAAP agencies providing services to young people; • 9 SAAP agencies providing services to women and children escaping domestic and family violence; • 9 SAAP agencies providing services to families; • 8 SAAP agencies providing services to single adults; and • 6 SAAP agencies providing cross-target/multiple/general services. <p>SAAP data from 2003-04 suggests that there are predominantly three main reasons for people seeking SAAP support in the ACT. They are:</p> <ul style="list-style-type: none"> • Domestic violence - 12.7% of all support periods were provided to clients escaping domestic violence and 43.5 % to women and children. • Accommodation related issues – approximately 31.9% of all support periods were provided to people who were evicted or whose usual accommodation was unavailable; and • Relationship/family breakdown and interpersonal conflict – accounted for 16.2% of all support periods. <p>In 2003-04, SAAP services in the ACT provided approximately 3,050 support periods to 1,650 clients. SAAP services in the ACT provided 1.81 support periods per client, which was lower than the national average of 1.87. On-going work on service models at Ainslie Village and in the Women’s/ Domestic Violence sector reflect the changing approach to accommodation services.</p> <p>SAAP services at Ainslie Village have refocussed on supporting residents with high and complex needs with the establishment of the Assist Program. Tenancy services, now provided by a community housing provider, have been separated from the SAAP support services. The community housing on site will encompass greater tenant participation. A review of Ainslie Village SAAP service provision will support this change of service model.</p>

	<p>Several Women's/ Domestic Violence services have restructured their accommodation models to better meet the needs of clients staying longer in services. The sector has commenced sub-sector discussions about pathways into and out of SAAP Women's/ Domestic Violence services, noting the unique characteristics of homelessness for women and children escaping domestic violence.</p> <p>The sector has continued to develop coordinated services and address unmet need, enhanced by the establishment of new ACT-only funded SAAP-like services as part of <i>Breaking The Cycle: The ACT Homelessness Strategy</i>. The new services have addressed unmet need in family, men and outreach services.</p> <p>These new services, noted in Appendix 2, are not reportable under this agreement, with the exception of the four (4) SAAP-like services noted under Schedule 2. However, all ACT funded SAAP-like services participate in the SAAP National Data Collection and are subject to the same management and governance arrangements as SAAP services.</p>
<p>Overview of Sector</p>	<p><u>The ACT environment</u></p> <p>The size of the ACT as a jurisdiction presents unique challenges that result from the small population and geographic size of the Territory. Conversely, it also provides unique opportunities. The ACT, as a regional hub for service provision in the south east of NSW, provides access to specialist medical services and education and employment opportunities. Additionally the ACT has experienced significant stresses in its housing market in the past five years as a result of substantial increases in market rents and the impact of the January 2003 bushfires and the consequent demands on public housing.</p> <p>The size of the ACT jurisdiction underscores the need for an across-government approach to the delivery of services. A strength of the ACT context is the cooperative and collaborative relationship between the ACT Department of Disability, Housing and Community Services and SAAP service providers. The relocation of the SAAP into a new human service delivery department ensures a focus on the full continuum of housing services and recognises and reinforces the benefits of close relationships with a range of community services. The compactness of the Territory facilitates this collaborative approach to planning and service delivery.</p> <p><i>Building our community - The Canberra Social Plan</i> articulates the ACT Government's commitment to a community in which "all people reach their potential, make a contribution and share the benefits of our community". The Plan identifies actions that support this goal including the development and implementation of an ACT Homelessness Strategy.</p> <p><u>Breaking the Cycle – the ACT Homelessness Strategy</u></p> <p><i>Breaking the Cycle – the ACT Homelessness Strategy</i>, is a whole of government response to people experiencing or at risk of homelessness. The strategy was launched in April 2004.</p>

The *ACT Homelessness Strategy* was the result of collaboration between the ACT Government, the Australian Government and the community sector. Implementation of the strategy is overseen by the ACT Homelessness Committee (ACTHC), which includes ACT Government, Australian Government and community representatives.

The ACT Government identified through the Strategy a range of objectives and actions that will ensure an integrated policy and service response to the needs of people at risk of or experiencing homelessness. From its formative stages, development of the Strategy was grounded in a sense of partnership and shared commitment to improving the ACT's response to homelessness.

The ACT Homelessness Strategy is in effect until 30 June 2007. The SAAP V Bi-Lateral Agreement Accountability Framework has been aligned with the *ACT Homelessness Strategy* reporting requirements and may need to be renegotiated in 2007.

A key deliverable of the *ACT Homelessness Strategy* is the establishment of a joint operational framework which will identify and formalise relationships and ways of working together for government agencies, SAAP services and other community organisations.

Breaking the Cycle-The *ACT Homelessness Strategy* identified that '*the ACT has the highest proportion of young homeless people nationally*' and therefore warrants specific attention. The Youth Homelessness Working Group, a sub-committee of the ACTHC, is responsible for developing a response to young people at risk of or experiencing homelessness.

The ACT Government is intent on providing a continuum of service to families and individuals in most need. This ranges from early intervention and prevention services through to post crisis (transition) services. Increased emphasis is being placed on seeking solutions for case management of identified "at risk" clients through the service delivery systems of different agencies.

Service Funding Agreements

Throughout SAAP IV, the ACT Government revised a service-purchasing model. Under this model, the government sets key priorities for purchasing and the cost, price and outputs are negotiated with service providers. Services are purchased and market tested through competitive tendering where appropriate, in accordance with the ACT Government Purchasing Policies.

The department will introduce individual service Funding Agreement Management Plans (FAMPs) over the next 2 years, in line with the recommendations of the ACT Auditor General's report into ACT Youth Services. The plans will identify and address broader policy alignments as well as target specific areas for enhancement and may include issues such as identifying existing SAAP services whose funding model requires review. The plans will be endorsed by the individual agencies re-enforcing a collaborative approach to service delivery.

DHCS supports the Service Funding Agreement Managers Network. The network's aim is to minimise unnecessary demands on service providers while providing a forum for recognising and supporting innovation and excellence across service systems. Within this context service funding agreement managers are developing administrative tools that increase transparency and accountability while reinforcing the partnership approach to service provision when developing Individual Service Management Agreements.

The ACT SAAP administrative team is located in a unit that combines policy development and service provision management. This co-location strengthens the collaborative nature of the relationship that has been developed between the department and the SAAP sector.

Sector Reviews

Each service is required to provide six-monthly reports of their progress against the service specifications, including output measures, itemised in their Service Management Agreements. Regular assessment of each service's performance is undertaken during the contract period, including assessments based on information relating to the capacity and appropriateness of the program to meet client needs. Regular service visits also form a part of the individual service assessment.

Individual Service Funding Agreement Management Plans will be developed for all SAAP services. These agreements will include relevant policy alignments such as SAAP V requirements enhancing the ACT's understanding of and response to whole of community service delivery for:

- the needs of young people;
- the needs of Aboriginal and Torres Strait Islander people;
- the needs of people experiencing domestic violence; and
- the needs of individuals with mental health issues.

Each sub sector within the SAAP is reviewed in line with financial arrangements required by the ACT Government budgetary process. Family service providers may be reviewed in one financial year, youth services in another. Underpinning this approach is the sub-sector planning process, a mechanism that allows the ACT Government to provide multi year (up to 3 years) service agreements where the services are:

- in priority areas;
- are likely to be able to maintain services;
- are actively engaged in service improvement; and
- meeting all reporting requirements.

The ability to offer services 3-year agreements has seen improvements in maintaining staff, and with services' ongoing staff development.

In addition systematic reviews of priorities within groups of services or individual services will be undertaken.. Several sector reviews will take place during the SAAP V including a funding model review and pilot program reviews including Dyiramal Migay and the Ainslie Village support programs.

These will be undertaken in a collaborative manner with the community sector. This approach will enhance a shared understanding of program reforms needed. It will also serve to strengthen the partnership between the government and community sectors in the delivery of services to the ACT community.

Developmental work on the evaluation, review and reporting tools for the ACT Homelessness Strategy has commenced. These tools will be compatible with SAAP V reporting requirements and should greatly assist in capturing information about the broader community response to SAAP clients with a range of support needs.

SAAP V Reforms

Ainslie Village is undergoing a reform process during the SAAP IV. Ainslie Village provides crisis and medium to long-term accommodation for approximately 200 single men and women. Ainslie Village currently provides supported accommodation, associated support services and tenancy management. Ainslie Village moved from a single accommodation provider (Centacare) primarily funded by SAAP to a community housing model with separately managed supported accommodation services.

Tenancy management of the site was separated from support services on 1 December 2005.

A SAAP service, ASSIST, was established in December 2005, as part of the transition process, recognising the complexity of issues impacting on some residents of Ainslie Village who are not currently receiving case management support. The main focus of the service will be current residents with a dual/multi diagnosis who may require intensive support, particularly in relation to developing living skills or accessing mainstream services.

All SAAP services at Ainslie Village will be reviewed during the course of the SAAP V.

<p>Demographic, economic and social conditions</p>	<p>As at December 2004, the population of the ACT was 324,000, with an annual population growth rate of 0.2% compared to Australia's overall rate of 1.2%. In the last census of 2001, 1.2% of the ACT's population identified as being of Indigenous origin.</p> <p>The median age of the ACT population is 32 years, with the highest number of people between the ages of 20 and 24yrs. As at 2003-04, the age profile of the homelessness population was significantly younger in the ACT. There were 850 (48.9%) homeless young people aged 12 to 24 years (SAAP National Data Collection Annual report 2003-04, ACT Supplement tables).</p> <p>The ACT is considered a culturally and linguistically diverse community with 22.6% of the ACT's resident population born overseas. While the largest number of people born overseas originated from traditional English-speaking countries, such as England, 42% of overseas-born people in the ACT speak a language other than English, with Italian the most spoken, followed by Croatian, Greek and Vietnamese. The ACT has residents from over 200 different countries, with approximately 54 recognised languages spoken.</p> <p>The ACT enjoys a relatively affluent lifestyle, possibly due to the high labour force participation rate, with the 2003/2004 gross household disposable income per capita of \$38,173. This was the highest nationally, compared to the national average at \$25,949. The ACT has an unemployment rate of 3.5%, compared to the national rate of 5.1% (as at February 2005).</p> <p>As at November 2004, the ACT continued to have the highest average weekly earnings of all states and territories for full time adult workers of \$1109 per week, compared with the national weekly earnings of \$973. The 2001 ABS census revealed that the median ACT weekly family income was \$1200-\$1499, and the median weekly household income was \$1000-\$1199.</p> <p>Canberra remains Australia's most expensive city for private rental housing. The quarterly median weekly rent for a three bedroom house is \$300 per week, compared to \$260 in Sydney. For two bedroom houses, the weekly rental increased by 3.7% (\$10) in the past year. Similarly, while the median price of a house fell by 3.1%, it remains at \$352,500, making the ACT the third highest city in which to purchase a house. (<i>National Affordability Bulletin October 2005 Tenants Union of Victoria</i>)</p> <p>As a result of ACT's housing affordability issues and the high cost of private rental, particular pressures are placed on the public housing system. With an increased number of clients presenting with complex and special needs and reduced turnover of properties, waiting times are increasing, currently sitting around 39 to 52 weeks for allocation of priority housing. While Housing ACT encourages applicants to broaden their options to provide a greater degree of flexibility in location and housing type, it remains an issue that Housing ACT continually seeks to address.</p>
<p>Internal and external factors</p>	<p>Factors that impact on SAAP include the ACT environment, the Social Plan, service funding agreements, sector</p>

<p>impacting on SAAP</p>	<p>reviews, the Commonwealth State Housing Agreement, and the Bilateral Agreement for the Provision of Housing for Indigenous People.</p> <p>Factors external to the SAAP Program which may potentially impact on the SAAP service system include the Family Strategy policy framework, the National Communities Strategy, the Partnerships Against Domestic Violence framework, the Public Health Outcomes Agreement and the Australian Health Care Agreement, Canberra Plan, the Social Plan, the ACT Children Plan, the ACT Young People’s Plan, Facing up to Racism, Caring for Carers, the ACT Women’s Plan, Implementation of Justice, Options and Prevention- Working to Make Women’s Lives Safe – ACT Government Policy Framework, The ACT Mental Health Strategy and Action Plan 2003-08, Future Directions (the Disability ACT framework) and the ACT Criminal Justice System Strategic Plan.</p>
<p>Linkages between SAAP and other service systems</p>	<p>National strategies and programs that impact on SAAP</p> <p><u>Commonwealth State Housing Agreement (CSHA)</u></p> <p>The arrangements outlined in the Commonwealth/ACT CSHA Bilateral Agreement compliment the arrangements outlined in this Agreement. The Commonwealth/ACT CSHA Bilateral Agreement states that complex issues such as homelessness, will require improved linkages between policies and programs, in particular with SAAP. The allocation of housing assistance to people with an increasing diversity and complexity of needs requires policy and operational areas of housing and related services to work cooperatively to address those needs.</p> <p>The CSHA also identifies the need to establish greater consistency between housing assistance provision and outcomes, and other social and economic objectives of government, such as welfare reform, urban regeneration, and community capacity-building. Additionally housing assistance should support access to employment and promote social and economic participation. That Agreement further states that housing assistance will be directed to groups experiencing the highest levels of need. This includes homeless people, those at risk of homelessness, indigenous people and singles generally (including young and older people).</p> <p><u>Agreement for the Provision of Housing for Indigenous People.</u></p> <p>The ACT and Australian Governments signed the indigenous specific Bilateral Agreement in November 2005, that sets out the future directions and strategies for meeting the housing needs of Aboriginal and Torres Strait Islander people in the ACT. The Agreement was developed in consultation with Aboriginal and Torres Strait Islander groups. The priorities under the Agreement are:</p> <ol style="list-style-type: none"> 1. growth in the number of houses to address backlog and growing needs; 2. development of a strategy to cater for the needs of ageing Aboriginal and Torres Strait Islanders; 3. better and affordable housing services that are well managed; 4. equitable access to mainstream housing assistance commensurate with need; 5. ensuring involvement in strategic planning and policy setting, decision making and delivery of services by

	<p>government;</p> <ol style="list-style-type: none"> 6. sustainable employment in administration, planning, delivery and maintenance in housing and infrastructure for Aboriginal and Torres Strait Islander people; and 7. improved accountability and transparency; and coordination of services through a whole of government approach. <p>There are also a range of Australian Commonwealth programs that provide assistance for people who are homeless or at risk of homelessness, many of which are delivered in conjunction with SAAP services. These programs include:</p> <ul style="list-style-type: none"> • the National Homelessness Strategy (NHS) – this is the Australian Government’s overarching homelessness strategy. It provides leadership in developing approaches to prevent and respond to homelessness across a wide range of policy and portfolio areas of responsibility; • the Crisis Accommodation Program – a capital funding program under the Commonwealth State Housing Agreement which enables the purchase, construction, renovation, maintenance and leasing of crisis accommodation primarily for services funded under the SAAP; • Reconnect – a community based early intervention and support program for young people aged 12 to 18 years, who are homeless or are at risk of homelessness, and their families. The ACT is particularly keen to work with the Commonwealth Reconnect Program to address the issue of youth homelessness, specifically as it relates to indigenous young people; • Transition to Independent Living Allowance – provides one-off assistance to help young people aged 15 and 25 years to make the transition from State-supported care and protection to independent living; • Job Placement Employment and Training program – this program assists disadvantaged and disconnected young people aged 15 to 21 years, particularly those who are homeless or at risk of homelessness; • the HOME Advice Program – an early intervention program aimed at helping families at risk of homelessness before they get into crisis, offering support and assistance with maintaining tenancies or home ownership; • Innovative Health Services for Homeless Youth – provides funding for innovative health and related services for homeless and otherwise at-risk young people and their dependents that respond to their complex health needs; and • the wide range of Australian Government income support programs.
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Vision for SAAP in the ACT	<p>SAAP V shares its vision and goal with the <i>Breaking the Cycle, the ACT Homelessness Strategy ACT</i>. That is: ‘All Canberrans have the right to safe, secure, affordable and appropriate accommodation with the necessary supports to live as independently as possible within our community.’</p> <p>To achieve this vision, the goal is that: ‘The ACT community will work together to respond to the needs of people who are homeless or at risk of homelessness to minimise the occurrence of homelessness and its impacts and adequately resource and maintain facilities for those who are experiencing homelessness.’</p>
Strategic Priorities for the ACT	<p>The ACT has identified the following priority action areas during the life of SAAP V:</p> <p>The ACT will purchase services that are of good quality, meet client outcomes and are accessible, appropriate and efficient. The priorities are:</p> <ul style="list-style-type: none"> • Responding to youth homelessness; • Developing integrated and effective service responses; • Enhancing client focus and client outcomes; • Enhancing access to appropriate housing and housing assistance; and • Supporting and driving innovation and excellence.

<u>Management</u>			
Broad category	Sub-category	Strategies/Initiatives	Performance Information/Reporting
Equity	Access	<p>Develop and implement a Charter of Rights and Code of Conduct for homeless service providers and clients</p> <p>Training initiatives focused on the implementation of the Charter of Rights and Code of Conduct.</p>	<ul style="list-style-type: none"> • Annual progress reports on the development and implementation of the ACT’s Charter of Rights and Code of Conduct 2006-08 • Progress report on agency uptake rate of the Charter of Rights and Code of Conduct, 2007-08. • Qualitative assessment of the impact on clients including outcomes information, 2008-09 (including case studies) that demonstrate improved accessibility of service models. • Annual report on training provided and participation rates.

	Equity		<p>As provided through the Report on Government Services</p> <ul style="list-style-type: none"> • Proportion of Aboriginal and Torres Strait Islander clients including demand for service in that client group. • Proportion of Culturally and Linguistically Diverse clients including demand for service in that client group. • Proportion of Aboriginal and Torres Strait Islander clients, compared with proportion of all people, turned away. • Proportion of Culturally And Linguistically Diverse clients, compared with proportion of all people, turned away.
Efficiency	Cost effectiveness	<p>Undertake service funding model review to establish an ACT service funding benchmark 2006-07</p> <p>Training initiatives focused on improved service costing and efficiency.</p>	<p>As provided through the Report on Government Services, including a comparison to ACT and national previous years' information.</p> <ul style="list-style-type: none"> • Cost per completed support period (accommodation and non-accommodation). • Cost per day of support. • Cost per client. • Report on review of funding levels to 2 services 2006- 07. • Report on appropriate funding models to address identified needs 2007-08. • Qualitative progress report on impact of training initiative (may include case study).
	Service efficiency	<p>Realign services to meet need within available resources.</p> <p>Develop Funding Agreement Management Plans for individual services</p>	<ul style="list-style-type: none"> • Evidence of service system development through the ACT Homelessness Strategy • Average number of services provided per support period. • Provide progress reports on major initiatives • Report by exception

	Financial Accountability	Review the financial management of agencies using individual service Funding Agreement Management Plans (FAMPs).	<ul style="list-style-type: none"> • Proportion of total funds expended on direct service provision. <hr/> <ul style="list-style-type: none"> • Qualitative progress report on the implementation of FAMPs. • Number of agencies that have not complied with providing annual audited financial statements (recognising that the ACT requires financial acquittal of funding to be completed by 30 November every year, ACT reporting will always reflect the previous financial year.)
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<u>Performance</u>			
Broad category	Sub-category	Strategies/Initiatives	Performance Indicators
Effective-ness	Client outcomes	Measure and monitor client outcomes	<ul style="list-style-type: none"> • Proportion of clients returning to SAAP within 6 months • Proportion of clients in Non-SAAP independent accommodation • Housing outcomes of SAAP clients, ie extent to which SAAP clients achieve independent housing after SAAP support; • Employment outcomes of SAAP clients, ie extent to which SAAP clients achieve employment after SAAP support; • Education outcomes of SAAP clients, ie extent to which SAAP clients maintain or improve their education status after SAAP support; • Extent to which SAAP assisted clients obtain or maintain income support; and • Extent to which SAAP clients are connected with family, social and economic supports and networks (Self-reliance measurement project)

		<p>Training initiatives focused on supporting improved governance.</p> <p>Collect narrative outcome data from SAAP service providers.</p>	<ul style="list-style-type: none"> • Qualitative progress report of the impact of the Charter of Rights and Code of Conduct on client outcomes from 2007-08. • Qualitative progress report on impact of training initiative (may include case study). • Case studies or examples from reports to illustrate effective outcomes for clients.
	Appropriateness	<p>Continue to develop a mechanism for identifying unmet need and establishing emerging trends</p> <p>Meeting agreed reform directions using individual service Funding Agreement Management Plans (FAMPs).</p>	<ul style="list-style-type: none"> • Report on achievement of target to progressively increase over the life of SAAP V the proportion of support periods where needs are met. • Report on achievement of target to progressively increase over the life of SAAP V the proportion of support periods with an agreed case plan. • Report on achievement of target to progressively decrease over the life of SAAP V the proportion of clients in independent accommodation prior to SAAP. • Qualitative progress report on implementation of unmet needs and emerging trends analysis and planning processes. <hr/> <ul style="list-style-type: none"> • Report on the extent to which agencies are meeting agreed reform directions (including qualitative case study data where appropriate).
	Quality	<p>Ensure quality service delivery using individual service Funding Agreement Management Plans (FAMPs).</p>	<ul style="list-style-type: none"> • Evidence of implementation of quality service measures.

Performance Reporting under Strategic Priorities – Program Funding to include annual performance reporting on the indicators below. This is to include where appropriate case studies that demonstrate impacts on clients (including outcomes) and on service systems. Reporting to include information on Strategic Priorities dissemination and uptake activities.

Strategic Priorities – Program Funding		
Broad category	Sub-category	Performance Indicators
Early intervention and prevention	Addressing the needs of young people experiencing homelessness	<ul style="list-style-type: none"> • Evidence of the development and/or implementation a Youth Homelessness Action Plan that includes early intervention and prevention strategies. • Increase in the number of SAAP services providing early intervention and prevention to young people.
	Develop integrated and effective service responses	<ul style="list-style-type: none"> • Evidence of the development of mechanisms that support integrated service responses and delivery. • Maintain high proportion of SAAP clients referred to other services. • Increase in the number of clients supported by early intervention and prevention SAAP services. • Increase in the number of SAAP services providing early intervention and prevention.
	Enhance client focus and client outcomes	<ul style="list-style-type: none"> • Evidence of a mechanism that ensure the rights of people who are homeless or at risk of homelessness are recognised. • Increase in the number of clients exiting into secure long-term accommodation. • Increase in the proportion of clients with agreed case plans. • Increase in the proportion of clients who have achieved or substantially achieved case plan goals.
	Enhance access to appropriate housing and housing assistance	<ul style="list-style-type: none"> • Increase in the number of SAAP services providing a range of assistance, including brokerage, to people to achieve or maintain their existing tenure. • Increase in the number of clients receiving assistance to obtain or maintain independent accommodation. • Reduction in the number of people entering SAAP from renting a public dwelling.
	Support and drive innovation and excellence	<ul style="list-style-type: none"> • Evidence of program and service model evaluations undertaken. • Evidence of strategies in place that promote continuous improvement in SAAP services to ensure service quality and effectiveness. • Evidence of research undertaken that enhances evidence based decision making and service development.
Multiple support needs and linkages	Develop integrated and effective service responses	<ul style="list-style-type: none"> • Evidence of the development of cooperative arrangements and protocols that support integrated service responses and delivery.

	Enhance client focus and client outcomes	<ul style="list-style-type: none"> • Evidence of client centred needs assessment, planning and decision-making that support quality outcomes. • Evidence of strategies developed to address the needs of clients with multiple support needs and assessment of the impact of these strategies on client outcomes (may be demonstrated by case study examples).
	Enhance access to appropriate housing and housing assistance	<ul style="list-style-type: none"> • Evidence of any increase in access to appropriate safe and adaptive housing for people at risk of or experiencing homelessness. • Increase the number of clients receiving assistance to obtain or maintain independent accommodation.
	Support and drive innovation and excellence	<ul style="list-style-type: none"> • Evidence of program and service model evaluations undertaken. • Evidence of continuous improvement activities within services that ensure service quality and effectiveness.
Post crisis transition	Addressing the needs of young people experiencing homelessness	<ul style="list-style-type: none"> • Increase in the number of services providing transitional support to young people exiting from SAAP.
	Develop integrated and effective service responses	<ul style="list-style-type: none"> • Evidence of any mechanisms that support integrated service responses and delivery for clients exiting from SAAP.
	Enhance client focus and client outcomes	<ul style="list-style-type: none"> • Evidence of services responding to the specific needs of people to break the cycle of homelessness for clients exiting SAAP • Increase the number of SAAP services providing post crisis support and assessment of the impact of these services on client outcomes (may be demonstrated by case study examples).
	Enhance access to appropriate housing and housing assistance	<ul style="list-style-type: none"> • Evidence of any increase in the available supply of appropriate safe and adaptive housing for people at risk of or experiencing homelessness • Evidence of assistance provided to people to achieve or maintain their tenure
	Support and drive innovation and excellence	<ul style="list-style-type: none"> • Evidence of continuous improvement strategies that ensure service quality and effectiveness • Identify research undertaken that enhances evidence based decision-making and service development.

ACT Strategic Priorities – Program Funding		
Broad category	Sub category	Performance Indicators
Develop an integrated and effective service responses	Early intervention and prevention Multiple support needs and linkages Post crisis support	<ul style="list-style-type: none"> • Establishment of mechanisms to support integrated service responses and delivery • Evidence of an increase in the service system’s focus on prevention and early intervention in order to reduce the incidence of homelessness by services identified in Schedule 2 and 3.
Enhance client focus and client outcomes	Access and Equity Multiple support needs and linkages	<ul style="list-style-type: none"> • Development of mechanisms to ensure the rights of people who are homeless or at risk of homelessness are recognised. • Evidence of enhanced client centred needs assessment, planning and decision making to support quality outcomes and assessment of their impact on client outcomes (may be demonstrated by case study examples).
Enhance access to appropriate housing and housing assistance	Access and Equity Multiple support needs Post crisis support Appropriateness	<ul style="list-style-type: none"> • Evidence of any increase in access to appropriate safe and adaptive housing for young people and other groups at risk of or experiencing homelessness.
Support and drive innovation and excellence	Efficiency. Effectiveness Appropriateness Quality	<ul style="list-style-type: none"> • Evidence of program evaluation and continuous improvement to ensure service quality and effectiveness. • Development of innovative service responses based on the good practice models developed by ACT-only funded services listed at Schedule 2 and 3.

ACT Management Responsibilities (Refer to Multilateral Agreement Clause 4.3)			
	Sub-Category	Strategies/Initiatives	Performance Information
Service Providers	Determine funding to Service Providers and provide active management to those Service Providers.	<p>Develop Funding Agreement Management Plans and Undertake sub-sector funding negotiation</p> <p>Review of funding model of 2 services</p>	<ul style="list-style-type: none"> Administration data provided to NDCA in accordance with timelines. Annual report on proportion of service providers with a service agreement in place, contract management arrangements and processes for monitoring service performance. Annual report on the achievement of a target of 100% of SAAP funded services comply with performance reporting according to their service level agreements. Annual report on review of funding levels to 2 services 2006- 07 Annual report on appropriate funding models to address identified needs 2007-08
	Implement case management at a territory level	<p>Expectation of services (except free food providers) to work within a case management framework (through funding agreements).</p> <p>Case management training (strengths based, narrative approaches Case management kit update and associated training opportunities (06-07))</p> <p>The SAAP program will work with SAAP agencies (except free food providers) and other appropriate services to promote good practice case management approaches within the SAAP sector.</p>	<ul style="list-style-type: none"> Annual report on the proportion of service providers with a service agreement requiring case management. Annual report on the number of SAAP services and SAAP staff attending case management training Annual report on the outcomes of the assessment of the extent to which case management has been implemented and its impact on clients and the service system (may use case studies). Annual report on the proportion of SAAP clients with a case plan, excluding cases where establishment of a plan was not applicable. Annual progress report on the development of pre-crisis and post-crisis case management practices. <p>(The above indicators are based on an expectation that service use of case planning and the number of clients with a case plan will progressively increase over SAAP V).</p>

	Work with service providers to enhance skill levels of their work force and establish networks of support between service providers.	<p>SAAP Forums / sub sector forums Practice development SAAP RaDS Homelessness Strategy initiatives – workforce development</p> <hr/> <p>SAAP services are offered relevant training and associated learning and development that build skills and support networks.</p>	<ul style="list-style-type: none"> • Annual narrative report showing evidence of progress of these initiatives, including an assessment of impact on skill level of SAAP staff. • Number of participants/agencies represented at training in skills development, e.g. SAAP, NDCA, SMART, etc • Annual report on SAAP services uptake of relevant training including assessment of impact on workforce skills; service system capacity; quality and support networks.
Contractual Arrangements	Service Providers participate fully in the NDC and comply with privacy requirements	<p>Ensure contractual documents with SAAP agencies reflect the requirement to:</p> <ul style="list-style-type: none"> • participate fully in the NDC. • comply with privacy requirements. • agency documentation to provide informed consent to clients. <p>Develop Funding Agreement Management Plans for individual services</p>	<ul style="list-style-type: none"> • Annual report on the achievement of a target of 100% in ACT agency participation rate in the NDC as reported by the NDCA. • Annual report on the extent to which privacy requirements are included in service agreements, • Annual report on ACT valid consent rate for support periods as reported by the NDCA is improving. <hr/> <ul style="list-style-type: none"> • Annual report on actions taken to address compliance gaps in the service system.
	SAAP services are provided in accordance with the Strategic Priorities and responsive to local needs and circumstances	Contractual documents with SAAP agencies will include the need to comply with the strategic directions for SAAP V in view of local needs and circumstances.	<ul style="list-style-type: none"> • Annual report on the number of services with SAAP V Strategic Priorities reflected in service funding agreements from 2006-07
	Appropriate linkages are encouraged between SAAP and other specialists or	Develop a joint operational framework	<ul style="list-style-type: none"> • Annual report on development and implementation of a Joint Operational Framework • Annual report on formal arrangements including protocols and MOUs that facilitate linkages.

	generic service systems and sectors	Contractual documents will include the requirement to develop linkages between SAAP and other specialist or generic service systems and sectors.	<ul style="list-style-type: none"> • Annual report on the number of services that outline how services will link with other specialist or generic service systems and sectors.
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Framework for monitoring SAAP V Principles for Implementation

This Framework is intended as a guideline to State/Territory bilateral reporting on PI 25 in the SAAP V Multilateral Agreement Accountability Framework. Reporting against PI25 is expected to respond to all components of this framework, however, the performance information specified herein is intended principally as a guide to sources of relevant information.

Principles	Description	Performance Reporting
a) Shared commitment	The Commonwealth and all State and Territory Governments are committed to meet their responsibilities outlined in this Agreement.	<ul style="list-style-type: none"> • Multilateral signed • Bilateral signed • Implementation of SAAP V Accountability Framework • Completion of Mid Term Review and Evaluation • All parties engaged in CAD
b) Cultural appropriateness	SAAP services are inclusive and recognise that the characteristics of homelessness vary between cultural groups. SAAP services will be appropriate to the needs of Indigenous people and people from culturally and linguistically diverse backgrounds.	<ul style="list-style-type: none"> • Performance Indicators 4-7 (Multilateral Agreement(MA)) • Measures to be identified within the Client satisfaction survey for Indigenous and CALD clients
c) Service responsiveness and flexibility	SAAP services are sensitive to the range of needs of the client. Appropriate client-focussed responses are delivered as soon as practicable, and case management ensures that changing needs are being met.	<ul style="list-style-type: none"> • PI's 21-25 (MA) • Evidence of the development of mechanisms that support integrated service responses and delivery. • Maintain high proportion of SAAP clients referred to other services. • Increase in the number of clients supported by and the number of SAAP services providing early intervention and prevention SAAP services.

		<ul style="list-style-type: none"> • Extent of client-focussed case management in SAAP; • Appropriateness of service, timeliness and responsiveness of service measured through the Client Satisfaction Survey. • Measures to be identified within the Client satisfaction survey.
d) Service accessibility	SAAP services are accessible to all clients, and there are no barriers to access due to inability to pay. Services are able to meet the special needs of specific client groups, and there are no discriminatory practices or policies.	<ul style="list-style-type: none"> • PI's 1-3 (MA) • Progress reports on the development and implementation of the ACT's Charter of Rights and Code of Conduct 2006-08. • Progress report on agency uptake rate of the Charter of Rights and Code of Conduct, 2007-08. • Proportion of Aboriginal and Torres Strait Islander clients. • Proportion of CALD clients. • Reasons for turning away clients from SAAP accommodation (Unmet Demand Collection). • Turn away rate for SAAP target groups (ACT identified groups – Indigenous Clients and CALD). • Qualitative assessment of the impact on clients including outcomes information, 2008-09 (including case studies) that demonstrates improved accessibility of service models.
e) Clients rights and dignities protected and promoted	The SAAP service system supports effective client charters and ensures access to appropriate avenues of dispute resolution.	<ul style="list-style-type: none"> • Number and proportion of service contracts with client rights and service charters • Measures to be identified within the Client satisfaction survey • Progress report on agency uptake rate of the Charter of Rights and Code of Conduct, 2007-08. • Extent to which clients perceive that their rights and dignities are upheld and protected; and • Extent to which the importance of protecting

		<p>clients rights and dignities is promoted.</p> <ul style="list-style-type: none"> • Evidence of a mechanism that ensure the rights of people who are homeless or at risk of homelessness are recognised.
f) Client independence and resilience maximised	<p>SAAP service delivery is aimed at maximising the client's capacity for independence and resilience, by establishing appropriate connections with the range of social and economic supports and enhancing the opportunities for participation. These include reconnection with family and social networks and with employment, housing, education and income support to help with longer-term stabilisation.</p>	<ul style="list-style-type: none"> • Mid term review • Evaluation • Housing outcomes of SAAP clients, ie extent to which SAAP clients achieve independent housing after SAAP support (NDC data); • Employment outcomes of SAAP clients, ie extent to which SAAP clients achieve employment after SAAP support (NDC data); • Education outcomes of SAAP clients, ie extent to which SAAP clients maintain or improve their education status after SAAP support; • Extent to which SAAP assisted clients obtain or maintain income support; and • Extent to which SAAP clients are connected with family, social and economic supports and networks (Self-reliance measurement project)
g) A service system that is efficient and effective	<p>Within available resources the service system is robust and sustainable, and is able to reform to meet emerging and changing needs without jeopardising existing system successes.</p>	<ul style="list-style-type: none"> • PI's 8-14 • PI's 15-25 • Evidence of service system development. • Proportion of clients returning to SAAP within 6 months. • Increase in the proportion of clients in Non-SAAP independent accommodation. • Proportion of clients in independent accommodation prior to SAAP. • Evidence of implementation of quality service measures. • Evidence of the development and/or implementation a Youth Homelessness Action Plan that includes early intervention and

		<p>prevention strategies.</p> <ul style="list-style-type: none">• Increase in the number of SAAP services providing early intervention and prevention to young people.• Evidence of the development of mechanisms that support integrated service responses and delivery.• Maintain high proportion of SAAP clients referred to other services.• Increase in the proportion of clients with agreed case plan.• Efficiency and Effectiveness performance measures (see Table 1: SAAP V Performance Indicators).
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Schedule 2: State/Territory-only funded SAAP services

Australian Capital Territory funded SAAP Services (Stage One)

Service Name	Funding 2004-05 (GST Exclusive)
<p>Toora Women Inc Aleta Outreach for Women Outreach support to single women who are at risk of, experiencing or transitioning from homelessness</p>	\$114, 625
<p>Canberra Mens Centre Outreach (single men) Outreach support to single men who are at risk of, experiencing or transitioning from homelessness</p>	\$114, 625
<p>Canberra Mens Centre Mens Accommodation Support Service (MASS) Supported accommodation and transitional support to men without accompanying children who are homeless. MASS is a designated exit point for men involved with the justice system who are at risk of re-offending when faced with the additional stresses of homelessness.</p>	\$329 436
<p>Anglicare Youth and Families STREETS (Youth Outreach) Outreach support to young people who are at risk of, experiencing or transitioning from homelessness</p>	\$114, 625

Schedule 3: Innovation and Investment Fund – ACT Strategic Direction Action Plan

Breaking the Cycle: The ACT Homelessness Strategy identified that “the ACT has the highest proportion of young homeless people nationally” and warranted specific attention. Young people’s pathways into and experiences of homelessness require specific responses, and the development and implementation of a Youth Homelessness Action Plan will be a particular focus of the SAAP V. The Youth Homelessness Working Group, comprising community and government members has developed a draft Youth Homelessness Action Plan (YHAP). The YHAP is informed by research commissioned by DHCS in the development of the ACT Homelessness Strategy.

The research findings and development of the YHAP provide an opportunity for government agencies and community service providers to continue to work together to address challenges identified in the reports and align with the SAAP V in identifying opportunities for early intervention and prevention and transitional support.

Roll Out of Innovation and Investment Fund Years 1-5

Year 1 (2005-06): Planning (No Funds Available)

Key Tasks	Proposed Initiatives	Timeframe and key milestones	Performance Reporting
Finalisation of ACT Homelessness Strategy Youth Homelessness Action Plan (YHAP)	YHAP finalised by working group, signed off by ACT Homelessness Committee and tabled in the ACT Legislative Assembly.	YHAP approved by ACT Homelessness Committee by February 2006.	2005-06 reporting to include progress report on YHAP development/ completion. YHAP provided to Australian Government following tabling in the Legislative Assembly.
Service model development	<ul style="list-style-type: none"> Finalise service model specifications, including intended outcomes, outputs and performance measures Consultation with Australian Government, approval for proposed expenditure sought. 	March-April 2006	Formal advice to Australian Government on service model specifications and outcomes of selection processes to include: <ul style="list-style-type: none"> Evidence of NDC/SMART compliance in service agreements Report on intended outcomes, outputs and performance measures
Service selection	<ul style="list-style-type: none"> Select purchasing methods Select providers 	March - June 2006	

Evaluation framework	<ul style="list-style-type: none">• Finalise evaluation framework and process	March 2006	Report on evaluation framework in annual report for 2005-06, including <ul style="list-style-type: none">• NDC/SMART participation rate• Relationship between evaluation framework for I&I Fund projects and National Evaluation Strategy
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Years 2 (2006-07) and 3 (2007-08): Pilots and Research (Yr 2 \$173,00 available, Yr 3 \$263,000 available)

Key Tasks	Proposed Initiatives	Timeframe and Key Milestones	Performance Reporting
<p>1. Increase involvement in early intervention and prevention strategies</p> <p>2. Provide better assistance to people who have a number of needs</p>	<p>Initiative to support young homeless people in accessing alternative pathways to SAAP crisis accommodation including:</p> <ul style="list-style-type: none"> • Early intervention support to young people who are experiencing primary homeless but not accommodated in SAAP services to: <ul style="list-style-type: none"> ○ establish stable accommodation; ○ re-establish family connections; or ○ develop capacity to live independently, as appropriate. • Partnerships to address multiple support needs through SAAP, pilot service, outreach services and school youth workers. <p>The pilot service will utilise SAAP case management principles, participate in SAAP sector development activities and develop strong linkages to other SAAP and long-term housing assistance providers.</p> <p>(Service model detail finalised in Year 1)</p>	<ul style="list-style-type: none"> • Pilot phase (July 2006-June 2008) • Evaluation identifying key learnings from pilot phase, client outcomes and performance against Strategic Priorities • Service assessment to be conducted by 31 March 2007 • Evaluation (finalised June 2008) 	<p>Annual report</p> <ul style="list-style-type: none"> • demonstrating progress in implementing pilot projects according SAAP V's 3 strategic priorities • include assessment of service system and client impacts against outcomes, outputs and performance measures developed in 2005-06. Report will include numbers assisted in target categories where available. <p>Annual report for 2007-08 will include:</p> <ul style="list-style-type: none"> • Report on outcomes of evaluations and service assessments, including an assessment of performance against the Strategic Priorities; • Qualitative service-level case study data where appropriate; • Assessment of appropriateness of learnings from evaluations and assessments for transferability within SAAP; and • Recommendations for dissemination and implementation of learnings from evaluations and service assessments.

Years 4 and 5 (2008-09 and 2009-10): Dissemination and implementation (Yr 4 \$283,000, Yr 5 \$288,000)

Key Tasks	Proposed Initiatives	Timeframe and Key Milestones	Performance Reporting
<p>1. Increase involvement in early intervention and prevention strategies</p> <p>2. Provide better assistance to people who have a number of support needs</p>	<p>Implement evaluation strategy and recommendations.</p> <p>Disseminate learnings/ evaluation findings to SAAP services, partner agencies.</p> <p>Determine implementation strategy of good practice practices/ outcomes of pilot.</p> <p>Subject to successful outcome of evaluation, funding commences for service to continue in 2008-09 and 2009-10</p>	<p>Evaluation findings disseminated in 2008.</p> <p>Implementation of findings from 2008-09 to 2009-10.</p> <p>July 2008 – June 2010 – Funding continues for service.</p>	<ul style="list-style-type: none"> • Annual report demonstrating progress and assessment of performance against the Strategic Priorities. • Annual report will include assessment of service system and client impacts against each Strategic Priority, including numbers of clients assisted. • Qualitative evidence derived from case studies. • Annual report will include recommendations for ensuring learnings are transferable. • Performance information to be developed in Year 3 in consultation with the Australian Government.

ACT Innovation and Investment Fund State Only funded SAAP Services Performance Information

Strategic Priorities	Target Group	Service/ NDCA agency code	Funding per annum 2004-05 GST Exclusive	Performance Information/ Reporting
1,2,3	Single Women	Toora Women Inc Aleta Outreach for Women 7053	\$114, 625	Territory reporting from 2005-06 will include: <ul style="list-style-type: none"> • Assessment of performance against the Strategic Priorities; • Qualitative service-level case study data where appropriate; • Assessment of appropriateness of learnings from assessments and service reviews for transferability within SAAP; and • Recommendations for dissemination and implementation of learnings from service assessments and reviews. • Evidence of funding agreement to include SMART compliance.
1,2,3	Single men	Canberra Mens Centre Outreach 7059	\$114, 625	
1,2,3	Single men	Canberra Mens Centre Mens Accommodation Support Service (MASS) 7058	\$329 436	
1,2,3	Youth	Anglicare STREETS (Youth Outreach) 7057	\$114, 625	

Appendix 1: Reporting Timeline

This table sets out the reporting requirements as outlined in the Multilateral Agreement.

REPORTING REQUIREMENT	TIMING*	RESPONSIBILITY	REFERENCE
Financial Statement	31 October	States and territories	MA**: 8.8.1
Annual performance and financial information (not including NDC data) provided to the Commonwealth	31 October	States and territories	MA: 7.4.4
Where relevant, Annual performance NDC data provided to the Commonwealth	31 January	States and territories	MA: 7.4.5
Administrative Data provided to NDCA (twice yearly)	15 January 15 July	States and territories	MA: 7.4.6
Annual Report	Published 31 March	Australian Government	MA: 7.4.7
Provision of funding estimates (cash and accrual)	By 30 June	State and territories	M.A. 8.1.3
Level of Indexation	After indexation advice by Commonwealth	States and Territories	M.A. 8.5.3
Mid-term review commenced	By 30 June 2007	CAD	MA: 7.5
Final national evaluation report	Completed by 30 June 2009	CAD	MA: 7.6

*The timing refers to annual dates where this Agreement was in force during the previous year.

** SAAP V Multilateral Agreement

Appendix 2: ACT SAAP and SAAP-Like Services

The ACT SAAP and SAAP-like services in the table below are grouped according to service type and target group:

Program Name	Service Type	Model description	Capacity
Canberra Mens Centre (CMC) Transition Case Worker	Ainslie Village Outreach	Outreach	35 clients
St Vincent de Paul Blue Door Drop In Centre	Ainslie Village Drop-in Centre	Drop-in	N/A
AIM Program	Ainslie Village Accommodation and Outreach Support	Outreach	20 people residing at Village 10 off-site outreach clients
Assist Program	Ainslie Village Outreach support (Mental Health/ Drug and Alcohol focus)	Outreach	40 clients
Ainslie Village Dining Room	Ainslie Village	Food	N/A
Canberra Rape Crisis Centre	Counselling	Counselling	N/A
YWCA Family Housing Outreach Service	Families Medium-term	Cluster houses	7 families
St Vincent de Paul St Jude's Family Service	Families Medium-term	Cluster houses	6 families
Hare Krishna Food for Life	Free food	Free food	N/A
St Vincent de Paul Samaritan House	Men Crisis	Congregate	12 men
Canberra Fathers and Children Service	Men and children Crisis	Congregate	4 men and children
Beryl Women's Refuge	Women and children Crisis	Cluster	6 women and children
St Vincent de Paul Caroline Chisholm House	Women and children Crisis and medium term	Congregate	4 women and children
Doris Women's Refuge	Women and children Crisis and medium term	Cluster houses	9 women and children
Toora Women Inc Heira House	Women Crisis/ medium term	Congregate	4 single women

Inanna Inc	Women/ women and children Crisis	Congregate and cluster houses	14 women/ women and children
St Vincent de Paul Monica House	Women and children Crisis and medium term	Congregate	4 women and children
Beryl Women's Refuge - Niandi	Women and children Medium-term	Congregate	2 women and children
Northside Domestic Violence Transit Flats	Women/ women and children Medium-term	Cluster houses	14 women/ women and children
Toora Women Inc Toora House	Women crisis	Congregate	6 women
Communities @ Work Weston Creek Women's Housing Program	Women/ women and children Medium term	Individual houses	7 women and children
Toora Women Inc Likaya	Women medium term	Congregate	4 women
Karinya House	Women/ women and children Crisis and medium term	Congregate	6 women and children
Barnardos - Transition Program	Youth Medium term	Individual and cluster	14 young people
Canberra Community Housing for Young People	Youth Medium term	Individual and cluster	22 young people
Canberra Youth Refuge	Youth Crisis / Medium term	Congregate	7 young people
Castlereagh House	Youth Medium term	Congregate	3 young people
Galilee Inc	Youth Outreach	Living skills development and transitional support	8 clients
Salvation Army George Lloyd House	Youth Medium term	Congregate	4 young people
Salvation Army Lasa Youth Centre	Youth Crisis/ medium term	Congregate	10 young people
Lowana Young Women's Service	Youth Crisis/ medium term	Congregate	8 young women
Barnardos - Young Mums and Family	Youth	Outreach	20 clients

Support Program			
Homelinx Youth Housing Program	Youth Outreach	Outreach	35 clients
Anglicare Belleden Youth Refuge	Youth Crisis/ medium term	Congregate	7 (crisis) 3 (medium term)
Tumladden Medium Term	Youth Medium term	Congregate	8 young people
Dyiramal Migay	Youth Medium term	Congregate	3 young women
The Soup Kitchen	Free food	Free food	
<i>Crisis accommodation</i>			101 clients/ households
<i>Medium term accommodation (where services provide both crisis/medium term they have been counted as crisis)</i>			97 clients/ households
Total Beds/ Households			198 clients/ households
Outreach/ Support			168 clients

The following services are ACT-only funded services, and are not reportable under this agreement, with the exception of the four (4) SAAP-like services noted under Schedule 2.

SAAP-Like Services	Service Type	Model description	Capacity
The Big Issue	Project	Outreach support of income generation project	N/A
YWCA Families Experiencing Accommodation Transition in Tuggeranong (FEATT)	Families Crisis	Individual houses	6 families
RAJA Gungahlin/ Belconnen	Families Medium term	Individual houses	12 families
Anglicare Canberra Emergency Accommodation Service (CEAS)	Information and referral Crisis/ medium term accommodation	Brokered accommodation	Minimum of 9 pre-leased properties plus brokerage
CEAS at Lifeline	Information and referral	Information and referral	
Minosa House	Men Crisis	Congregate	8 men
CMC Men's Accommodation Support Service (MASS)	Men Medium term	Individual houses	20 men
CMC Outreach service for men	Men Outreach	Outreach	20 clients
CANFaCS Medium Term	Men	Individual	6 men and

	Medium term	houses	children
ACTCOSS SAAPRADS	Sector development	Sector development	
Toora Women Inc Aleta	Women Outreach	Outreach	20 clients
Lowana Boarding House Outreach	Youth Outreach support	Outreach	6 clients
Anglicare STREETS	Youth outreach	Outreach	20 clients
<i>Crisis accommodation</i>			23 clients/ households
<i>Medium term accommodation</i>			38 clients / households
Total Beds/ Households			61
Total Outreach/ Support			66