





Homelessness sector update

SHS Sector Network Meeting – 13 November 2019

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Strategy, Policy and Commissioning

Benefits to stakeholders adopting an outcomes approach

Stakeholder	Benefits
 <p>Clients</p>	<ul style="list-style-type: none"> • Programs designed to meet client needs • Client's voices heard in decision making, program improvement and evaluation
 <p>Service providers</p>	<ul style="list-style-type: none"> • Monitor, review and continuously improve service design to meet client needs
 <p>Department of Communities and Justice</p>	<ul style="list-style-type: none"> • Plan and deliver more targeted services and move towards earlier intervention • Evaluate programs and build an evidence base • Better value for money through program • Demonstrate progress against strategic outcomes • Program design to evolve towards earlier intervention • Analysis and reporting across a range of business & external functions
 <p>NSW Government</p>	<ul style="list-style-type: none"> • Whole-of-government emphasis on outcomes for population • Better value for money through program

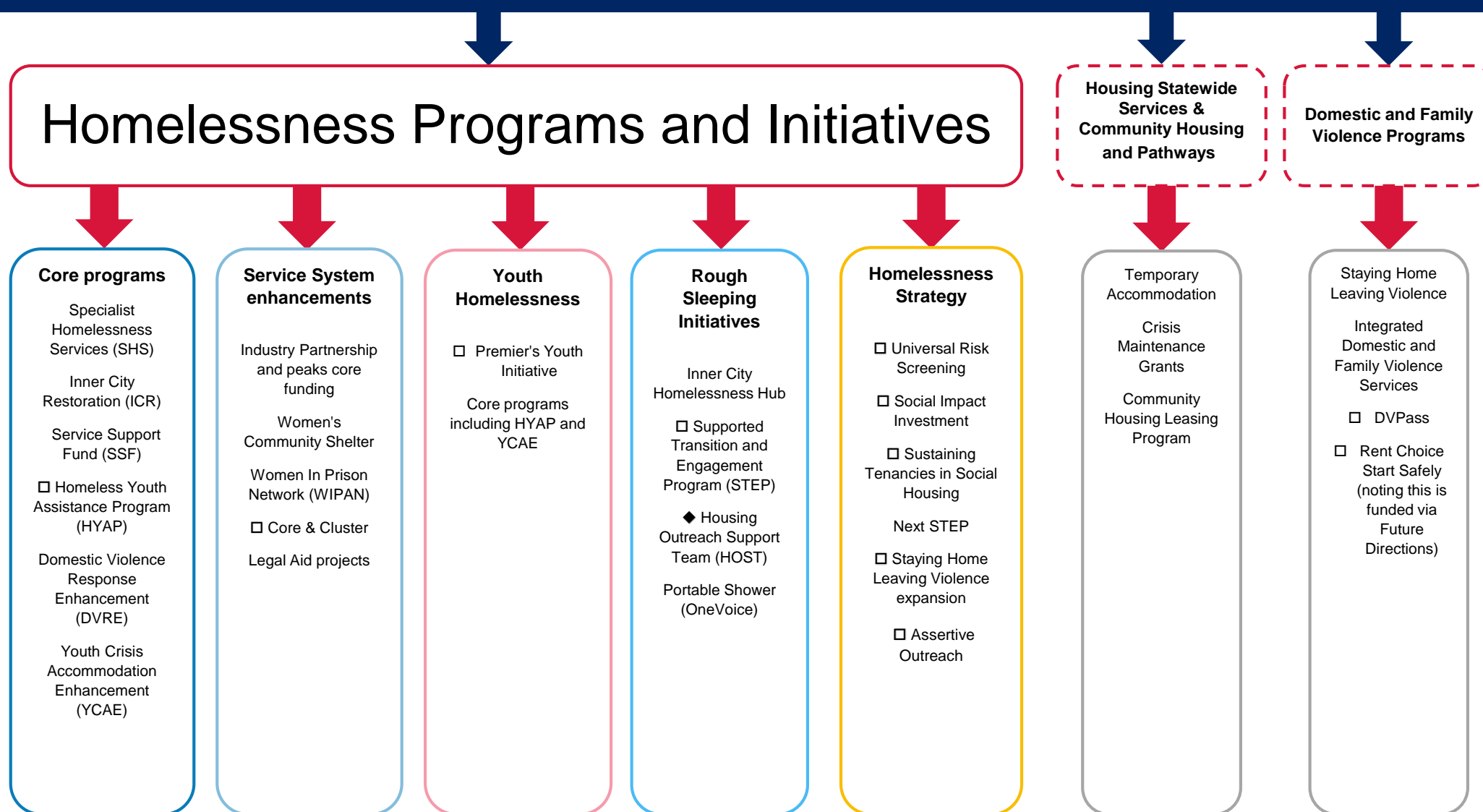
12 month contract continuation for core programs

Eligible providers will be offered a 12 month contract continuation from **1 July 2020 to 30 June 2021**

This approach applies to the following core programs:

- ✓ Specialist Homelessness Services (SHS)
- ✓ Service Support Fund (SSF)
- ✓ Homeless Youth Assistance Program (HYAP)
- ✓ Inner City Restoration (ICR)
- ✓ Youth Crisis Accommodation Enhancement (YCAE)
- ✓ Domestic Violence Response Enhancement (DVRE)

Overview of Homelessness Services



Note:

◆ Initiative/ program to be reviewed

□ Initiative/ program to be evaluated

Recommissioning homelessness services

DCJ will work with eligible providers to negotiate new contracts from September 2020.

New contracts to commence from 1 July 2021 for core programs, using the NSW Government Human Services Agreement (HSA)

- ✓ Contract discussions will be informed by -
 - ✓ Meeting current contractual requirements
 - ✓ Engagement with five key program expectations
 - ✓ Local planning for service gaps or needs that need to be addressed

Recommissioning homelessness services

DCJ will consult with the sector and work with providers to meet expectations that will enhance their readiness for the new contract period from **July 2021**

Key expectations include:

- ✓ Progress towards achieving Australian Service Excellence Standards (ASES) accreditation, which will be a requirement for all funded homelessness services by June 2023.
- ✓ Progress towards collecting data that supports more effective measuring, monitoring and driving of client outcomes.
- ✓ Supporting activities to achieve the Premier's Priority to halve street homelessness, where appropriate and relevant to the service
- ✓ Enhancing culturally accessible services for Aboriginal people
- ✓ Participating in local governance and service coordination

DRAFT - Readiness checklist*

* Behind this will be a guide including evidence, roles and responsibilities

Note: Assessed along with BAU activities under Funded Contract Management Framework (FCMF)

Key expectation		Activity	Process Report (Qualitative)	Assessment			
				Yes	No	Developing	Fully Developed
ASES	1. Progress towards gaining ASES accreditation, which will be a requirement for all funded homelessness services by 30 June 2023	DRAFT		<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
Outcomes	2. Progress towards collecting data and implementing processes to report on outcomes <i>*PWI - For some services this tool may not be appropriate due to cultural and client cohort factor</i>			<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
Premier's Priority	3. Contributing to the Premier's Priority to halve street homelessness by 2025, where relevant to your service			<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>		
Aboriginal service delivery	4. Enhancing culturally accessible services for Aboriginal people			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Governance	5. Participating in local governance and service coordination			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Supporting services as they undertake ASES accreditation

ASES Pilot

- 10 service providers were selected to test the accreditation process in NSW
- They identified tools and resources to help our providers through the process

Tools and Resources

- These include webinars, fact sheets and information pages published on the [Homelessness NSW website](#)

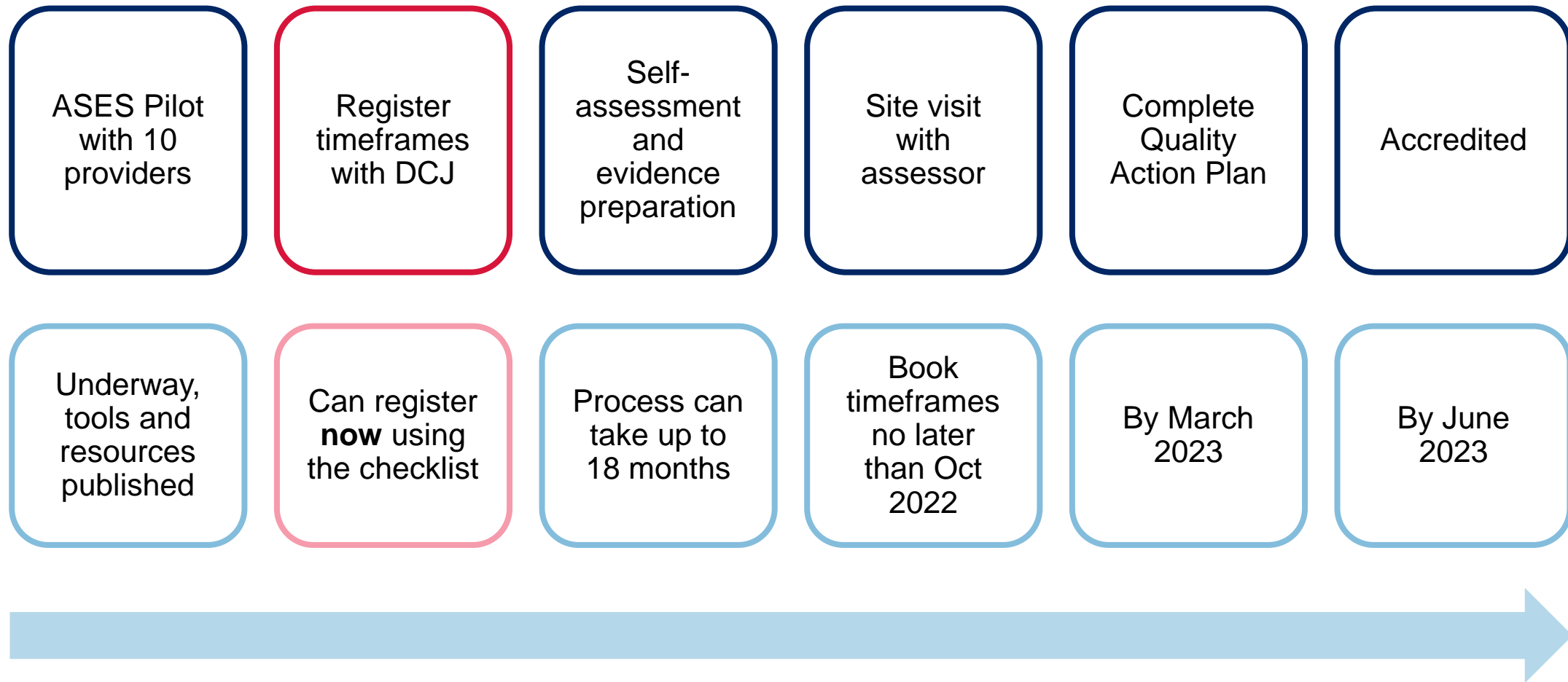
Templates

- Services can modify and implement a wide range of policies and procedures during the self assessment process

Ongoing research

- DCJ is working to map 'mutually recognised standards' and identify examples of best practice for assessors

Key milestones for ASES



Update on commissioning for outcomes



Outcomes Pilot with 17 providers from across NSW to test the outcomes, indicators and tools

Collected data through CIMS using the:

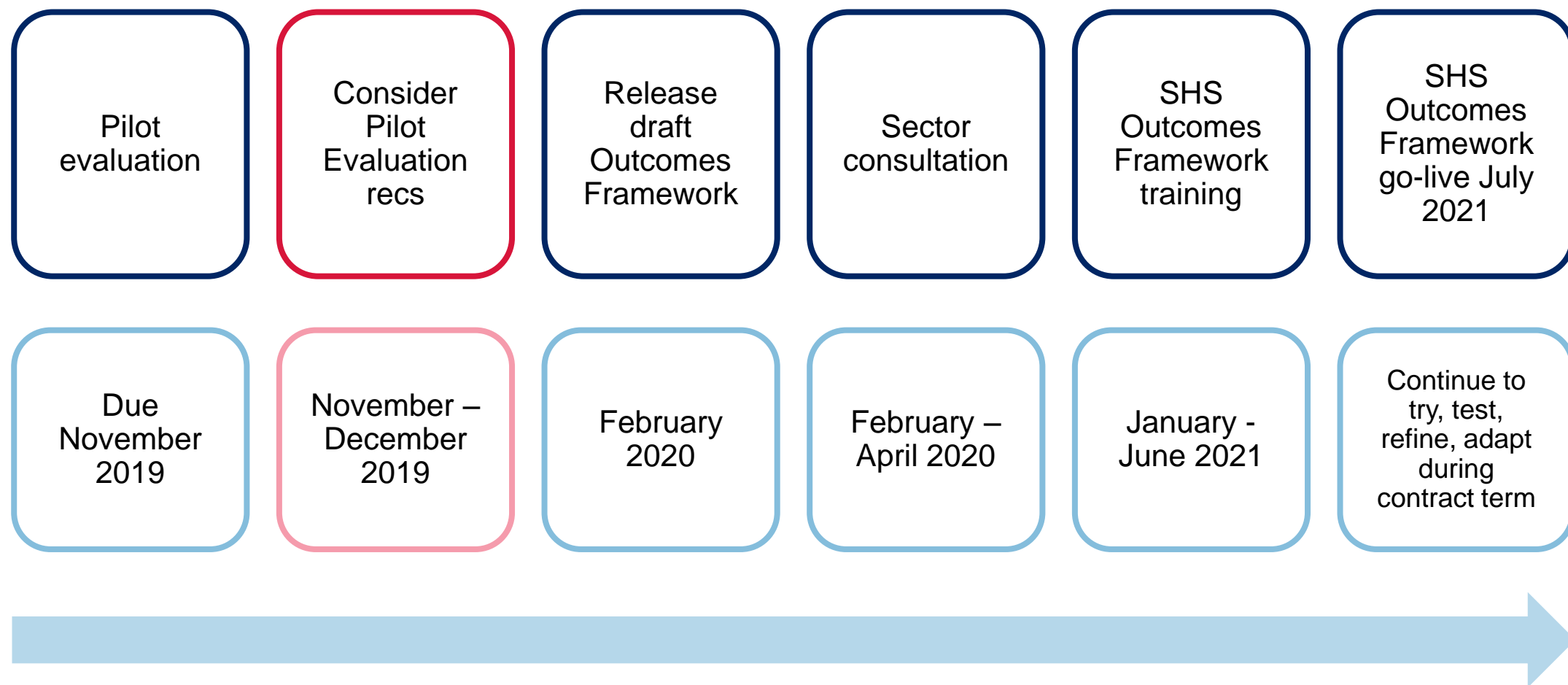
- Personal Wellbeing Index (PWI)
- Client Outcomes Survey (COS)

19 site visits across the state






Evaluation underway including -

- Desktop analysis of outcomes data
- **131** qualitative research interviews and focus groups, including:
 - **38** Clients
 - **47** Case workers
 - **22** Managers
 - **16** Senior Leaders
 - **8** DCJ Commissioning and Planning Officers

Key milestones for Outcomes Framework



Draft key documents for feedback

Document	Key purpose	Feedback submission
Draft ASES Policy Framework 	<p>The draft ASES Accreditation Policy framework document provides important information for all key stakeholders, including:</p> <ul style="list-style-type: none"> • DCJ funded homelessness providers: Staff and Boards • DCJ Staff • Industry Partnership / peak bodies • South Australian Department of Human Services (owner of ASES) • ASES assessors working with NSW homelessness providers. <p>More information on ASES accreditation can be found on the Quality Page. Input to the document has been provided by the Industry Partnership and ASES Pilot providers.</p>	<p>Please submit feedback on the document by 13 December 2019</p> <ul style="list-style-type: none"> • Submit feedback using this survey monkey link, OR • Email feedback template document to SHSProgram@facs.nsw.gov.au.
Draft Program Guidelines 2021 	<ul style="list-style-type: none"> • The 2014 'Program Guidelines' were consulted on in December 2018. An updated version was sent to the Industry Partnership, who provided feedback in May 2019. The document has since been updated to reflect this feedback with sections to be updated following the Outcomes Pilot Evaluation. • DCJ is seeking initial feedback on the Program Guidelines, noting that the outcomes section is still under development. • The overview document provides more detail on the key changes to the Draft Program Guidelines 2021. 	<p>Please submit feedback on the document by 13 December 2019</p> <ul style="list-style-type: none"> • Submit feedback using this survey monkey link, OR • Email feedback template document to SHSProgram@facs.nsw.gov.au. <p> <i>Another iteration of the Program Guidelines will be released for further feedback in early 2020 with more detail on the outcomes section.</i></p>
Draft Program Logic 2021 	<ul style="list-style-type: none"> • DCJ is seeking initial feedback on the Draft Program Logic, noting that the outcomes section is under development. • The Program Logic aims to show how the broad program links the activities to outputs and outcomes. The Program Logic is linked to the Draft Program Guidelines 2021 and the Outcomes Framework 2021. 	<p>Please submit feedback on the document by 13 December 2019</p> <ul style="list-style-type: none"> • Submit feedback using the survey monkey link, OR • Email feedback template document to SHSProgram@facs.nsw.gov.au. <p> <i>Another iteration of the Program Logic will be released for further feedback in early 2020 with more detail on the outcomes section.</i></p>

Improving and developing services provision by and for Aboriginal people under the SHS Program

Indigenous-owned consultancy firm Cox Inall Ridgeway engaged

State-wide perspective

A forum and discussions with Aboriginal stakeholders:

- Aboriginal homelessness service providers state-wide,
- Aboriginal peak organisations, and;
- homelessness peaks

Local perspectives

Two locally focused consultation processes in Hunter and Sydney

Districts with:

- Aboriginal homelessness service providers
- Aboriginal staff

Draft reports of the consultation and associated recommendations are currently being considered

Underpinned by	Ongoing consultation and engagement / Commitment to build capacity and capability / Commitment to try, test, learn and adapt													
	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sept 2020	Jul 2021	
12 month contract continuation	Released communications for 12 month continuation of contracts	Contract continuation discussions with service providers and paperwork				Completed contract continuation discussions		Contract sign-off uploaded to COMS by 31 May		12 month contract continuation commences				
Recommissioning	Information on key documents & feedback mechanisms	Sector Network meeting	Information on key expectations		DCJ engagement with service providers to prepare for contracts from 1 July 2021						Contract negotiations for contracts 2021 commence (Sept)	Contracts commence 2021		
ASES accreditation	Draft ASES Policy Framework	Phase 1: Framework		Consider feedback					Published ASES Policy Framework					
		Phase 2: Research mutually agreed guidelines (equivalencies)		Consider feedback										
	Service providers can currently register timeframes with DCJ and begin self-assessment													
Program	Draft Program Guidelines released	Phase 1: Guidelines		Consider feedback		Phase 2: Outcomes sections		Consider feedback		Published Program Guidelines & Program Logic		Program Guidelines embedded in contract for negotiations	Program Guidelines go-live 2021	
	Draft Program Logic released	Phase 1: Logic		Consider feedback		Phase 2: Outcomes sections		Consider feedback						
Outcomes	Outcomes Pilot Evaluation report		Refine Outcomes Framework		Draft Outcomes Framework released		Consultation		Consider feedback		Published Outcomes Framework		Outcomes Framework embedded in contract for negotiations	Outcomes Framework go-live 2021
							Personal Wellbeing Index (PWI) training for service providers and DCJ Districts		PWI sector wide trial for service providers and DCJ Districts					
Aboriginal service delivery	Aboriginal sector consultation	Ongoing development work based on recommendations												
Sector development	Learning & Development (e.g. capability development on outcomes measurement, CIMS training, core skills for SHS, qualifications and RPL)													
Premier's Priority to halve street sleeping by 2025	Planning in Districts	Connections week (Nov)				February street count	Assertive Outreach Expansion							

Next steps and questions

Any further questions can be emailed to: SHSProgram@facs.nsw.gov.au

DCJ Website: [Updates for the SHS sector](#)