

SHS Network Webinar | 26 November 2020: Follow-up Questions

1. Questions about SHS Contract

In the presentation from DCJ, it was mentioned that there will be "contract consolidation" to reduce the number of contracts to be administered. What does that mean for smaller services like SSFs?

- Contract consolidation aims to reduce unnecessary administration by amalgamating the number of contracts managed by a single provider. It does not impact existing levels of service delivery, including services delivered by Service Support Fund (SSF) providers.
- Under what circumstances would a service not receive a contract of three years? The presentation stated that contracts have shifted from 3-5 years to now "up to three years".
- Longer term contracts (for example, five years) are not possible as NSW Treasury did not support funding requirements for contracts beyond the forward estimates.
- DCJ may offer shorter term contracts where specific performance issues have been identified and the provider requires additional assistance to meet the performance requirements. Where this may be the case, changes to contract term will be managed on a case-by-case basis in consultation between the provider and DCJ.

2. Questions about Accommodation

Will TA continue to be accessible for people who need to self-isolate (because of awaiting COVID results, for example) from congregate homelessness services?

- Accommodation assistance for homeless clients needing to self-isolate is available to SHS through DCJ as follows:
 - additional payments for the cost of temporary accommodation arranged by an SHS for clients needing to self-isolate or to enable deconcentrating congregate living facilities and
 - accessing accommodation for self-isolation through NSW Health for confirmed cases of COVID-19 or for clients needing to self-isolate, where the SHS is unable to find suitable accommodation.
- The policy on offering participants who are on the priority list a property anywhere in the District can cause some distress.
- DCJ will consider the client's need for secure, affordable housing in the shortest possible waiting time as the client's priority need. Their need for a particular area represents a secondary need that should not take precedence over their urgent need for

housing. The exception to this exists where a client can demonstrate that living in a high demand area is necessary for their physical or mental health.

- The timeframes are the same for offer and acceptance in the area you originally chose or another area which may be a 4 hour drive away and there is no familiarity with the area.
- DCJ will consider this on a case-by-case basis depending on the client's circumstances and distance required to travel to view the offer. It should be noted that a client, or support service, are required to return the keys to the local office by the end of the working day. DCJ will not allow a client, or any other person, to keep the keys overnight.

Is it possible for DCJ Housing to extend the time between offer and acceptance when offering a property that is not in the allocation zone originally selected?

- As above.