
Homelessness Program guidelines, specifications and requirements

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Version 3.2



Queensland
Government

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1 Introduction

The purpose of the Homelessness Program guidelines, specifications and requirements (the Guidelines) is to provide departmental staff and funded service providers with information regarding the aims and purpose of the Homelessness Program and its operational requirements and expectations.

The Guidelines support improvements to the homelessness service system by providing clear and consistent information about the aims of funding provided under the Homelessness Program and the principles and elements that must underpin service delivery for people who are homeless or at risk of homelessness. The content reflects contemporary service delivery based on the available evidence.

This document was updated in October 2021 to reflect approved changes to:

- requirements relating to outcomes and output targets, and
- increase flexibility in relation to operating hours and catchment areas.

Minor edits have also been made throughout the document to provide greater clarity of existing guidelines, specifications, and requirements for homelessness funding.

2 Context

Funding is provided by both the Queensland and Commonwealth Governments through the National Housing and Homelessness Agreement (NHHA).

3 About the Homelessness Program

3.1 Program aim

The Homelessness Program aims to reduce the number of people who are homeless or at risk of becoming homeless in Queensland by funding services that assist people to:

- Obtain housing.
- Maintain their housing.
- Maximise their capacity to be independent, self-reliant and connected to appropriate social and community supports.

3.2 Underpinning approaches to service delivery

It is expected that the delivery of Specialist Homelessness Services (SHS) funded under the Homelessness Program will be underpinned by the following approaches:

- Housing first.
- Duration of need.

3.2.1 Housing first

A housing first approach transitions a person or household, wherever possible, straight from homelessness into stable, sustainable housing, with support provided where necessary to sustain the tenancy. This approach minimises vulnerable people having to be moved through multiple short-term, temporary living situations which can be unsettling and prevent their stabilisation.

Many housing first initiatives target rough sleepers and/or people experiencing chronic homelessness, but the principles of housing first can be incorporated into other parts of the service continuum with different target groups.

These principles include:

- Accessing housing as quickly as possible, with ongoing support provided (where needed) to establish and consolidate the new tenancy.
- Minimising moves between multiple short-term accommodation arrangements.
- Providing tenancy sustainment support to keep people housed.
- Working with other service providers to deliver coordinated services once housed.
- Connecting clients with mainstream services to provide ongoing support directed at helping them to sustain their tenancy.
- Facilitating connections to local community and social supports to build community connectedness and reduce social isolation.

There are some people who have an ongoing need for personal and social support that cannot be met by a homelessness service. It is essential that homelessness services connect people with the appropriate long-term support through mainstream and allied services such as mental health or disability services and community facilities like neighbourhood centres.

3.2.2 Duration of need

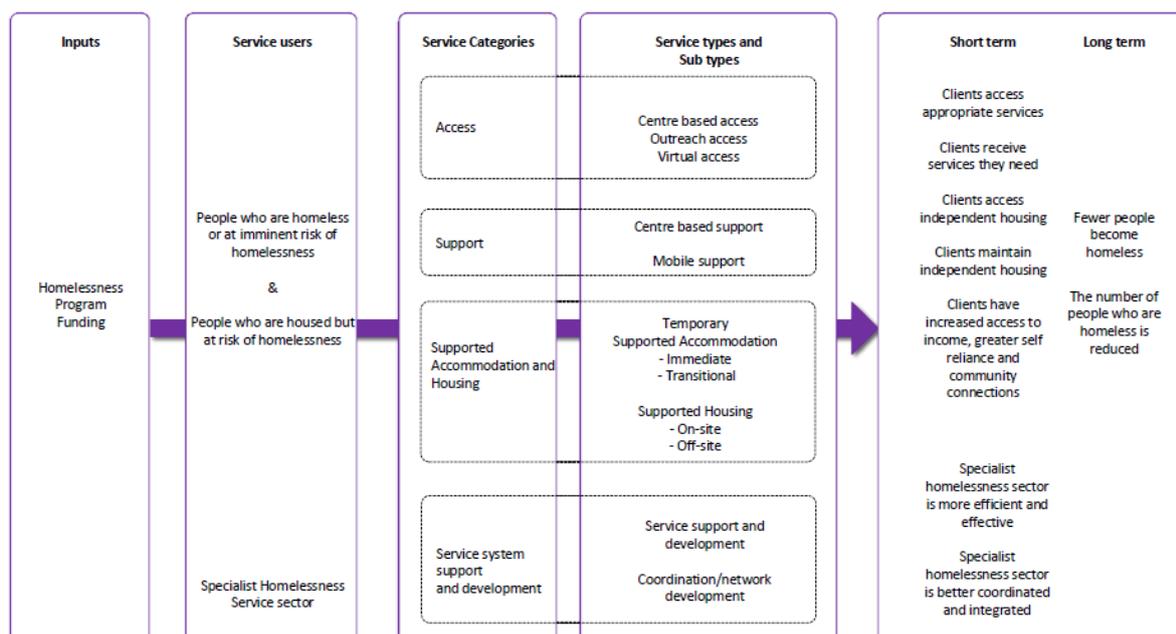
A duration of need approach means providing accommodation and/or support for as long as the client requires to obtain and maintain sustainable housing. It is based on a person's assessed need rather than an arbitrary time limit.

Ongoing assessment determines a client's changing needs and once housed, clients should be connected with mainstream services to provide ongoing support directed at helping them to sustain their tenancy.

The principles supporting a duration of need approach include:

- Clients stay in supported accommodation for as shorter time as possible, with transition to longer term housing as the goal (in line with a housing first approach).
- A focus on addressing clients' needs in the context of case management and doing 'whatever it takes' to access housing.
- Regular and ongoing assessment of need.
- Supporting clients to find, establish and be able to sustain independent housing.
- Ensuring that clients have the community, social and agency support needed to sustain them in independent housing.
- Encouraging clients to be self-reliant by providing them with the skills necessary to obtain the services they require and to avoid ongoing dependency on homelessness services.

3.3 Program logic



The diagram shows that the Homelessness Program Funding is an input for services provided to assist people (service users) who are homeless or at imminent risk of homelessness and people who housed but at risk of homelessness, or to assist the Specialist Homelessness Service sector. Funding is provided under four service categories:

Service categories	Service types and sub types
Access	Centre-based access Outreach access Virtual access
Support	Centre-based support Mobile support
Supported accommodation and housing	Temporary Supported accommodation – immediate and transitional Supported housing – onsite and off-site
Service system support and development	Service support and development Coordination/network development

In the short term:

- clients access appropriate services
- clients receive services they need
- clients access independent housing
- clients maintain independent housing
- clients have increased access to income, greater self-reliance and community connections
- Specialist homelessness sector is more efficient and effective
- Specialist homelessness sector is better coordinated and integrated.

In the long term, the number of people who are homeless is reduced.

Assumptions

- Assisting people to address the issues that put them at risk of homelessness will result in few people becoming homeless.

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- Assisting people once they have become homeless, through support and accommodation, will reduce the numbers of people who are homeless.
 - A more effective and better integrated housing and homelessness service system will result in better outcomes for people who are homeless or at risk of homelessness.

External factors

- Supply of affordable housing
- Economic climate
- Discrimination on the basis of race, age, gender or disability

3.4 Service delivery framework

3.4.1 Service categories, types and sub-types

The Homelessness Service delivery framework provides a menu of 'building blocks' from which services can be designed to meet identified needs.

The Homelessness Service Delivery Framework comprises of four service categories:

1. Access.
2. Support.
3. Supported accommodation and housing.
4. Service system support and development.

Service types and sub-service types are described under each of these categories.

Homelessness funding is allocated at the Service and sub-service type level.

Funding may be allocated for:

1. A single service type.
2. A single sub-type.
3. A combination of service types and sub-types.

Category: Access

Access services facilitate access to the housing and homelessness service system and related services for people who are homeless, at imminent risk of homelessness, housed but at risk of homelessness.

Service type	Service particulars
<p>ST1 Centre Based Access Services provided face to face at the service's centre-based location to provide access, assessment and appropriate referral to support services.</p> <p>Examples Service hubs, one-stop-shops and day centres.</p>	<p><i>Note. Service particulars for this service type may be determined on a service or initiative specific basis and articulated in service agreements, service specifications and initiative specifications.</i></p>
<p>ST2 Outreach Access Services provided to people in public spaces and other locations. Services actively initiate face to face contact with people to provide access, assessment and appropriate referral.</p> <p>Examples Street to Home Services provided to people in public space.</p>	<p><i>Note. Service particulars for this service type may be determined on a service or initiative specific basis and articulated in service agreements, service specifications and initiative specifications.</i></p>
<p>ST3 Virtual Access Services which provide access, assessment and appropriate referral via the telephone or the internet.</p> <p>Examples Call centres and service hotlines.</p>	<p><i>Note. Service particulars for this service type may be determined on a service or initiative specific basis and articulated in service agreements, service specifications and initiative specifications.</i></p>

Category: Support

Support services provide case management support for people who are homeless, at imminent risk of homelessness, housed but homeless or at risk of homelessness and will have one or more of the following goals:

- Early intervention - to prevent a client from losing a tenancy that is at risk (early intervention)
- Crisis - to transition a client from homelessness to being housed, and/or
- Prevention - to support a client to maintain a tenancy and prevent the person/household from becoming homeless (tenancy sustainment)

Service type	Service particulars
<p>ST4 Centre Based Support Services that provide case management support face to face at a funded providers' centre-based location.</p> <p>Excludes</p> <p>Services that only offer basic requirements of living without providing client support and case management.</p> <p>Mobile support services that are delivered at another providers' centre-based location.</p> <p>Examples</p> <p>Service hubs and one-stop-shops and day centres.</p>	<p>The goal (early intervention, crisis and or prevention) of a funded support service is specified in the Service Particulars section of the service agreement.</p> <p><i>Note. Other service particulars for this service type may be determined on a service or initiative specific basis and articulated in service agreements, service specifications and initiative specifications.</i></p>
<p>ST5 Mobile Support Services that provide case management support to people either in their own home, in temporary living situations, in a community setting, or in public space.</p> <p>Includes</p> <p>Support provided to people in another providers' centre-based location.</p> <p>Excludes</p> <p>Support provided to people in Temporary Supported Accommodation that is funded under the Homelessness Program.</p> <p>Examples</p> <p>Homestay Support Services provided to people in their own homes to assist them to stay housed or make a planned transition to alternative housing. The aim of these services is early intervention to prevent people from becoming homeless.</p> <p>Street to Home Services deliver a combination of Outreach Access and Mobile Support Services to people in all settings with the aim of assisting them to transition to safe and secure housing.</p>	<p>The goal (early intervention, crisis and or prevention) of a funded support service is specified in the Service Particulars section of the service agreement.</p> <p>The settings in which a service will be delivered (applicable settings) are specified in the Service Particulars section of a Funding Schedule. Mobile Support services may be provided in one or more of the following settings:</p> <p>'In their own home' refers to private rental, private ownership, social housing, boarding houses or in share houses.</p> <p>'In temporary living situations' refers to any temporary accommodation setting for example motels, couch surfing or living with family/friends.</p> <p>'Community' refers to places where services meet with people they support, for example local library, coffee shop, recreation centre, neighbourhood centre.</p> <p>'Public space' refers to places where people are sleeping rough, including parks, streets and improvised dwellings. Support to this group should take a housing first approach.</p>

Service type	Service particulars
	<p><i>Note. Other service particulars for this service type may be determined on a service or initiative specific basis and articulated in service agreements, service specifications and initiative specifications.</i></p>

Category: Supported Accommodation and Housing

Supported Accommodation and Housing services provide support to people in temporary accommodation or longer-term housing.

Service type	Service sub-type	Service particulars
<p>ST6 Temporary Supported Accommodation</p> <p>Temporary Supported Accommodation (TSA) is used to describe the provision of temporary shelter together with case management support to people who are experiencing homelessness. Support is “in the walls” of temporary accommodation and is provided with the aim of assisting people to transition to safe, secure and sustainable housing.</p> <p>Follow up support is also provided during a client’s transition to housing to ensure that their long-term housing arrangement is safe, secure and sustainable.</p> <p>It is expected that all units of TSA are available at any one time expect during cleaning, upgrades and renovations etc.</p> <p><i>Note. TSA is usually delivered in properties provided under the complementary Crisis Accommodation Program.</i></p>	<p>ST7 Immediate Supported Accommodation</p> <p>Services are provided immediately and it is not expected that clients move or transition from one unit of TSA - Immediate to another unit of TSA - Immediate.</p> <p>It is not required that clients access accommodation with a higher level of supervision prior to accessing accommodation with lower levels of supervision.</p> <p>Examples</p> <p>Youth shelters, women’s refuges, families’ crisis accommodation and hostels.</p> <p>ST8 Transitional Supported Accommodation</p> <p>TSA - Transitional may <u>only</u> be provided to the young people Service User groups.</p> <p>Transitional Supported Accommodation (TSA – Transitional) provide specific programs or activities aimed at developing clients' skills for independent living and sustaining tenancies that may not be available in TSA - Immediate.</p> <p>It is not expected that clients have the skills to maintain a tenancy when entering TSA – Transitional, but rather they are assisted to</p>	<p>All properties used to deliver TSA will be linked to an identified level of supervision/staff presence as follows:</p> <p>High Level Supervision staff are always on site and on awake or sleep shifts at night.</p> <p>Medium Level Supervision staff are on site for some shifts whilst other shifts are covered by on call/return to work arrangements.</p> <p>Low Level Supervision staff are not based on site.</p> <p><i>Note. The level of supervision provided to a property does not necessarily equate to the level of support provided to a client. A high level of support may be provided to clients in properties with Low levels of supervision.</i></p> <p><i>Other service particulars for this service type may be determined on a service or initiative specific basis and articulated in service</i></p>

	<p>develop the necessary skills during their stay.</p> <p>Access to TSA – Transitional services may not always be possible immediately, as access may require planning and specific assessment and or matching of clients.</p>	<p><i>agreements, service specifications and initiative specifications.</i></p>
<p>ST9 Supported Housing</p> <p>Supported Housing is used to describe the provision of support to people living in private or social housing settings where support is guaranteed for the term of the tenancy, that is support is in the walls of the housing.</p> <p>Supported Housing services that provide case management linked with specified housing dwellings.</p> <p>Unlike mobile support, support is guaranteed for the term of the tenancy and may not follow the client if they move to other housing.</p> <p>Examples</p> <p>models that incorporate the supported housing service type include Supportive Housing, Common Ground and Youth Foyers.</p>	<p>ST10 On-site Services that provide case management support to people within a housing complex or single building with workers based in the same building.</p> <p>ST11 Off-site Services that provide case management support to people within a housing complex or single building by workers who are not based in the same building.</p> <p><i>Note. The presence of staff (on-site or off-site) does not equate to the intensity of support provided to a client.</i></p>	<p><i>Note. Service particulars for this service type may be determined on a service or initiative specific basis and articulated in service agreements, service specifications and initiative specifications.</i></p>

Category: Service System Support and Development

Services aimed at developing and facilitating improved quality of SHS provided to clients and/or the efficiency, effectiveness and cost effectiveness of service provision.

Service type	Service particulars
<p>ST12 Coordination/Network development</p> <p>Activities that build the capacity of SHS to strengthen integrated working relationships between providers according to the identified level of client need.</p> <p>Excludes</p> <p>Day to day networking and coordination activities with other services in the delivery of Access, Support, Supported Housing and Accommodation service types.</p> <p>Examples</p> <p>Integrated Service Delivery initiative.</p>	<p><i>Note. Service particulars for this service type to be determined on a service or initiative specific basis and articulated in service agreements, service specifications and initiative specifications.</i></p>
<p>ST13 Service support and development</p> <p>Activities that assist services to improve and develop service delivery, including providing specialist advice, developing resources, providing opportunities for information and skill – sharing.</p>	<p><i>Note. Service particulars for this service type to be determined on a service or initiative specific basis and articulated in service agreements and service and or initiative specifications.</i></p>

3.5 Service user groups

Service User groups is the term used to describe the group/s that the service is funded to target for assistance. The term “Service User” is used interchangeably with the terms “client” or “target group” in this document.

All funded services will have a **Broad Service User** group and a **Service User** group/s as follows.

3.5.1 Broad service user groups

Service Users in the context of the Homelessness Program are specified within two broad Service User groups:

1 Homeless or at imminent risk of homelessness, for example someone who is living in their car temporarily with a friend, or a person who has been given a week to leave their current housing.

A person is considered to be experiencing homelessness or at risk of homelessness if they are living in:

- Improvised dwellings or 'sleeping rough'.
- Short-term or emergency accommodation.
- Temporary arrangements without security of tenure, for example staying with friends or relatives, in boarding houses or motels.
- Unsafe or inadequate accommodation, for example where domestic/family violence or abuse threatens the person's safety or there is severe overcrowding.

This is based on the definitions used by the Australian Bureau of Statistics, the Australian Institute for Health and Welfare and Canadian National Occupancy Standard guide.

2 Housed but at risk of homelessness, for example a family who is struggling to maintain a tenancy after losing a job and is unable to pay rent.

Aboriginal peoples and Torres Strait Islander peoples are over-represented in the homeless population, and so it is expected that all funded services adopt policies and practices that enhance access for this Service User group.

It is further expected that all funded services will appropriately support Aboriginal peoples and Torres Strait Islander peoples and/or people from other culturally and linguistically diverse backgrounds.

Aboriginal peoples and Torres Strait Islander peoples Service User groups only apply when services are to be specifically provided to these groups.

3.5.2 Service user groups

Services may be provided to people experiencing homelessness or people at risk of homelessness for:

- all Service User groups (generalist), or
- more than one but not all Service User groups (multiple), or
- a single Service User group (exclusive).

Service User groups that may be targeted for assistance are listed below.

Service User Code	Service user groups
SU1500	Adults
SU1510	Adult Men (services that do not target women)
SU1520	Adult Women (services that do not target men)
SU1530	Aboriginal and Torres Strait Islander Adults
SU1540	Aboriginal and Torres Strait Islander Men (services that do not target women)
SU1550	Aboriginal and Torres Strait Islander Women (services that do not target men)
SU2500	Young People
SU2510	Young Men (services that do not target young women)
SU2520	Young Women (services that do not target young men)
SU2530	Aboriginal and Torres Strait Islander Young People
SU2540	Aboriginal and Torres Strait Islander Young Men (services that do not target young women)
SU2550	Aboriginal and Torres Strait Islander Young Women (services that do not target young men)
SU2560	Young Families
SU2570	Aboriginal and Torres Strait Islander Young Families
SU3500	Families
SU3510	Aboriginal and Torres Strait Islander Families
SU3520	Women and Children Experiencing Domestic and Family Violence
SU3530	Aboriginal and Torres Strait Islander Women and Children Experiencing Domestic and Family Violence
SU3550	Generalist
SU3540	Multiple <i>Note. When multiple Service User groups are to be provided a service, this code applies and the actual Service User groups are also specified in the Funding Schedule.</i>

3.5.3 Service User Sub-Groups

Some services may be focused on assisting Service User sub-groups.

There are five Service User sub-groups with the Homelessness Programs as listed below.

Service User Code	Service user groups
SU7500	Experiencing chronic homelessness
SU8500	Who are rough sleeping/living in improvised dwellings
SU9500	From culturally and linguistically diverse backgrounds (CALD)
SU10500	Older people
SU11500	Engaged in education and training

Where this occurs the Service User sub-group will be specified in the Funding Schedule. For example, a service may be funded to assist Families (SU3500) from culturally and linguistically diverse backgrounds (SU9500).

Service User group and sub-group definitions are provided in the Glossary (Appendix 1) and Service User specific requirements are detailed in Section 5.5 Requirements for Service User groups.

3.6 Geographic Catchment

The geographic catchment describes the area where services are delivered for mapping purposes. Service agreements will specify whole Local Government Areas (LGAs) or Statistical Area 2 (SA2) level for catchment boundaries. SA2 maps are available on the Australian Bureau of Statistics website.

The geographic catchment is not necessarily the same as the service location. It will be based on where the need for services is highest and will usually reflect natural community boundaries and connections and the movement of people. It will be limited by resources and appropriateness for service delivery e.g. it is not advisable to have a service that targets people in another location if the service is centre-based and there is no natural connection between the two locations and no public transport.

The geographic catchment of a service does not preclude people from outside the catchment accessing the service.

3.7 Service Deliverables

The deliverables required from services are expressed as performance outcomes and outputs:

- Outcomes are the results or goals that are to be achieved through the delivery of funded outputs.
- Outputs are quantities of services to be delivered.

Where possible, all Outcome and Output measures are aligned to data already collected by services.

Minimum service targets are set for outcomes and outputs. Targets are informed by evidence collected from existing services and are monitored and reviewed over time based on service delivery requirements.

Failure to achieve the minimum targets without explained mitigating circumstances may trigger a compliance response from the department.

3.7.1 Outcomes and Targets

Outcomes align with program goals. They are measured using the following measures, and assessed against a minimum target to be achieved per annum.

Outcome targets do not apply to Access Service Types ST1 to ST3.

Outcome measurement

Service category	Outcome	Outcome measure	Annual Target
Support Supported Accommodation and Housing	Clients resolve the issues that impede accessing or maintaining housing	OM03 - Number and percentage of support periods closed during the quarter where a client (a) had an individual case management plan in place, or (b) was part of another client's case management plan.	Minimum 90% (from Specialist Homelessness Services Collection) Not applicable to Access Service Types ST1 – ST3.
		OM04 - Number and percentage of support periods closed during the quarter where a client had an individual case management plan in place and half or more of the case management goals had been met.	Minimum 75% (from Specialist Homelessness Services Collection) Not applicable to Access Service Types ST1 – ST3.
	Clients are housed at the end of support.	OM05 - Number and percentage of support periods that ended with the client housed in secure and sustainable housing.	Minimum 60% (from Specialist Homelessness Services Collection) Not applicable to Access Service Types ST1 – ST3.

3.7.2 Outputs and Targets

Outputs align with the Homelessness Program Service Delivery Framework and are quantified using the following measures:

Service category: Access

Service type	Output measure	Annual Target
<ul style="list-style-type: none"> Centre based Access Outreach Access Virtual Access 	A01.2.02 Case management	Number of hours of case management provided* Number of clients who received this output. <i>* Services are not required to report on the number of hours of case management provided.</i>

Service category: Support

Service type	Output measure	Annual Target
<ul style="list-style-type: none"> Centre based Support Mobile Support 	A01.2.02 Case management	Number of hours of case management provided* Number of clients who received this output. <i>* Services are not required to report on the number of hours of case management provided.</i>

Service category: Supported Accommodation and Housing

Service type	Output measure	Annual Target
Supported Housing	A01.2.02 Case management	Number of hours of case management provided* Number of clients who received this output. <i>* Services are not required to report on the number of hours of case management provided.</i>
Temporary supported accommodation (TSA)	A05.4.01 Accommodation with support	Number of places and number of clients who received this output.

3.7.2.1 Calculating case management output targets

Services are required to deliver a minimum number of funded outputs. These are expressed as minimum output targets.

Output targets are determined in line with assumptions relating to the service users, service type and level of funding.

Output targets are expressed as hours or, places and clients (depending on the funded service type).

Output targets are applied to all direct service delivery service types and are calculated based on estimated capacity of the service (places or hours) and an estimated average turnover of clients.

It is expected that services will support clients for the duration of need and will not close a support period to achieve output targets. It is expected that services will continue to be provided while the client is engaged and still requires support to achieve safe, secure and sustainable housing.

Hours

Hours targets are based on an estimated average number of hours delivered by a service.

In calculating the target number of hours of case management to be delivered, consideration is given to:

- The number of positions (or part thereof) providing direct service delivery to clients. This does not include managerial, supervisory or administrative positions that are not involved in direct service delivery.
- The proportion of the worker's time spent working directly with clients such as undertaking initial assessments, providing housing assistance and advocacy or providing emotional and practical support.
- The proportion of time spent working on behalf of clients such as arranging a referral, writing case notes, participating in case conferences and recording data at time of assessment.

Consideration is also given to the quantity of funded hours being consistent amongst like service types and service users but acknowledging that variation may occur depending on a range of factors such as the geographic location in which the service is provided.

When reporting on hours, services are required to report on the time spent working directly with or on behalf of clients.

Refer to counting rules in Appendix 2 for more details regarding what is and isn't included when counting hours of support.

Clients

Client targets are based on an estimated average number of hours delivered by a service to a client. The target number of clients is calculated by dividing the number of funded hours per annum by the average number of hours per client. Averages are based on available evidence of the time required to achieve client outcomes.

In some instances, such as Supported Housing, a service may assist a client for more than one year. Therefore, it is acknowledged that the achievement of annual client targets may not equate to a total number of unique individuals receiving the case management output over the funding period.

Example 1

A service is funded to provide 1000 hours of mobile support per annum.

On average each client receives 30 hours of case management

1000 hours divided by 30 hours = 33

The average service client target is 33 clients per annum.

Example 2

A service is funded to provide 500 hours of centre based support per annum.

On average each client receives 10 hours of case management.

500 hours divided by 10 hours = 50

The average service client target for case management is 50 clients per annum

3.7.2.2 Calculating accommodation with support output targets

Services are required to deliver a minimum number of funded outputs. These are expressed as minimum output targets.

Places

Places targets are based on the minimum number of units of accommodation (places) to be provided by a service.

The minimum number of places is the same as the usual capacity of a TSA service.

A place may be a bed, a bedroom, a flat, an apartment or a house, depending on the service model being delivered and the target group being assisted. For example, if a three-bedroom house is usually at capacity when a single family is accommodated, then the minimum unit is counted as one.

Alternatively, if a four-bedroom house is usually used to accommodate 3 young people and an overnight worker at any one time, then the minimum unit is counted as three.

The annual target number of places to be provided is calculated by multiplying the minimum number of units of accommodation available at any one time by the number of nights per annum.

The department recognises that, on occasion, there is a need for units to be kept vacant for cleaning or essential repairs.

Providers must make every effort to ensure places of accommodation are back online as soon as possible.

Delivery of the number of funded places within a ten per cent variance, above or below the funded target, is tolerated under the agreement.

Delivery of number of funded places above or below the ten percent will require an explanation when reporting outputs delivered.

Example 1

A TSA – Immediate service for young people has a property comprising of 7 bedrooms.

6 bedrooms are available for clients and one bedroom is used by overnight workers. Each bedroom is usually used to accommodate one young person.

6 minimum units of accommodation per night = 6 places per night.

The number of accommodation nights in a year is 365.

The total number of places available per annum is calculated as follows:

6 places x 365 nights = 2,190 places per annum

Example 2

A TSA – Immediate service for families has 12 properties available.

The properties range from two bedroom flats to four bedroom houses.

In general, one family is accommodated per property.

Count 12 minimum units of accommodation per night = 12 places per night

The number of accommodation nights in a year is 365.

The total number of places available per annum is calculated as follows:

12 places x 365 nights = 4,380 per annum.

Clients

The calculation of client targets for TSA is based on the usual number of clients accommodated per place and the average length of stay per client.

Client targets are calculated by multiplying the number of funded places available per night by the average minimum number of clients accommodated per place at any one time by the average turnover per contract period.

Example

A TSA service has 5 funded places at any one time.

2 people (1 young woman and 1 child) are usually accommodated per place per night.

5 places x 2 people = 10 clients at any one time

The average length of stay per client is 6 months which equates to an average client turnover of 2 times per annum.

The client target is therefore: 10 clients x 2 = 20 clients per annum.

3.7.2.3 Reporting on clients assisted

When reporting on clients, services are required to count the number of individual clients supported during the quarter.

Clients are counted in accordance with the *SHS Collection manual - July 2013* which is available online at <https://www.aihw.gov.au/reports/housing-assistance/specialist-homelessness-services-collection-manual/contents/table-of-contents>

For people to be counted as a client they must directly receive a service. It includes children, as long as they directly receive a service and are not just a beneficiary of service delivery. For example, the provision of accommodation is considered a service. However, if a family is provided with mobile support, or presents at an Access service and the adults are the only people in that family who directly receive a service, then the children are not counted.

Example 1

A family of 6 (3 adults and 3 children) visit a Centre Based Support service.

Two adults are provided with information and advice. Count as 2 clients.

In some cases, a client may exit and enter a service within a quarter. This results in the client having two support periods but the client is only counted once.

Services must not exit clients from services before support needs are met to achieve client targets (refer to Section 3.2.2 Duration of Need).

It is expected that for accommodation services, support will be provided beyond the duration of stay (refer to Section 4.3.3 Temporary Supported Accommodation regarding requirement to provide follow up support).

Where factors impact on the SHS's ability to achieve client targets, SHS are required to provide an explanation in the comments field for output reporting. This may include where the client case mix temporarily prevents the allocation of available places or where rooms, properties or beds are temporarily unavailable due to repairs or a critical incident.

It is critical that SHS report on factors impacting on their ability to achieve client targets to inform program development and planning.

4 Service delivery requirements

Services that are funded by the department under the Homelessness Program must adhere to the statements identified in this section. These statements form part of the contractual requirements in a service agreement with the department.

4.1 Requirements for all Access, Support, and Supported Accommodation and Housing

4.1.1 Case management

Case management is a mandatory service approach for all services as it puts identifying and responding to the client's expressed needs at the centre of all aspects of service delivery.

The main elements of case management are:

- Entry/Screening
- Assessment
- Planning
- Direct Service
- Co-ordination (including referral)
- Monitoring and Review
- Exit Planning, Case Plan Closure and Follow-up
- Evaluation

Case management is an approach that can be tailored to all service types and delivery models. It is not related to the intensity of support provided or the length of relationship with a client.

It may be intensive and comprehensive, or abbreviated or compressed in the context of Access Services.

It is expected that services will proactively seek to engage clients in case management, but clients are not required to formally agree to case management in order to receive a service.

4.1.2 Accessibility

All services are required to:

- Be flexible and sensitive to the needs of individual clients, and the target group through the design and delivery of services (operating hours, practices, and rules). This may be enabled through:
 - The inclusion of a spread of hours rather than specific times of operation in service agreements with actual hours of operation kept up to date by the provider in the VCMS.
 - The inclusion of a range of locations in service agreements (Geographic catchments) to respond to local need, as informed by the local housing and homelessness networks/system.
- Operate with low or no entry requirements for clients. Services must not restrict access to any part of the service on the basis of:
 - Client's capacity to pay on entry and ongoing.
 - Client's community/location of origin.
- Not make generic or blanket exclusions to the service, rather consider each situation, and assess any risk on a case-by-case basis.
- Adopt a risk management framework for dealing with clients that have challenging behaviours with the intent of developing alternative processes for managing these clients rather than excluding them.

4.1.3 Client practice

All services are required to:

- Where possible, not exit any client into homelessness.
- Provide support that is proactive, persistent, reliable, practical and comprehensive.
- Provide services in a manner that is respectful of the dignity and privacy of individuals.
- Provide services in ways that minimise the client's dependency on homelessness services and maximises their capacity for independent living.
- Provide respectful and flexible services that are appropriate to the range of culturally and linguistically diverse groups.
- Adopt policies and practices that enhance access for people requiring assistance.
- Adopt policies and practices that are culturally appropriate for Aboriginal peoples and Torres Strait Islander peoples.

4.2 Requirements for specific service categories

In addition to the requirements for all Access, Support and Supported Accommodation and Housing Services. The following requirements apply:

4.2.1 Access services (ST1 – 3)

All Access services are required to deliver case management to each client through:

- undertaking initial assessment of client needs
- undertaking initial risk assessment and safety planning, as needed
- meeting immediate needs
- providing emotional and practical support
- advocating and assisting to access housing and SHS and any other mainstream services
- providing information, assessment and facilitated intake and referral to the SHS system or related service systems
- providing support until appropriate referral is completed
- maintaining contact with clients until an appropriate referral is completed, and, in the absence of a successful referral, provide support and an interim response where possible
- open at hours that suit the client group for drop-in visits.

4.3 Requirements for specific service types

In addition to the requirements for service categories the following requirements apply to:

4.3.1 Outreach Access (ST2)

All Outreach Access services are required to:

- initiate contact with people who are homeless in public spaces and other locations with respectful and culturally appropriate engagement and assessment practices
- provide assessment and facilitate intake and referral to the housing and homelessness service system
- provide the necessary number of contacts and practical assistance to facilitate confidence and trust between the service and client to achieve assessment and facilitate intake and referral
- assist people experiencing homelessness in public space and other locations.

4.3.2 Centre Based (ST1 and ST4)

All Centre Based services are required to:

- be delivered face to face at a centre-based location
- provide a welcoming, friendly, safe and supportive environment that is easily accessible and culturally appropriate
- be close to public transport, easy to contact via phone and online information
- open at hours that suit the client group for drop-in visits and appointments in location/s where they are needed
- be broadly publicised as appropriate to the target group and referral agencies.

4.3.3 Temporary Supported Accommodation (ST6, ST7 and ST8)

All TSA services are required to:

- temporarily meet both the accommodation and support needs of clients
- provide good quality accommodation with capacity for client privacy and, wherever possible, a home-like atmosphere
- support the client to resolve the immediate crisis
- respond in a timely manner to all referrals and client needs
- keep vacancies to a minimum and provide a level of support to all referrals
- not keep a waiting list for supported accommodation
- exit clients into independent housing/accommodation as soon as possible
- provide follow up support to clients who have exited TSA
- advise the department of any changes to accommodation/property component of service provision as this may have an impact on the capacity of the funded service to deliver the agreed service.

Funding is provided for support which is intrinsically linked with the provision of temporary accommodation. These requirements relate only to the support component of the service provision.

Properties that are to be used to deliver TSA may be provided or funded through the complementary Crisis Accommodation Program (CAP) or through another source (e.g. auspice or Council owned).

Organisations funded for provision and management of the accommodation are required to comply with any relevant regulations or requirements related to that funding. Separate lease or service agreements apply for properties provided under CAP.

4.4 Requirements for Service Sub-Types

In addition to requirements to service categories and types, the following requirements apply to:

4.4.1 Immediate Supported Accommodation (ST7)

In addition to the requirements for all TSA, Immediate Supported Accommodation services are required to:

- make all places available at any one time, unless not available due to cleaning, repairs and maintenance or upgrades etc, after which a place should be made available as soon as possible
- take a flexible approach to service delivery, ensuring timely access to all available places
- not 'graduate' clients from one place of ISA to another place of ISA that is provided by the same service
- not expect clients to access places with a higher level of supervision prior to accessing places with lower levels of supervision.

4.4.2 Transitional Supported Accommodation (ST8)

Transitional Supported Accommodation must only be delivered young people Service User groups.

In addition to the requirements for all TSA, Transitional supported accommodation services are required to:

- deliver specific programs or activities aimed at developing clients' independent living and tenancy sustainment skills
- accept clients who do not have the skills to maintain a tenancy when entering TSA - Transitional services and assist clients to develop the necessary skills during their stay.

4.5 Requirements for Service User Groups

4.5.1 Young people

Services for young people must:

- not be targeted at young people under 16 years of age
- follow the 'Supporting young people under 16 years of age: Guidelines for good practice for Specialist Homelessness Service providers' guidelines available at: https://www.hpw.qld.gov.au/_data/assets/pdf_file/0011/4016/supporting-young-people-under-16years-of-age-guidelines-for-good-practice-for-specialist-homelessnessservices.pdf

4.5.1.1 Working with young people in care of the Department of Children, Youth Justice and Multicultural Affairs

SHS are only required to accept the placement of a child or young person who is under 18 and subject to a child protection order under the *Child Protection Act 1999* which grants custody or guardianship to the chief executive of the Department of Children, Youth Justice and Multicultural Affairs (herein referred to as a child or young person in the care of Child Safety):

- on an emergency basis until a more suitable placement can be arranged; and
- where there are appropriate casework supports in place.

In addition, the following conditions apply:

- Services may not prioritise clients on the basis of referral by a government department.
- Services may only accept Child Safety placements for children aged 13 years and above.
- In the event that a service accepts the placement of a child or young person in the care of Child Safety, the placement will be for the duration of three working days or less, unless the service

agrees to extend beyond this period and the agreement is endorsed by the local Regional Director or their delegate. Where a placement is extended past three working days, a written agreement must be completed that includes: arrangements for health, education, religion, cultural, family contact, behavioural needs, transitional plans for the child/young person; identification of roles and responsibilities for all parties involved; and a date as agreed upon by all parties for the review of the agreement. This process must include the involvement of an Indigenous Recognised Entity in cases relating to Aboriginal and Torres Strait Islander children or young people.

- Services are required to give consideration to the ages and needs of the other clients in the service and the need to avoid unreasonable risks from older clients when considering access to the service by children or young people in the care of Child Safety.
- At any point in time, children and young people in the care of Child Safety must not constitute the majority of a service's clients.
- Services must allow a Child Safety caseworker access to the service's premises for the purpose of providing support to Child Safety clients.
- Services must provide the usual service, as is normally provided to clients of the SHS, to clients in the care of Child Safety. Any additional support must be negotiated between the service and Child Safety.
- If a service becomes aware that a child or young person who has self-referred to the service is in the care of Child Safety, the service must inform Child Safety within 24 hours.
- If the service has concerns that a child or young person involved with the service is experiencing significant intra-familial harm or is at risk of significant intra-familial harm, the service must notify Child Safety of the concerns, and notify the Queensland Police Service.
- Services must share with Child Safety such information as is necessary for the best interests, wellbeing and safety of the child or young person, with Child Safety.
- In the event of an emergency relating to a child or young person in the care of Child Safety, services must during office hours contact the Child Safety Service Centre (CSSC) with case management responsibility, notifying them of the incident. In the event that the designated Child Safety Officer for the child or young person is not available, the Child Safety Regional Intake Service must be contacted. Outside of business hours, services must contact the Child Safety After Hours Service Centre on 07 3235 9901. Please note, this number is not for the general public.

4.5.2 Women and children experiencing domestic and family violence

SHS that are specifically funded to provide services for women and children experiencing domestic and family violence are required to:

- implement the 'Practice Standards for Working with Women Affected by Domestic and Family Violence' available at: [Practice Standards](#)
- implement the Domestic and family violence services Practice principles, standards and guidance available at: <https://www.cyjma.qld.gov.au/violence-prevention/service-providers/practice-principles-standards-guidance>
- provide a service that is open for 52 weeks a year with an on-call service outside of office hours seven days per week, to respond to existing clients and new referrals, including the following stipulations:
 - when the service has a vacancy, it will be available to accept and commence new intakes until 7pm each day (i.e. client to arrive at the service by 7pm);
 - when the service has a vacancy, referrals will be accepted until 9pm each day for intake the next day; and
 - existing clients and referral organisations will be provided with contact details for the on-call

service and on-call staff will respond promptly to all calls

- accept referrals and provide services to the target group outside of the specified catchment area on an as needs basis
- take state-wide referrals from DVConnect and other referring services
- accept referrals from the local area, where a risk assessment has determined there will be no compromise to the client's safety, security and protection or that of others at the service.

4.5.3 Aboriginal and Torres Strait Islander women and children in remote communities

Services working with Aboriginal and Torres Strait Islander women and children in remote communities operate in unique environments where achievement of housing outcomes may be limited.

Services will provide an immediate response to homelessness, where clients don't have access to a safe and secure home due to experiences of domestic and family violence.

They may also offer a support response to people where there is a risk the person may not have access to a safe and secure home due to domestic and family violence (past, current or predicted).

It is not expected that the service will be staffed on a 24 hours 7 days a week basis. The service will identify the times of greatest need and service delivery will be prioritised for these times.

As such, staff will work outside business hours and night shifts, be on-call outside business hours and at night and return to work outside business hours and at night as required.

Whilst client targets will not be set for this service user group, the service will report on outputs provided. The service will collect information regarding the daily client usage of the accommodation in the format provided. The report will be uploaded to P2I at the end of the specified period. The information collected may assist the calculation of client targets in the future.

4.6 Reporting requirements

4.6.1 Data collection and evaluation

All Access, Support and Supported Accommodation Housing services are required to:

- Meet all data collection requirements as notified by the department from time to time, including (without limitation) the submission of monthly data to the Australian Institute of Health and Welfare for the Specialist Homelessness Services Collection (SHSC) and any amendment to, or replacement of, those requirements.
- Agree to the AIHW providing a copy of all information provided by providers to DCHDE, including:
- aggregated client data that identifies providers through an agency ID as the service or data provider; and
- confidentialised unit record data for individuals who sought assistance or were assisted by You - for purposes consistent with the National Partnership Agreement on Homelessness, National Affordable Housing Agreement and AIHW Acts, and subject to the confidentiality provisions in s 29 of the Australian Institute of Health and Welfare Act 1987 (Cth) that prohibit any publication of this data in a manner that identifies any individual or entity
- Participate, as requested by the department, in all performance monitoring and evaluation processes.
- Adhere to the QHIP Policy as provided by DCHDE.

Note. Supported Housing services are not required to use the Queensland Homelessness Information Platform (QHIP).

4.6.2 Performance reporting

4.6.2.1 Procure to Invest (P2i)

Providers are required to report the following data via Procure to Invest (P2i):

Output measures

Service User code	Service type code	Service sub-type code	Measure	
All service user codes	ST 1-5 ST 9	ST10-11	AO1.2.02	Number of clients who received the case management output.
All service user codes	ST6	ST7-8	AO5.4.01	Number of places of TSA and number of clients who received this output.

Other measures

Service User code	Service type code	Service sub-type code	Measure	
All service user codes	Only where funded for	Only where funded for	IS117	Number of clients where brokerage was provided.
All service user codes	Only where funded for	Only where funded for	IS61	Provision of brokerage report in the required format.
All service user codes	ST1-6 ST 9	ST7-8 ST10-11	IS63	Provision of a minimum of one case study that demonstrate client experiences and outcomes.

4.6.2.2 Australian Institute of Health and Welfare (AIHW)

The department will review data services provide to the Australian Institute of Health and Welfare through the SHSC to assess service performance against the following measures:

Outcome measures

Service User code	Service type code	Service sub-type code	Measure	
All service user codes	ST1 -6 ST9	ST7-8 ST10-11	OM03	Number and percentage of support periods closed during the quarter where a client (a) had an individual case management plan in place, or (b) was part of another client's case management plan (Minimum target of 90%) Target not applicable to ST1 – ST3.
All service user codes	ST1-6 ST9	ST7-8 ST10-11	OM04	Number and percentage of support periods closed during the quarter where a client had an individual case management plan in place and half or more of the case management goals had been met (Minimum target of 75%) Target not applicable to ST1 – ST3.
All service user codes	ST1-6 ST9	ST7-8 ST10-11	OM05	Number and percentage of support periods that ended with the client housed in secure and sustainable housing (Minimum target of 60%) Target not applicable to ST1 – ST3.

Throughput measures

Service User code	Service type code	Service sub-type code	Measure	
All service user codes	ST1-6 ST9	ST7-8 ST10-11	IS112	Number of support periods that commenced during the quarter
All service user codes	S1-6 ST9	ST7-8 ST10-11	IS120	Number of open support periods
All service user codes	ST1-6 ST9	ST7-8 ST10-11	IS111	Number of support periods that ended during the quarter

Demographic measures

Service User code	Service type code	Service sub-type code	Measure	
SU2560,SU2570,SU3500, SU3510, SU3520,U3530, SU3540,SU3550	ST1-6 ST9	ST7-8 ST10-11	IS110	Number of individual clients who are children
All service user codes	ST1-6 ST9	ST7-8 ST10-11	IS35	Number of clients identifying as Aboriginal and Torres Strait Islander
SU8500 only	ST1-6 ST9	ST7-8 ST10-11	IS118	Number of new support periods where the client identified as sleeping rough or in non- conventional accommodation immediately before
SU7500 only	ST1-6 ST9	ST7-8 ST10-11	IS119	Number of new clients who are experiencing chronic homelessness immediately before support

4.7 Other requirements

4.7.1 Queensland Homelessness Information Platform

The Queensland Homelessness Information Platform (QHIP) is an electronic database that incorporates the Vacancy Capacity Management System (VCMS) and Common Homelessness Assessment and Referral Tool (CHART).

QHIP is used to manage referrals to Specialist Homelessness Services (SHS) through a centralised database that enables service providers to access client information without the need for clients to have to repeat their story to multiple service providers to receive assistance.

QHIP enables people who are homeless or are at risk of homelessness to more readily access and move through the homelessness service system and enable service providers to:

- provide improved services and pathways for clients
- reduce the number of referrals
- have clear, transparent and consistent processes for client prioritisation
- take a consistent approach to initial assessment across the service system
- provide efficient yet secure processes to share client assessment information.
- Funded services are required to comply with the QHIP Policy which is available at <https://www.business.qld.gov.au/industries/service-industries-professionals/housing-accommodation/homelessness-service-providers/qhip>

4.7.2 Human Services Quality Framework

The Human Services Quality Framework (HSQF) is a system for assessing and promoting improvement in the quality of human services.

The HSQF was developed in collaboration with the non-government sector to reduce duplication and red tape, while maintaining important safeguards for customers. It incorporates:

- a set of quality standards, known as the Human Services Quality Standards, which cover the core elements of human service delivery
- an assessment process to measure the performance of service providers against the standards
- a continuous improvement framework, which supports the participation of customers in quality improvement.

The HSQF offers an opportunity for Homelessness funded SHS to review existing policies, procedures and practices and make improvements where necessary to ensure quality service delivery and client outcomes.

Homelessness funded SHS are required to demonstrate compliance with the Human Services Quality Standards in one of the following ways:

- 1 For service providers that are in scope for certification for other funded services – providers only need to provide DCHDE with a copy of this certification.
- 2 For service providers that are required to undertake a self-assessment for other funded services, there is no need to complete a new/additional self-assessment. Service providers are required to provide a copy of the DSDSATSIP self-assessment to DCHDE. It is acknowledged that this self-assessment is not specific to SHS.
- 3 Service providers that are not in scope for certification or self-assessment will be required to complete a self-assessment against the Human Services Quality Standards within the HSQF and submit to DCHDE within 18 months after the service agreement commences. These providers will also be required to develop a continuous improvement plan based on the self-assessment and submit to DCHDE within 12 months of completing the self-assessment.

For those service providers that are in scope for certification or self-assessment, please refer to the DSDSATSIP website for advice about the HSQF and relevant requirements at <https://www.dsdsatsip.qld.gov.au/our-work/human-services-quality-framework> .

These providers should also note that certification applies to other funded services only. Service providers are not required to include Homelessness funded services in your audit. If you do include Homelessness funded services in this process, there may be an increase in costs for the certification process.

For more information about Specialist Homelessness Services funded by DCHDE refer to <http://www.hpw.qld.gov.au/Housing/Homelessness/Pages/Human-Services-QualityFramework.aspx>.

For further information about Specialist Homelessness Services for women and children escaping domestic and family violence (women's shelters and non-accommodation support services) funded by Department of Housing and Public Works to the Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) refer to https://www.qld.gov.au/_data/assets/pdf_file/0018/55206/human-services-quality-framework.pdf.

4.7.3 Brokerage

Homelessness funded services may be funded for brokerage.

Services are required to use brokerage funds within the context of case management. This means that brokerage:

- must provide for the purchase of services and resources considered essential to achieve agreed client outcomes
- not be the first or the only support a client receives from a service
- be used in accordance with the requirements set out in the 'Guidelines for the use of Brokerage Funds in Specialist Homelessness Services' which are available at: <http://www.hpw.qld.gov.au/SiteCollectionDocuments/brokerage-guidelines-for-shs.pdf>

Services are required to report on the use of brokerage by completing the report provided at Appendix 3 and submitting the report via P2i quarterly.

A services brokerage expenditure may 10 per cent above or below the specified funding allocation to respond to local need within the service overall funding allocation.

4.7.4 Self-funded Domestic and Family Violence Refuges

There are some self-funded refuges in Queensland which, unlike government-funded refuges, are not required to meet the requirements for delivering SHS.

If you are a referral agency that is considering referring to a self-funded refuge, please read the fact sheet on 'Domestic and family violence refuges: Information for referral agencies' which is available at <https://www.cyjma.qld.gov.au/resources/dcsyw/violence-prevention/dfv-refuges-referral-agencies.pdf> and on the Queensland Government website at <https://www.cyjma.qld.gov.au/violence-prevention/domestic-violence-self-funded-refuges>.

5 Contact Information

For any further information regarding the Homelessness Program:

- Funded providers please contact your Contract Manager.
- For all other inquiries please email HHS-Programs-Homelessness@chde.qld.gov.au

Appendix 1: Glossary of Terms

Term	Meaning
Adults	Describes people who are over 18 years of age.
Client	<p>A client is a person who directly receives a SHS. This definition is based on the definition of a client as used in the SHSC. It includes children as long as they directly receive a service and are not just a beneficiary of service delivery. The provision of accommodation is considered a service.</p> <p>Note: client, target group and service user may be used interchangeably.</p>
Collaboration	Two or more service providers adopt a partnership approach to achieve common goals for a mutual client by sharing case management, case planning and/or service delivery. People or agencies who have a shared purpose, parallel services and clients in common develop agreed protocols to share knowledge and build consensus. May include the appointment of a dedicated coordinator or manager.
Cooperation	Often unstructured/informal relationships between two or more service providers that share information and may pool resources to deliver programs. They may have shared purpose and parallel services.
Coordination	Structured relationship/partnership between two or more service providers to achieve complementary goals such as working together on a specific program. They may have shared purpose, parallel services and clients in common.
Early intervention	Early intervention builds on the prevention approach by targeting cohorts who are at risk of homelessness early. It responds early to known risk factors and builds on associated protective factors. This may include systems prevention, such as working with mainstream institutions to reduce the flow of individuals from mental health care, child protection and corrections into homelessness.
Families	A family is a group of two or more people who usually live in the same household and who are related to each other biologically or through another family relationship such as adoption or fostering. This includes one or more carers accompanied by one or more child/ren, couples (same sex or heterosexual), multi-generational families and can also include pregnant women.
Generalist	Generalist services are services that are not cohort specific and may be provided to all service users.
Integration	Two or more organisations come together to form a single system with a common identity and outcome. They have a common purpose, converging processes (continuity of service between organisations) and common client base.
Older People	People who are over the age of 60 years of age but with consideration to other people who may be experiencing, at an earlier age, the health and living restrictions that aging brings.
Outcome	An outcome is the impact of a funded output. An outcome may be achieved for an individual, group or community.

Output	An output is a service delivered to achieve a desired outcome. Service providers transform inputs (resources) into outputs (services).
People experiencing chronic homelessness	Describes people with an experience of homelessness that is long lasting or recurs over an extended period of time. This includes people who have been homeless for more than 12 months or who have had repeat periods of homelessness over a period of 12 months or longer. Chronic homelessness may include primary, secondary and tertiary homelessness at different times. For example, a person may live on the streets for a time, live in boarding houses, stay with friends or use crisis accommodation at other times. People who experience chronic homelessness are more likely to experience one or more of the following: a background of trauma and/or abuse, drug and/or alcohol addiction, other disabilities or physical health problems, acquired brain injury or intellectual disability, poor living skills, learning difficulties, unemployment, gambling addictions or family or domestic violence.
People experiencing homelessness	<p>A person is experiencing homelessness or at risk of homelessness if they are living in:</p> <ul style="list-style-type: none"> • Improvised dwellings or 'sleeping rough'. • Short-term or emergency accommodation. • Temporary arrangements without security of tenure, for example staying with friends or relatives, in boarding houses or motels. • Unsafe or inadequate accommodation, for example where domestic/family violence or abuse threatens the person's safety or there is severe overcrowding. <p><i>This is based on the definitions used by the Australian Bureau of Statistics, the Australian Institute for Health and Welfare and Canadian National Occupancy Standard guide.</i></p>
People from culturally and linguistically diverse backgrounds (CALD)	People who are born overseas or who identify as a member of a cultural community based on language, ancestry, birthplace, religion and ethnic background.
Places	Places are the unit of measure for the Accommodation with Support output and are the minimum number of units of accommodation or usual capacity of a TSA service. A place may be a bed, a bedroom, a flat, an apartment or a house, depending on the service model being delivered and the target group being assisted.
Prevention	Prevention refers to policies practices and interventions that reduce the likelihood that a person or household will experience homelessness. It also means providing those who have been homeless with the necessary resources and support to stabilise their housing, enhance integration and social inclusion and ultimately reduce the risk of the recurrence of homelessness.
Rough Sleeping / Living in improvised dwellings	Describes people who are sleeping, or bedded down, in the open air (such as on the streets, or in doorways, parks or bus shelters) and people in buildings or other places not designed for habitation (such as sheds, car parks, cars, derelict boats or stations). This categorisation is based on a person's location at a particular point in time. Some people

	who are rough sleeping may be new to homelessness, may never have been homeless before, and may end up rough sleeping for a short time as a result of a crisis in their lives. Others may experience occasional episodes of homelessness and others experience chronic homelessness.
Service User group	The group/s that the service is funded to target for assistance. The term Service User may be used interchangeably with the term client or target group.
Specialist Homelessness Services (SHS)	Services that are funded by Government specifically to assist people who are homeless or at risk of homelessness across Australia.
Support period	The support period is the total period of time a client receives services from an agency (source: SHSC manual)
Target group	The group/s that the service is funded to target for assistance. The term target group may be used interchangeably with the term client or Service User.
Women and Children experiencing domestic and family violence	Women alone, or with children, who are homeless and require a place of safety as a result of leaving a situation of domestic and family violence (as defined in the <i>Domestic and Family Violence Protection Act 2012</i>). Please refer to the, <i>Domestic and Family Violence Support Service: Investment Specifications v.3 (1 April 2018)</i> that can be found on the Department of Justice and Attorney General website at https://www.cyjma.qld.gov.au/about-us/funding-grants/investment-specifications .for further details about this target group. These specifications include in their definition those living in unsafe or inadequate accommodation, for example where domestic and family violence or abuse threatens the person's safety.
Young People	Young people over school leaving age and between 16-25 years. Services may stipulate specific age ranges within the 16-25 years age range. In some circumstances services may accept clients below school leaving age but cannot target their services at this age group.

Appendix 2: Counting Rules for Performance Measures

Outcome measures

Measure	Counting Rule	Examples
<p>OMO3</p> <p>Number and percentage of support periods closed during the quarter where a client (a) had an individual case management plan in place, or (b) was part of another client's case management plan.</p> <p>Note: The performance target for this measure is expressed as a percentage. The performance target is not applicable to Access Service Types ST1 to ST3.</p>	<p>The department calculates this by counting the number of support periods closed during the quarter where the client had an individual case management plan in place or where part of another person's case management plan.</p> <p>AND</p> <p>Express the number above as a percentage of the total number of support periods that closed during the quarter.</p>	<p>At the end of the counting period there were 25 clients whose support periods were closed during the quarter. Of these, 20 were clients who had an individual case management plan or were part of another's case management plan (i.e. children in TSA), and 5 did not have a case management plan in place.</p> <p>Of the total of 25 clients with closed support periods, the percentage that achieve this outcomes measure were 20 clients or 80% of clients.</p>
<p>OMO4</p> <p>Number and percentage of support periods closed during the quarter where a client had an individual case management plan in place and half or more of the case management goals were achieved.</p> <p>Note: The performance target for this measure is expressed as a percentage. The performance target is not applicable to Access Service Types ST1 to ST3.</p> <p>Please note that clients who are part of another person's case management plan and clients who do not have a case management plan in place are not counted in the calculations for this outcome measure.</p>	<p>The department calculates this by counting the number of support periods closed during the quarter where a client had an individual case management plan in place and half or more of the clients' case management plan goals were achieved.</p> <p>AND</p> <p>Express the number above as a percentage of the total number of support periods that closed during the quarter where a case management plan was in place.</p>	<p>30 support periods were closed at the end of the reporting period, of which 20 were for clients with an individual case management plan in place. Of these 20, 15 were closed with half or more of the clients' case management plan goals were achieved.</p> <p>Count the 15 of the 20 clients who had an individual case management plan in place, and the percentage is 75%. (NB: the 10 clients without an individual case management plan in place are not included in the calculations for OMO4).</p>
<p>OMO5</p> <p>Number and percentage of support periods that ended with the client housed in secure and sustainable housing.</p>	<p>The department calculates this by counting the number of support periods closed during the counting period where the client's tenure was one of the following categories (but not as couch surfers):</p>	<p>A client who goes to stay with a family member and is sleeping on the couch is not considered to be housed.</p> <p>A client who exits to no fixed abode is not considered to be</p>

Note: The performance target for this measure is expressed as a percentage. The performance target is not applicable to Access Service Types ST1 to ST3.

- Renter – private housing
- Renter – public housing
- Renter – community housing
- Renter – transitional housing
- Renter – caravan Park
- Renter – boarding/rooming house
- Other renter
- Rent free – private housing
- Rent free – public housing
- Rent free – community housing
- Rent free – transitional housing
- Rent free – caravan park
- Rent free – boarding/rooming house
- Other - rent free
- Life tenure scheme
- Owner – shared equity or rent/buy scheme
- Owner – being purchased (with mortgage)
- Owner – fully owned
- Other tenure not elsewhere classified.

AND

Express the number above as a percentage of the total number of support periods that closed during the quarter.

Note. The following tenures are not classified as secure and sustainable accommodation and must NOT to be counted:

- Renter – Emergency accommodation/night shelter/women’s refuge/youth shelter
- Rent free - Emergency accommodation/night shelter/women’s refuge/youth shelter
- No tenure
- Don’t know

housed.

A client who moves to a shelter or another form of emergency accommodation is not considered to be housed.

The number is derived by counting the number of clients in the categories listed, less the number selected in these categories but also noted as couch surfer in the following question.

While services may have concerns about the safety of clients exiting to home (e.g. women and children returning home after experiencing domestic and family violence), the counting rules is to be applied as stated above. This is the most reliable objective data available at this time.

Output measures

Measure	Counting Rule	Examples
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<p>A05.4.01</p> <p>Temporary supported accommodation (TSA)</p> <p>Unit of measure: Places</p>	<p>Target</p> <p>The department calculates the place target by counting the number of units of accommodation available to clients over the counting period.</p> <p>The number of funded places should be the same as the usual capacity of your service.</p> <p>The department does not exclude places where rooms, properties or beds are temporarily unavailable, e.g. due to repairs or a critical incident.</p> <p>Provided</p> <p>Count the number places provided to clients who are the Presenting Unit Head. You can give an explanation for any underutilisation in the comment section of the "places provided output measure".</p>	<p>Target</p> <p>The total number of places available is the number of accommodation units multiplied by the number of nights in the counting period.</p> <p>A supported accommodation service has accommodation places for 6 people per night or 6 units of accommodation. The number of accommodation nights in the quarter is 91. So the total number of places available is: $6 \times 91 = 546$.</p> <p>A family's TSA – Immediate service has 12 units of accommodation/properties available for homeless families.</p> <p>The properties range from two bedroom flats to four bedroom houses. In general, one family is accommodated in each property.</p> <p>Count one accommodation unit for each property.</p> <p>Provided</p> <p>Example 1 A TSA - Transitional service for young people operates a shelter that can accommodate six young people. Assume there are 92 nights in the counting period.</p> <p>For 55 nights the shelter was full, (it provided 6×55 nights) = 330 'places'</p> <p>For 33 nights five clients were accommodated, (it provided 5×33 nights) = 165 'places'</p> <p>For the remaining four nights, due to a critical incident at the service, the service had only three clients, (it provided 3×4 nights) = 12 'places'.</p> <p>The total number of 'places' provided by this service for the counting period is 507.</p>
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		<p>Example 2 On a given night, a service had 8 men in their TSA for single men, two individual clients in each of their 2 x 3 bedroom 'share houses' for young people, and 3 single parent families in their 3 x 3 bedroom houses for families, the service would have 15 'places' provided for that night [8+4+3=15].</p> <p>Calculation</p> <p>8 men in an 8 bed single men's service = 8 places</p> <p>Two individual clients in each of the 2 x 3 bedroom share houses = 4 places</p> <p>3 single parent families in 3 x 3 bedroom houses = 3 places</p> <p><i>Total = 15 places for that night 'places' would need to be calculated</i></p> <p>and counted as above for each night of the counting period and then totaled to get the number of places provided.</p> <p>SHIP OR OTHER CMS USERS:</p> <p>Initially this information will need to be manually counted. In time the data may be able to be extracted using the reporting function in SHIP or other CMS.</p>
<p>A05.4.01 Temporary supported accommodation (TSA) Unit of measure: Clients</p>	<p>Count the number of individual clients supported during the quarter.</p>	<p>During the counting period an agency has 25 clients (including children) whose support periods are closed and five who are still receiving a service. Count as 30 clients.</p> <p>Children who are accommodated receive a service and so are considered to be clients</p> <p>If a client has two support periods during the quarter, count as one client.</p> <p>This count should include clients whose support periods commenced, closed and were</p>

		<p>ongoing during the quarter.</p> <p>Example 1 A family of five are accommodated by your agency - count as five.</p> <p>SHIP OR OTHER CMS USERS:</p> <p>You can use the reporting function in SHIP or other CMS data to generate this number.</p>
<p>A01.2.02 Case management</p> <p>Unit of measure: Hours</p>	<p>Providers are not required to report on hours of case management output provided.</p>	<p>Counted</p> <p>Time spent with clients /Service users in person or on the phone, for example:</p> <ul style="list-style-type: none"> • Initial assessment • Providing housing assistance and advocacy • Providing emotional and practical support • Time spent on behalf of a client or which can be attributed to a client including: <ul style="list-style-type: none"> • Arranging a referral Writing file notes • Participating in case conferences • Recording data at time of assessment • Mobile service delivery • Preparing training materials • Time available for clients (output specific) <p>Support workers operating in pairs to assist one person, count as one hour of support provided.</p> <p>NOT counted</p> <p>Indirect time: Travel</p> <ul style="list-style-type: none"> • Team meetings, training • Networking meetings, getting supervision • Compiling or entering data for reporting purposes • Collating data, administrative tasks,

		supervising staff
A01.2.02 Case Management Unit of measure: Clients	Count the number of individual clients supported during the quarter.	<p>A person is provided with support in the context of case management count as one client.</p> <p>Example 1 A family of five seek support from your agency. Two adults and 1 child receive support. The two remaining children do not receive a service – count as three clients.</p> <p>Example 2 A person is provided with support in the context of case management count as one client.</p>

Throughput measures

Measure	Counting Rule	Examples
Number of support periods that commenced during the quarter.	<p>The department calculates this by counting the number of support periods that commenced during the quarter.</p> <p>If there are multiple support periods for an individual client, count each support period that commenced.</p>	An agency has 10 clients whose support period commenced during the quarter. It does not matter whether they are ongoing clients, or their support period ended during the quarter. One client had two support periods through the quarter. One or both are now closed. Count as 11.
Number of open support periods.	The department calculates this by counting the number of open support periods as at the last day of each quarter.	On the last day of the quarter an agency has 10 clients whose support periods are still open. Count as 10.
Number of support periods that ended during the quarter.	<p>The department calculates this by counting the number of support periods that closed during the quarter.</p> <p>If there are multiple support periods for an individual client, the department counts each support period that has ended.</p>	During the counting period an agency has 25 clients whose support period has ended and five who are still receiving a service. One client had two separate support periods that are now both closed. Count as 26.

Demographic measures

Measure	Counting Rule	Examples
Number of individual clients who are children.	<p>For Children in Family, Domestic or Family Violence or Generalist Services.</p> <p>This is calculated by the department</p>	During the counting period an agency has 10 clients who were children whose support periods are closed and five

	counting the number of individual clients under the age of 18 who were supported during the quarter.	who are still receiving a service. Count as 15 clients. Children who receive a service, e.g. accommodation, are deemed clients. Children who do not DIRECTLY receive a service are NOT considered to be clients.
	For Youth Services This is calculated by the department counting the number of individual clients under the age of 16 who were supported during the quarter.	For Youth services – children are considered to be persons under 16 years of age.
Number of individual clients who identify as Aboriginal and Torres Strait Islander.	This is calculated by the department counting the number of individual clients (including children) supported during the quarter who identified as being Aboriginal and Torres Strait Islander.	
Number of new support periods where the client identified as sleeping rough or in non- conventional accommodation immediately before presentation.	This is calculated by the department counting the number of new support periods where the client identified as having an episode of sleeping rough or in non- conventional accommodation in the month prior to presentation.	During the counting period, the agency has 30 new support periods. In the month prior to presenting for support, 15 clients were sleeping in parks or riverbanks, 5 were squatting in abandoned buildings and 10 were staying with friends. Of these, 20 are identified as having experienced rough sleeping immediately before support. One client had two new support periods during the quarter. At the commencement of each support period the client identified that they had been sleeping rough during the month before presentation. Count as 2. SHIP OR OTHER CMS USERS: You can use the reporting function in SHIP or other CMS data to generate this number.
Number of new clients who are experiencing chronic homelessness immediately before support.	Count the number of new clients that responded that they had not had a permanent place to live for more than one year.	During the counting period, the agency had 30 new clients. Immediately before support, 18 of these clients were sleeping in the park or riverbank and of these, 12 clients had been

		<p>doing this for less than a twelve month period and 6 for around 2 years on and off. Count as 6.</p> <p>SHIP OR OTHER CMS USERS:</p> <p>You can use the reporting function in SHIP or other CMS data to generate this number.</p>
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Other measures

Measure	Counting Rule	Examples
Number of clients where brokerage was provided (only to be reported on where specifically funded for brokerage).	<p>Count the number of clients where brokerage was provided which was funded specifically as brokerage by the department.</p> <p>Count one for each client who received brokerage.</p> <p>Note: Clients may receive brokerage for multiple purposes.</p> <p>The numeric total per quarter will match the total that you include in your brokerage report for the same period.</p>	<p>Example 1 A client receives brokerage to cover rent arrears and specialist counselling count as one occasion.</p> <p>Example 2 A service organises and pays for 3 nights of accommodation for a client – count as one occasion.</p> <p>Example 3 A service pays for a train fare for a client. Count this as one occasion.</p> <p>Not able to be captured from data collected in SHSC as this may include brokerage from other funding sources. Therefore, this will need to be manually counted.</p>
Provision of brokerage report in specified format - (only where specifically funded for brokerage).	<p>Complete the brokerage report in the format provided.</p> <p>Clients may receive a payment for more than one brokerage purpose (as outlined in the report). Count one client for each payment.</p>	<p>Not able to be captured from data collected in SHSC so will need to be manually counted.</p>

Appendix 3: Brokerage Report

Quarterly Summary Report

Quarter from:

Quarter to:

Services to complete Sections 1 and/or 2 as appropriate.

Section 1: Brokerage used to MAINTAIN accommodation

Occasions provided

Purpose	Number of occasions	Amount (\$ whole dollars)
Payment of accommodation related expenses (e.g. rent arrears, utilities)		
Purchase of specialist support services (e.g. specialist counselling)		
Other expenses to support achievement of case/support plan *		

*Please outline below the main types of expenses in the “other expenses” category above e.g. essential provisions, educational expenses, medical expenses.

Individual clients assisted

This should be same as performance report	Total clients:	Total amount \$:
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Section 2: Brokerage used to ACCESS accommodation

Occasions provided

Purpose	Number of occasions	Amount (\$ whole dollars)
Payment of accommodation related expenses (e.g. bond, utilities)		
Purchase of specialist support services (e.g. specialist counselling)		
Other expenses to support achievement of case/support plan *		

* Please outline below the main types of expenses in the “other expenses” category above e.g. essential provisions, educational expenses, medical expenses.

Individual clients assisted

This should be same as the number of clients where brokerage was provided reported in P2i (measure IS117)	Total clients:	Total amount \$:
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Appendix 4: Guide to Writing Case Studies

Background Information

Case studies are a valuable tool for:

- understanding service delivery approaches and client journeys
- understanding how providers work across the border service system and any service system barriers and opportunities
- demonstrating the benefits or outcomes of a program
- reflective practice in documenting an organisation's experiences, results, best practice and lessons learned and identifying ways to improve service delivery
- understanding challenges in working in the field.

Purpose of the Case Studies

DCHDE will use the case studies to inform monitoring of the performance of funded services and to inform development of programs for people who are experiencing homelessness or at risk of homelessness.

The focus of the case studies in the periodic performance reporting is on clients, their experience while being supported by the funded service, and the outcomes achieved because of the assistance of the funded service, and their own efforts.

Case studies should also demonstrate efforts to take an integrated approach to service delivery for clients with complex needs and any service system barriers that were overcome. This may include seeking support for clients through local housing, homelessness and other care coordination networks and groups.

The case studies complement the quantitative data provided through the periodic performance reporting process. The case studies can provide a much richer picture of the complexities, challenges and achievements of clients who are experiencing homelessness.

Case studies may be published in departmental reports. However, this would not be done without specific agreement from the relevant service provider.

Collections of case studies will be used documents examples of client journeys to inform practice and service system improvements and shared with service providers.

There are several steps to follow in preparing your case study:

1. **Defining the case study question(s):** The first step is to precisely clarify the nature of your case study questions. A template is provided over the page which includes suggested questions to assist you in developing your case studies. However, you may tailor the case study questions to address additional points or issues.
2. **Deciding on your source of data:** Case studies can incorporate several tools and sources of evidence. Among these are:
 - Direct observation.
 - Participant observation.
 - Interviews.
 - Case Service records.

CASE STUDY CONSENT FORM

<p>Consent</p>	<p>I give my consent for de-identified information provided by me to "insert name of service" to be used to develop a case study to assist in the performance reporting of the service.</p> <p>I consent to the use of quote/s I have provided to "insert name of service" is to be used in the case study. (Remove this section or strike through if not needed.)</p>
<p>Name (please print)</p>	
<p>Signature</p>	
<p>Information</p>	
<p>What will the information be used for?</p>	<p>"insert name of service" is funded by the Department of Communities, Housing and Digital Economy. As part of the funding agreement, "insert name of service" must report to the Department of Communities, Housing and Digital Economy about how the service is assisting people and what results are being achieved. These reports may include case studies that demonstrate client experiences and outcomes.</p> <p>The Department of Communities, Housing and Digital Economy will use the case studies to inform their monitoring of the performance of the funded service and to inform development of programs for people who are experiencing homelessness.</p> <p>The case studies may be published in government reports.</p>
<p>What you will be asked to do?</p>	<p>If you agree to participate, we will use the case notes we have on file to construct a de-identified case study about your experience of the service.</p>
<p>Your participation.</p>	<p>The case study will not use your name, but will instead refer to say "person X". Any specific information that might identify you will not be included.</p>
<p>What if I change my mind?</p>	<p>You may withdraw your consent at any time and your information will not be used. Please notify [insert name of contact staff member] if you would like to withdraw consent or would like further information about the case study.</p>