

## Appendix three – Reported progress on Homelessness Strategy actions to date (unaudited)

Actions	Aims/targets	Achievements to date
Sustaining Tenancies in Social Housing	Assist 577 individuals over five years (2018–23) to maintain their social housing tenancy.	<p>As of January 2021, this action has assisted 496 clients (227 in Macquarie Fields and 269 in Murrumbidgee). Ninety-one per cent of program clients sustained their tenancy for 12 months with no further breaches of their tenancy agreement.</p> <p>The Department has plans to expand the program to three other areas (1. Parkes, Orange and Bathurst, 2. Queanbeyan and Goulburn, 3. Nepean).</p>
Home and Healthy	Provide supports for 1,200 people exiting hospital or health facilities to avoid experiencing homelessness.	As of 31 December 2020, this action has assisted 132 clients.
Assertive Outreach	Engage with up to 1,035 individuals experiencing street homelessness to provide a multi-agency response within two local government areas (Newcastle, Tweed). Both sites have a yearly target of 115 clients actively supported (including supports on the street, temporary accommodation or housing).	<p>Between July/August 2019 and March 2021, 1,361 client engagements have occurred in Tweed and 705 in Newcastle. One hundred and twenty-three clients have been supported into temporary accommodation in Tweed, and 399 in Newcastle. Ninety-two clients have been housed in Tweed, 177 in Newcastle.</p> <p>As a result of the 2019 Premier's Priority and the 2020 COVID-19 response to homelessness, assertive outreach was further expanded beyond the sites initially selected under the Homelessness Strategy.</p> <p>Between 1 April 2020 and 14 January 2021, the Department and partners performed 5,936 assertive outreach activities across the state. As of 21 January 2021, assertive outreach has been expanded to 58 local government areas.</p>
Co-located Homeless Health Services	Establish three additional sites, modelled off Tierney House, where people with chronic health conditions can receive treatment or respite.	A decision was made to transfer these funds to expand the assertive outreach program to include primary health services.
Core and Cluster Accommodation	Assist 288 individuals in specialist accommodation for families experiencing domestic and family violence, across four sites.	<p>The Griffith site, which began in June 2020, has accommodated 11 families, consisting of 27 individuals (11 adults and 16 children) as at 31 March 2021. The Orange site opened on 11 February 2021. As at 31 March 2021 it has accommodated eight women and 22 children with a total of 121 bed nights.</p> <p>While some initial feasibility studies have occurred, there is no definite timeline for the construction of the additional two proposed sites.</p>

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Specialist Housing for Older People	Provide 106 targeted social housing dwellings for older women.	As of December 2020, one development (eight dwellings) had been completed with a further three developments (25 dwellings) expected to be completed over the course of 2021–22. All developments are expected to be completed by 2023–24.
Staying Home Leaving Violence expansion - additional sites	Assist 2,210 women, and their children, to prevent homelessness by removing the perpetrator of violence from the family home so that women and children can remain at home.	As of 31 December 2020, the expansion has assisted 1,122 individuals. The program has been expanded to six sites, which include Port Stephens (376 clients), Griffith (206), Coonamble/Walgett (87), Albury Wodonga (294) and Richmond Valley (159).
Supported Transition and Engagement Program (STEP)	Support 255 individuals with housing and supports. STEP includes 90 transitional housing leases linked to wraparound support in inner city Sydney; ten transitional housing leases linked to wraparound support for people living in the inner city and wishing to return to regional locations; ten transitional housing leases linked to wraparound support on the Mid North Coast; and ten transitional housing leases linked to wraparound support in Central West NSW.	There are three packages under STEP: <ul style="list-style-type: none"> <li>• A – where support is required for more than 3 months</li> <li>• B – involving post-crisis support to clients of the assertive outreach team to assist in successful transitions from rough sleeping into temporary accommodation and then into long term public housing</li> <li>• C – for people who are sleeping rough in, or wish to relocate to, regional areas.</li> </ul> As at 30 April 2021: <ul style="list-style-type: none"> <li>• STEP A: 92 people have been assisted into leasehold tenancies; 38 people have been provided support to sustain their tenancies.</li> <li>• STEP B: 742 people have been supported since the contract commenced in 2018.</li> <li>• STEP C: 29 people have been provided with leasehold tenancies in the Mid North Coast region; and two people have been provided with leasehold properties in the Central West region.</li> </ul>
Next STEP	Assist 75 individuals who have progressed from the STEP program with a head leased property and individualised supports	A decision was made to transfer the majority of these funds to the Together Home program, a program established to provide a head-leased property and supports to individuals sleeping rough during the COVID-19 pandemic. It is envisaged that this will provide additional placements in areas of high demand, as well as provide funding for the evaluation of the Together Home program. The remainder of the funding was transferred to expand the Sustaining Tenancies in Social Housing action to Parkes.
Universal Screening and Support Program	Screen 20,000 high school students in Albury and Mount Druitt to determine risk of homelessness, and providing necessary supports	As at 9 April 2021, screening has been conducted in schools in the two target LGAs in 2019, 2020 and the beginning of 2021. There have been approximately 6,800 surveys administered. As at February 2020, the universal screening support program is supporting 144 high school students at the Albury sites, after being identified from screening procedures. As at January 2021, the program is supporting 48 students at the Mount Druitt site.

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Youth Foyer	Assist 77 young people leaving out-of-home care (OOHC) by providing accommodation, and supports, in self-contained units with supports to live independently and engage in education or training.	Commencement in March 2021 with up to 53 young people to be referred in first 12 months. Eleven young people were expected to be accommodated by the end of April 2021.
Social and Affordable Housing Fund (Phase 2)	Deliver 1,200 new social and affordable homes (at least 70 per cent of which are to be social dwellings and 30 per cent affordable housing).	As of December 2020, 444 clients were housed in Social and Affordable Housing Fund (Phase 2) social housing dwellings.
Pathways to Homelessness	Conduct an actuarial analysis of pathways into homelessness to inform investment in future strategies.	The Department's 'Pathways to Homelessness' report presenting the findings of the actuarial analysis has been completed (see Exhibit 4).
Sustain tenancies in the private rental market	Increase early intervention tenancy supports through localised real estate engagement projects.	Projects involving training and information for real estate providers have been trialled. As at March 2021, three pilot delivery sessions have been held with 39 workers across regional and metro locations, and 12 meetings were held with property managers in Forster, Taree, Port Macquarie and Kempsey. Further events in metro and regional locations were planned to be held in April, May and June 2021.
Alcohol and other drugs pathways	Increase access to alcohol and other drug services by removing eligibility barriers and improving service integration.	The Department was unable to provide information on the progress of this program.
Homelessness Dashboard	Present consolidated data on homelessness services to highlight areas of need and improve transparency of funding and outcomes.	A decision was made not to progress this action as the Department advised that the information is available elsewhere.  In 2019, the Department produced a draft dashboard which reported on the number of specialist homelessness services clients, main reasons for seeking assistance, groups at most risk of homelessness, and the number of clients engaged via assertive outreach.
No Exits into Homelessness	Undertake a review across multiple agencies of current exit planning policies and practices to prevent people leaving Government care from entering into homelessness	A revised framework has been developed to better coordinate actions to prevent people from exiting state care into homelessness.  Annual action plans are developed to promote awareness and encourage monitoring of key actions.

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Roundtable on overcrowding	Build understanding of overcrowding as a form of homelessness and the factors leading to it.	<p>A Ministerial Forum on Overcrowding was held in September 2018.</p> <p>The Department engaged the Australian Housing and Urban Research Institute to research the scale and scope of overcrowding and severe overcrowding. The findings of this research were published in the 'Overcrowding and severe overcrowding: an analysis of literature, data, policies and programs' report.</p>
Financial hardship	Identify approaches to manage financial stress and potentially prevent individuals from falling into homelessness, including encouraging financial institutions, energy and telecommunications companies to offer information on available supports for customers experiencing financial hardship.	<p>A forum was held to better understand the links between financial hardship and homelessness, and options for intervention.</p> <p>Following this, the Department commissioned further work to better understand financial hardships that contribute to people being at risk of, or experiencing, homelessness, including gambling-related difficulties and payday lending.</p>
Training programs to improve frontline services	Provide training for frontline Department and specialist homelessness services staff in Aboriginal cultural competency and trauma-informed care.	As at December 2020, approximately 2,020 DCJ staff have completed the 'Connecting with Aboriginal Communities' training.
Australian Service Excellence Standards (ASES) accreditation	Seek ASES accreditation for all homelessness service providers by 2023.	Implementation affected by COVID-19. ASES standards will be applied to all New South Wales specialist homelessness services providers from 1 July 2024.
Human Services Outcomes Framework	Develop the Human Services Outcomes Framework application for homelessness, including cross-agency requirements for reporting on homelessness outcomes.	<p>The Department has undertaken work to: identify the desired outcomes, indicators and measures across agencies for homelessness clients and populations; determine the best available evidence of what services and supports are needed to achieve the desired outcomes in the Homelessness Strategy; and developed the evaluation plan for the Strategy mapped to the Human Services Outcomes Framework using a program logic approach.</p> <p>The Department expects to have new outcomes-based contracts in place for specialist homelessness services from 1 July 2021.</p>

Source: Department of Communities and Justice (unaudited).