

**SAAP V BILATERAL AGREEMENT**

BILATERAL AGREEMENT IN RELATION TO THE SUPPORTED  
ACCOMMODATION ASSISTANCE PROGRAM

The Commonwealth of Australia

and

The State of Tasmania

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## **SAAP V BILATERAL AGREEMENT**

### **BILATERAL AGREEMENT IN RELATION TO THE SUPPORTED ACCOMMODATION ASSISTANCE PROGRAM (SAAP)**

#### **Date**

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This Agreement is dated January 2006.

#### **Parties**

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This Agreement is made between the following parties:

1. **The Commonwealth of Australia** as represented by the Minister for Family and Community Services (the Commonwealth); and
2. **The State of Tasmania** as represented by the Minister for Health and Human Services.

#### **Preamble**

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

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

## **Operative provisions**

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

### **1. Interpretation**

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#### **1.1. Definitions**

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

#### **1.2. Interpretation**

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

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

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

## **2. General provisions**

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### **2.1. Term of this Bilateral Agreement**

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

### **2.2. Agreement Managers**

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

### **2.3. Liaison**

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

### **2.4. Disputes and non-compliance**

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

### **2.5. Extension or variation of this Bilateral Agreement**

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

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

### **3. Tasmanian SAAP V environment**

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#### **3.1. SAAP V environment details**

- 3.1.1. Tasmania will provide the following information which is to be set out in Schedule 1 under each heading and updated annually through the Annual Bilateral Performance Reports (See State Environmental Update at Schedule 1):
- a. Details of the Tasmanian Agreement Manager (as required under clause 9.1.2 of the Multilateral Agreement);
  - b. Details of the Department of Health and Human Services which will be the Tasmanian Government agency responsible for the performance of SAAP and this Bilateral Agreement on behalf of the State; and
  - c. Overview of current SAAP services.

The State's SAAP services system, the Integrated Continuum of Support, was established during SAAP IV. This system is based on an understanding that homelessness is not caused merely by lack of shelter, but involves a variety of underlying needs including physical, economic and social needs.

The range of services provided includes:

- preventative services;
- early intervention services;
- information and referral services;
- crisis services; and
- support services including skill development.

The range of services provided through each operational type is as follows:

Operational Type	Services are expected to provide:
Case Planning and Support	<ul style="list-style-type: none"> <li>• early intervention;</li> <li>• crisis assessment and support;</li> <li>• information and referral;</li> <li>• access to non shelter based emergency accommodation;</li> <li>• long term case planning and support;</li> <li>• transitional support; and</li> <li>• access to sustainable long term accommodation.</li> </ul>
Immediate Emergency Accommodation	<ul style="list-style-type: none"> <li>• crisis assessment and support;</li> <li>• information and referral;</li> <li>• management of emergency beds;</li> <li>• shelter based emergency accommodation</li> <li>• long term case planning and support; and</li> <li>• transitional support.</li> </ul>
Supervised Supported Accommodation for Young People	<ul style="list-style-type: none"> <li>• provision of high-need supervised accommodation for young people;</li> <li>• long term case planning and support;</li> <li>• some crisis assessment and crisis support; and</li> <li>• information and referral.</li> </ul>
Transitional Support	<ul style="list-style-type: none"> <li>• long term case planning and support;</li> <li>• transitional support; and</li> <li>• access to sustainable long term accommodation.</li> </ul>
Adolescent Community Placements	<ul style="list-style-type: none"> <li>• crisis assessment and support;</li> <li>• information and referral;</li> <li>• long term case planning and support;</li> <li>• transitional support;</li> <li>• access to sustainable long term accommodation; and</li> <li>• supported supervised accommodation for young people with complex needs.</li> </ul>

The following table details the distribution of SAAP-funded services providers by region, operational type and target group. All functions are provided on a state-wide basis however there are variations in the operational types across the state, particularly in the Northwest region. One key challenge in this region is providing services across a number of dispersed population centres.

Region and operational type	Target Group
<b>South</b>	
3 x Case Planning and Support	All client groups
Transitional Supported Accommodation for Young People	Young women
Transitional Supported Accommodation for Young People	Young men
Immediate Emergency Accommodation	Men
Immediate emergency Accommodation	Young men
Immediate emergency Accommodation	Young women
3 x Immediate emergency Accommodation	Women
Transitional Support Service	Women
Transitional Support Service	Men
Adolescent Community Placement Service	Young people
<b>North</b>	
Case Planning and Support Service	All client groups
Immediate Emergency Accommodation	Women
Immediate Emergency Accommodation	Men
Immediate Emergency Accommodation	Young women
Immediate Emergency Accommodation	Young men
Transitional Support Service	Women
Adolescent Community Placement Service	Young people
<b>North West</b>	
Case Planning and Support Service t	All client groups
2 x Case Planning and Support Service (modified model)	All client groups
2 x Immediate Emergency Accommodation	Young people
Immediate Emergency Accommodation	Mixed
Immediate Emergency Accommodation	Women
Adolescent Community Placement Service	Young people

In addition to these, the following services are funded through SAAP.

<i>Service</i>	<i>Type</i>	<i>Region</i>
Productivity Plus	Training	Statewide
Huon Domestic Violence Service	Counselling and support	South
Hobart Sexual Assault Support Service	Counselling and support	South
Laurel House (Northern Sexual Assault Support Service)	Counselling and Support	North
Relationship Abuse of an Intimate Nature	Counselling and Support	Northwest

3.1.2. A qualitative description of SAAP in Tasmania is provided in Schedule 1, including:

- a. Overview of SAAP sector and administrative arrangements;
- b. Demographic, economic and social conditions;
- c. Internal and external factors impacting on the SAAP sector; and
- d. Linkages between SAAP and other service systems

#### **4. Consultative arrangements**

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

4.1.2. Tasmania will engage in the following consultative arrangements:

Tasmania established a two-tiered consultative mechanism during SAAP IV.

##### **Industry Reference Group**

An Industry Reference Group was initially formed in 2000 as a key liaison body between the Department and SAAP service providers whilst the restructure of the service system was being undertaken. This group's role changed upon completion of the restructure to the following:

1. Provision of advice to the Child Youth and Family Support and Housing Tasmania Divisions on matters associated with the restructure of the SAAP, including implications for the Crisis Accommodation Program (CAP) in Tasmania. The areas of advice include:
  - (a) defining the service system for SAAP services, including models for service provision, taking into consideration:
    - the strategic themes in the SAAP IV Memorandum of Understanding;
    - recommendations in the State evaluation of SAAP;
    - the need to maximise client outcomes within existing resources;
    - possible linkages with other related programs and providers;
    - the equitable distribution of resources by geographical area, target group and service type;
    - developing principles to guide the transition to the new structure; and
    - developing strategies to implement the restructure and management of the change process in the community sector.
2. Representing the concerns of the specific stakeholders, including client target groups and services funded through organisations represented in the IRG.

3. Encouraging participation of service providers and stakeholders in the re-structure and disseminate information to and receive feedback from service providers represented and their constituents.
4. Provision of advice during the implementation of the restructure in the community sector.
5. Divisional representatives will provide information to the IRG and disseminate information to and receive feedback from other Divisions within the Department and relevant program areas within their Division.

These terms of reference will now be redeveloped in conjunction with the current membership of the IRG to reflect the role of the group for the next five years. The new terms of reference will be provided to the Commonwealth as soon as available.

### **Regional SAAP Service Provider Forums**

*The purpose of the SAAP Regional Forums is to provide:*

- a forum where SAAP service providers, Departmental staff and other community service organisations can come to together to discuss mutual issues.
- a forum where operational policy and good practise regarding the provision of services to people who are homeless or at risk of homelessness, with particular emphasis of service's provided through the Integrated Continuum of Support, can be addressed.
- input as required and requested into the development by the Homelessness Roundtable of a Tasmanian Homelessness strategy, the goal of which would be to develop a clearly articulated framework, within available resources, to assist in the prevention of homelessness in Tasmania.

*The role of the forum is to:*

- provide input into strategic policy development as required.
- address operational policy and practice concerns and issues on a regional basis.
- foster positive working relationships within the service system by meeting regularly to discuss issues, share experiences and information;
- foster positive working relationships and work collaboratively with other service providers, other service system representatives and department staff on service system developmental processes.
- ensure the capacity for involvement of both government service providers and other community service providers, by structuring meeting in two stages.

*The forum's key tasks and function are defined as:*

- Develop the business rules for each regional forum respectively, including structuring meetings to enable the involvement of government service providers and other community service providers. The business rules will also include responsibility for minute taking and agreement on their distribution.
- To develop solutions to operational policy and practice concerns and issues on a regional basis as appropriate.

- To consult extensively with key stakeholders in formulating solutions to operational concerns and issues.
- To involve regional Community Partners staff in developing solutions where consistency with policy frameworks is necessary and applicable.
- To consult extensively with key stakeholders in their recommendations to strategic policy development processes.
- Co-opt participation of individuals with additional expertise on an as required or issues basis.

All SAAP funded service providers are invited to participate in these forums. Other community sector organisations and government services will be invited to nominate appropriate membership. This will include a request that consideration be given to enable consistent participation.

Minutes of each of the three regional forums will be distributed to all those attending each regional forum and SAAP services state-wide.

A regional staff member from Community Partners, Children and Families supports each regional forum.

## **5. Priorities for Tasmania in SAAP V**

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### **5.1. Vision for SAAP V in Tasmania**

Our vision is to maintain and enhance our service system to provide better quality services to those who are homeless or at risk of homelessness.

### **5.2. Tasmanian SAAP V Priorities**

5.2.1. Tasmania has identified the following priorities for enactment during the life of SAAP V:

<b>Priority One</b>	Maintenance and enhancement of involvement in early intervention and prevention strategies.
<b>Priority Two</b>	The provision of better assistance to people who have a number of support needs.
<b>Priority Three</b>	The provision of ongoing assistance to ensure stability for clients post crisis.
<b>Priority Four</b>	Improving the quality of services provided.
<b>Priority Five</b>	Continued strategic redevelopment of safety net emergency accommodation services to better meet the needs of clients.

During SAAP IV Tasmania made considerable changes to the SAAP service system in order to increase the emphasis on early intervention and the provision of post crisis support. This was achieved by both reconfiguring existing services and establishing new services within a framework that clearly articulated the role of all services.

The restructure of the system involved the creation of new operational (service) types. The Case Planning and Support services and Transitional Support services in particular are

designed to intervene earlier prior to a homelessness event. They are also designed to provide support post crisis in an effort to re-establish independent living.

The Case Planning Services are the essential ‘front end’ of the service system and provide an entry point for those who may be homeless or those who are still at risk of becoming homeless. The early intervention capacity of these services can deter a homelessness event where possible.

The Transitional Support services were established specifically to assist to move a client through the emergency accommodation facilities (refuges and shelters). These services are also required to provide ongoing assistance to clients in order to re-establish independent living.

Tasmania commissioned an Evaluation of SAAP IV in Tasmania in order to identify further development activity required to strengthen and enhance these achievements over the next five years. The outcomes of the evaluation have informed the development of the following plan of action against the State’s strategic priorities over the life of SAAP V.

**Activity to Support Priority One:**

- Complete a redevelopment of the Case Planning and Support model and implement State wide in major services.
- Develop and pilot a transitional support model for prisoners at risk of homelessness (Refer to clause 5.3 of the Bilateral Agreement).

**Activity to Support Priority Two:**

- Redevelop the Alcohol and Drug consultant positions to have a complex care focus;
- Complete at least one review of the Common Assessment Tool and usage within system;
- Re-launch the Case Management in SAAP service kit to the sector; and
- Develop an Early Identification and Referral Training and Information Package for professionals (Refer to clause 5.3 of the Bilateral Agreement).

**Activity to Support Priority Three:**

- Develop and pilot a project for children accompanying families in emergency accommodation facilities in partnership with the Commonwealth Government (Refer to clause 5.3 of the Bilateral Agreement).

**Activity to Support Priority Four:**

- Implement Quality Improvement Council core standards and SAAP service provision standards within all SAAP funded services; and

**Activity to Support Priority Five:**

- Continue the redevelopment of emergency accommodation in order to enable more flexible use of this accommodation to better meet client needs.

### **5.3 Innovation and Investment Fund – Tasmanian Strategic Direction Action Plan**

Details of the Tasmanian Strategic Direction Action Plan are provided below and will be updated annually through the Annual Bilateral Performance Reports.

The Tasmanian Strategic Direction Action Plan will:

- Detail Tasmania’s approach to the systemic reform of individual services and the SAAP sector across the three Strategic Priorities;
- Demonstrate consistency with the broad objectives of the national strategic direction action plan;
- Detail measures that will be used to collect data and report on outcomes;
- Detail a timeline and project plan identifying priorities and proposed expenditure, reporting etc.; and
- Specify how expenditure and performance expectations will be met.

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

The information in the Tasmanian Strategic Direction Action Plan will be provided in relation to each of the three distinct phases of the I&I Fund: Year One – Planning and benchmarking; Years Two to Three – Pilots and research; and Years Four to Five – Implementation of reform agenda.

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

Tasmania is proposing to continue the significant level of innovation within the State through three key projects within years two and three of the Agreement. Each of these projects supports one or more of the SAAP V Strategic Priorities.

In recognition of Tasmania's success in achieving strategic reform of the SAAP sector during SAAP IV the Commonwealth accepted \$4.4 million in existing SAAP funded services as in-kind contribution to the SAAP V Innovation and Investment Fund. The activities described in this section are funded from the Commonwealth component of Tasmania's Innovation and Investment Fund.

### Management of Innovation and Investment fund projects

All projects will be managed within a project management framework. A clear specification will be developed prior to each project commencing and approved by both the State and Commonwealth Ministers.

A formal Service Agreement will be put in place where funding is provided to produce a specific product and all projects will be required to provide a final report upon which determination can be made regarding future funding in years four and five through the Commonwealth component of the Innovation and Investment Fund. The findings from these projects will contribute to the National Evaluation of SAAP.

Proposed Pilot/Initiative	Project Detail	Anticipated Project outcomes	Performance Information and Milestones
<p><b>Develop an Early Identification and Referral Training and Information Package for professionals who may come into contact with families and individuals with complex needs at risk of homelessness. (Strat Priority 1 &amp; 2)</b></p>	<p>Project Description: In 2006-07 and 2007-08, Tasmania will develop and deliver an Early Identification and Referral Training Package, including a homelessness information and referral package, to assist mainstream professionals (eg doctors, real estate agents, teachers) to identify and appropriately refer families and individuals at risk of homelessness.</p> <p>This will assist with the earlier identification of families and individuals with complex needs who may be at risk of homelessness, and enable appropriate referral to appropriate support services, including SAAP.</p> <p>The project will reference work undertaken at a national level by SAAP on complex needs, specifically the work undertaken by Thomson</p>	<p>A training framework will be developed to enable to introduction of the kit and information to a variety of professionals and sectors.</p> <p>The training package developed will include an information and referral package to assist a range of professionals who work directly or indirectly with individual and families with complex needs to understand issues relating to homelessness, to enable early identification and referral of those who may be risk.</p>	<p>Project specifications to be agreed between parties by 30 June 2006.</p> <p>The development and delivery of the training and information and referral package will be completed over two years.</p> <p>A final project report on the project will be provided and will include:</p> <ul style="list-style-type: none"> <li>• A Report on outcomes of the project and training including all materials developed;</li> <li>• Qualitative information from the training sessions from sectors and professions on the information and referral package content and intent;</li> <li>• Assessment of appropriateness of</li> </ul>

Proposed Pilot/Initiative	Project Detail	Anticipated Project outcomes	Performance Information and Milestones
	<p>Goodall Associates Pty Ltd.</p> <p>The training package is likely to be developed and delivered by Productivity Plus, a Tasmanian Government funded training organisation that delivers all SAAP training in Tasmania.</p> <p>The training package will be tailored to enable the introduction of the kits to the different sectors and professions included in this project.</p> <p>The information and referral package will contain a range of information relating to complex needs and identification of these within families and individuals for a range of support services who share responsibility for providing services to those at risk of homelessness.</p> <p>The targeted sectors identified include doctors in general practice, property managers within the private real estate industry, and teachers. Other sectors will be identified as the project is developed.</p> <p>Budget proposed: Year two: \$60,000 Year three: \$60,000</p>		<p>learnings regarding the content and training to assist transfer across jurisdictions; and</p> <ul style="list-style-type: none"> <li>• Assessment of how well the package has improved the number and quality of referrals and whether this has improved services provided to this group.</li> </ul>

Proposed Pilot/Initiative	Project Detail	Anticipated Project outcomes	Performance Information and Milestones
<p><b>Development and Pilot of Transitional Support Model for Children accompanying parents within SAAP emergency accommodation facilities. (Strat Priority 3)</b></p>	<p><b>Project Background:</b>            During SAAP IV Tasmania implemented specific Transitional Support Services in order to facilitate a client’s journey through emergency accommodation and into stable housing, providing support according to assessed need. These services have noted however that many children accompanying parents have specific needs which should be assessed and addressed. In addition, many of these children may be experiencing a higher level of risk either through the impact of their experiences or through the impact of their parents’ experiences.</p> <p><b>Project Description:</b>            The project will develop a transitional support model for the provision of services to children within the family context, focusing on enhancing the family’s capacity to care and protect children and reduce the ongoing risk to children. Specifically the model will articulate the range of outputs to be provided to children and a description of desired outcomes will also be developed. It is envisaged that existing Transitional Support Services will be engaged to develop and pilot the model.</p> <p><b>Budget:</b> Year two: \$155,500, Year three: \$270,000</p>	<p>The project will be evaluated by 30 June 2008. The evaluation strategy would include dissemination more broadly within the Tasmanian SAAP service sector, with potential applicability to other jurisdictions. Should the pilot be successful, ongoing funding in 2008-09 and 2009-10 would be considered.</p>	<p>Project specifications to be agreed between parties by 31 October 2006.</p> <p>This project would commence in 2006-07. The development and pilot phase would expect to take up to 18 months.</p> <p>A progress report on the project will be provided in 2006-07 and annual reports will be provided from 2007-08 that include:</p> <ul style="list-style-type: none"> <li>• Report on outcomes of the evaluation, including qualitative information on clients in the pilots, with a particular focus on how the pilots enhanced the family’s capacity to care for and protect their children (ie. impact on risk reduction);</li> <li>• Qualitative service-level case study data for both service model and clients where appropriate;</li> <li>• Assessment of appropriateness of learnings from the evaluation and assessment for transferability within SAAP;</li> <li>• Recommendations for dissemination and implementation of learnings from the evaluation, including detailed description of the models to facilitate transfer across jurisdictions.</li> </ul>

Proposed Pilot/Initiative	Project Detail	Anticipated Project outcomes	Performance Information and Milestones
			<ul style="list-style-type: none"> <li>• Demonstrating progress in increasing involvement in early intervention and prevention strategies;</li> <li>• Assessment of service system and client impacts against the strategic priority, including numbers of clients assisted.</li> </ul>
<p><b>Develop and Pilot a Transitional Support Model for Prisoners at risk of Homelessness (Strat Priority 1)</b></p>	<p>Project Background: During SAAP IV a research project, <i>Ex- Prisoners in SAAP</i>, was undertaken in Tasmania that highlighted the difficulties faced by prisoners at risk of homelessness. In addition, a SAAP IV National Research Program project undertaken by the Australian Institute of Criminology on a closely related subject is an informant for this project.</p> <p>Project Description: In 2006-07, the Department of Health and Human Services will develop a partnership with the Department of Justice to develop and pilot and Transitional Support model for prisoners at risk of homeless. The model will be consistent and congruent with the principles of the Integrated Offender Management Framework being developed within the Tasmanian Prison System.</p> <p>It is envisaged that existing Transitional Support Services will be engaged to undertake the development and pilot the model.</p>	<p>The pilot will produce and refine a transitional support model using an action research framework. The model will include a defined set of outputs and identify a range of desired client outcomes. The project will be evaluated by 30 June 2008. The evaluation strategy would include dissemination more broadly.</p> <p>Should this pilot be successful continued funding would be considered in 2008-09 and 2009-10.</p>	<p>Project specifications to be agreed between parties by 31 October 2006.</p> <p>The development and pilot of this project is likely to take up to two years due to the partnerships that will be required for this to be successful.</p> <p>A progress report on the project will be provided that includes:</p> <ul style="list-style-type: none"> <li>• Report on outcomes of the evaluation, including qualitative information on clients in the pilots;</li> <li>• Report on development of the partnership with Department of Justice, including any learnings;</li> <li>• Qualitative service-level case study data for both service model and clients where appropriate;</li> <li>• Assessment of appropriateness of learnings from the evaluation and assessment for transferability within</li> </ul>

Proposed Pilot/Initiative	Project Detail	Anticipated Project outcomes	Performance Information and Milestones
	Budget required: Year two: \$155,500 Year three: \$270,000		SAAP; <ul style="list-style-type: none"> <li>• Recommendations for dissemination and implementation of learnings from the evaluation, including detailed description of the models to facilitate transfer across jurisdictions.</li> </ul> An annual progress report from 2007-08 including: <ul style="list-style-type: none"> <li>• Demonstrating progress in increasing involvement in early intervention and prevention strategies;</li> <li>• Assessment of service system and client impacts against the strategic priority, including numbers of clients assisted.</li> </ul>

## **6. Bilateral accountability, performance reporting and review**

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- 6.1.1. The Tasmanian Bilateral Accountability Framework, at Schedule 1 of this Agreement, aligns directly with the National Accountability Framework (Multilateral Agreement Schedule 1) and provides:
- a. a Tasmanian focus on nationally agreed performance categories for SAAP V; and
  - b. Tasmanian indicators against SAAP V Strategic Priorities under the Innovation and Investment Fund and overall Tasmanian SAAP system.
- 6.1.2. The parties acknowledge that performance indicators and measures used to report against the Bilateral Accountability Framework are evolving and dynamic and may be reviewed and altered by agreement between the Commonwealth and Tasmania at intervals throughout the term of this Agreement in accordance with the variation procedure set out in clause 2.5 of this Bilateral Agreement. The performance indicators of the Innovation and Investment Fund will be redeveloped in Year Three and agreed to by the Commonwealth and Tasmania to identify outcomes against the Innovation and Investment Funds for use during Years Four and Five.
- 6.1.3. The parties agree to work on the development of additional performance indicators and measures throughout the life of this Agreement.
- 6.1.4. The parties recognise that the annual bilateral performance reports provided by Tasmania to the Commonwealth may include provisional performance information based on provisional data, where the final data from the National Data Collection Agency has not yet been made available to the States and Territories. In this event, the annual bilateral performance report will be finalised when the final data is made available to Tasmania.

## **7. Bilateral reporting**

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### **7.1. Tasmania's role**

- 7.1.1. Tasmania is required to report in the manner set out in this Bilateral Agreement and in the Multilateral Agreement to enable performance monitoring and assessment by both the Commonwealth and Tasmania based on the Bilateral Accountability Framework in Schedule 1.
- 7.1.2. Reporting from Tasmania including in relation to Bilateral Agreements, financial statements and Administrative Data requirements will be used to report against the National Performance Indicators as set out in the Accountability Framework.
- 7.1.3. Tasmania must demonstrate the following principles:
- a. **Relevance.** The information provided as a measurement of the agreed bilateral outcomes as outlined in the Bilateral Accountability Framework (Schedule 1) actually aligns with, and reports on Tasmania's nominated performance indicators. This information must fulfil the purpose of the reporting, be useful for accountability purposes and demonstrate achievement of these outcomes.

- b. **Accuracy.** The information provided must be clear and precise. Where estimates are used, they must be as factual and exact as possible. Any difficulties affecting the accuracy of the information must be declared.
- c. **Completeness.** The information must address all the agreed components of the report to the required level of detail and deal fully with the agreed bilateral outcomes, declaring that Tasmania is reporting on full achievement, part achievement or progress towards achievement.
- d. **Timeliness.** The information must be provided by the reporting deadline (Refer to Appendix 1: Reporting Timelines).

7.1.4. Tasmania will:

- a. Report annually on the bilateral performance indicators, as identified in Schedule 1 against the categories of:
  - i. Management;
  - ii. Performance;
  - iii. Strategic Priorities;
  - iv. Strategic Priorities – Innovation and Investment;
  - v. Management Responsibilities;
  - vi. SAAP V Environment; and
  - vii. Principles for implementation.
- b. Provide Administrative Data according to a specified format in a timely manner to the National Data Collection Agency as input to the National Data Collection (See Schedule 1, Multilateral Agreement).
- c. Report to the Commonwealth on the total amount of funding made available and expended by Tasmania under the SAAP V Agreements through the annual financial statement (Attachment 1 to Schedule 2 of the Multilateral Agreement).
- d. Provide all necessary information to the Commonwealth Agreement Manager for the Annual Report on Government Services.

**7.2. Commonwealth's role**

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

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

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

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

\_\_\_\_\_  
Witness

SIGNED for and on behalf of the )  
STATE OF TASMANIA )  
by the Minister for Health and Human )  
Services in the presence of )\_\_\_\_\_

\_\_\_\_\_  
Witness

## Schedule 1: State Environmental Update

<b>Tasmanian SAAP V Environment</b>	
Agreement Manager	The Secretary, DHHS
Overview of current SAAP services	A full listing of current services and funding levels for this financial year is at Schedule 3. Further information on the range and distribution of services has been provided in section 3.1.1 in the body of the Agreement.
Overview of Sector	<p><b>Level of Homelessness</b></p> <p>The Tasmanian Government's key safety net response to homelessness is the Supported Accommodation Assistance Program (SAAP). SAAP is a joint Commonwealth and State initiative that is governed by a five year Bilateral Agreement that expires on 30 June 2005. However, there are many other service systems that share responsibility for working with people who may be homeless or at risk of homelessness.</p> <p>The aim of SAAP is to provide transitional supported accommodation and a range of related support services in order to help people who are homeless or at imminent risk of homelessness to achieve the maximum possible degree of self-reliance and independence. Data suggests that SAAP services in Tasmania are working to a very high capacity.</p> <p>At present twenty-two organisations provide the thirty-five services funded through SAAP. The organisations range from large state-wide organisations that provide services funded through a range of programs, through to organisations dedicated to providing singly funded services.</p> <p>It is estimated that during 2003-04 SAAP agencies in Tasmania supported 4,550 clients, to whom they provided 6,650 occasions of support. In addition, assistance was provided to 2,350 accompanying children. On average there were between 990 and 1,160 support periods on any day during 2003-04. During this period, the data indicates that Tasmanian SAAP agencies provided services for 90.9% of all requests. In addition, agencies were able to refer clients to other organisations for a further 5.8% of clients. Consequently over 96% of clients had their requested need met. This is commensurate with the national figure of 96.1%.</p>
Demographic, economic and social conditions	<p><b>Population</b></p> <p>The population of Tasmania rose steadily from 1971, with the population being very steady for the last 6 years. At 30 June 2002, there were 472 700 people resident in Tasmania with 131 800 (or 28%) aged between 0 and 19 years. 3.5% of the total Tasmanian population identified as being indigenous in the 2001 Census.</p> <p>85% of the Tasmanian population were born in Australia, with 6.1% of those born overseas coming from major English speaking countries, such as UK, Ireland, New Zealand and Canada. 3.9% or 17 500 people reported being born in other, non-English</p>

speaking countries.

92.6% of the Tasmanian population speaks only English at home. Of those speaking a language other than English, the most common were Italian, Greek, German and Chinese.

41.9% of the population is classified as living in a metropolitan area, with 57.6% living in rural areas and 0.5% classified as living in a remote area. However, it should be noted that major regional centres such as Launceston were not classified as metropolitan in this survey. This contributes to Tasmania having the highest proportion of the population (57.6%) living in country areas, second is Queensland at 34.5% (the national average is 26.2%).

### **Families and Fertility**

Tasmania has the second highest fertility rate in the country. In 2001, there were 6,420 births registered to 6,324 usual residents, with a total fertility rate of 2.07 children per woman, compared with the national average of 1.73.

In 2002, Tasmania had a total of 134 000 families. Couple only families represent 55.7% of all couple families.

The average family size is 3.1 persons with 56 000 families having children under the age of 15 years. 42.5% of all families with children under 15 have at least one child aged under 5 years.

21.7% of Tasmanian children are living in single parent families, which is the second highest rate in the country (NT 23.2% and SA is equal second). Tasmania has the highest rate of lone mother families with children at 23% (national average 20.3%) and the lowest rate of sole fathers with children at 2% (national average 2.7%).

Both parents are employed in almost 50% of couple families with children, while in 9.7% of these families neither parent is employed. Just over half of parents in single parent families are also employed, however 20.6% of children are living in families where no parent is employed and this rate is the highest in the country (national average 17.9%).

### **Socio-economic Profile**

#### **Housing**

58% of couples with children live in private dwellings, compared to 26% of couples without children and 14% of sole parent families.

69.8% of Tasmanian dwellings are owned or being purchased, this is the second highest rate in the country (national average 66.2%, Victoria 70.7%).

Rented housing makes up 24% of housing, with 6% of this being State Housing, and 17 % private housing. Tasmania has the lowest proportion of privately rented accommodation in the

country (national average 21.5%).

### **Income**

25% of Tasmanians average a weekly income of between \$200 and \$399 per week, which is the highest proportion in this category in the country (national average 21.1%). Tasmania has the lowest proportion of people aged over 15 years with no income and the lowest proportion in the higher income brackets of over \$600 per week. 2.7% of the population are receiving a single parent payment.

10.4% of the population are receiving an aged pension, which is the second highest proportion in the country (SA 11.2%, national average 9.2%).

### **Employment**

68.7 % of employed persons are working full time with the remainder working part time. Tasmania has the highest rate of part time employment and the lowest rate of full time employment in the country (national averages 29.5% and 70.5% respectively). The labour force participation rate was 57.9% in June 2003, which is substantially lower than any other state or territory (national average 63.8%).

The unemployment rate of labour force participants aged over 15 years in Tasmania is 7.9% (June 2003), the highest in the nation (national average 6.0%). Despite this, the unemployment rate has been declining steadily since a high of 10.2% in June 1997.

### **Education**

More than half of the Tasmanian population over 15 years completed education to year 10 or below, with 27% completing year 12. 7.6% of people hold a bachelor degree, a proportion that has been increasing since 1991.

### **Health and Wellbeing Status**

In general Tasmanians have a lower health status and have a shorter life expectancy than the rest of Australia. Tasmania has one of the largest proportions of the population living in rural and remote areas within Australia. 73% of Tasmania's population live in rural or remote areas (defined as those living in a population centre of less than 100,000).

Tasmania has the fastest ageing population of any state or territory in the country. It is estimated that by the year 2021 one in four Tasmanians will be over the age of 65 while only 18% of the Australian population will be in this age group. This makes it critical that the wellbeing of children and young people is promoted in order to contribute to the future economy and support the ageing population.

### **Teenage Pregnancy**

Tasmania has a very high rate of teenage mothers compared with the rest of Australia, (only the Northern Territory is higher).

	<p>The Australian Institute of Health and Welfare produces an annual report on <i>Mothers and Babies</i>; the latest available, for the year 2000, shows Tasmania with a rate of 8.6 for teenage confinements as compared with 5.0 for Australia as a whole, that is, the Tasmanian rate was 72% higher. On a per capita basis, with 497 births to mothers less than 20 years of age in the year 2000, Tasmania was 44% higher than Australia as a whole. For younger age groups, for females aged less than 18, Tasmania's rate of 31.9 per thousand females was nearly double the level for Australia as a whole at 16.2 in 1999.<sup>1</sup></p>
<p>Internal and external factors impacting on SAAP</p>	<p>It is widely acknowledged that homelessness is much more than simply being without a permanent roof over one's head. It is for this reason that the flow of clients into the service system can be affected by changes in a range of Commonwealth and State services. A significant level of clients, for example cite financial difficulty as being the main reason for seeking assistance and most of those accessing services are dependent upon government benefits for income. Changes therefore in living affordability, whether it be housing, utilities, or day to day living can affect the flow of clients into the service system. In addition to this a number of clients seek services in response to having experienced violence and family breakdown.</p> <p>In recent years the State unveiled a number of significant initiatives in order to improve circumstance for some of the States most vulnerable people. Major initiatives have included:</p> <ul style="list-style-type: none"> <li>• The implementation of the Safe At Home Family Violence Act, enabling a stronger response to family violence within the State;</li> <li>• Funding of the Affordable Housing Strategy Stage One, in response to climbing private market rents and an increasing number of individuals and families seeking subsidised housing within the State;</li> <li>• Funding of the Breaking the Cycle Mental Health package, in recognition that more support and alternative accommodation services were required for people living with mental illness; and</li> <li>• Additional funding being committed to the provision of services to those with disabilities.</li> </ul> <p>The initiatives have resulted in the strengthening of services systems that share responsibility for a proportion of clients that enter the SAAP system. Whilst the longer-term effects of these initiatives cannot be assessed, it is expected that the implementation of the initiatives may result in reduced need for clients to access the SAAP system due to alternative specific services not being available to meet their needs.</p>
<p>Linkages between SAAP and other service systems</p>	<p>The Department recently undertook the Homelessness Pathways project to examine the trajectory of clients within Tasmania into the SAAP service system. The project included extensive</p>

<sup>1</sup> Children and Young People in Tasmania Research and Analysis Paper No. 13, March 2003, DHHS, pg 24

	<p>consultation with related service systems recognised as ‘feeder’ systems, in order to understand the pressure points at which people may become ‘at risk’ of homelessness and also to document any projects and activity which is being undertaken that will reduce these risks. The project has resulted in a far better understanding of the relationship between the systems and has informed proposed activity within the SAAP V Agreement.</p> <p>During SAAP IV two formal protocols were negotiated. Currently there are protocols with Mental Health Services and Child Protection Services. The State will explore opportunities to develop other formal protocols over the life of SAAP V.</p> <p>There is also a range of Australian Commonwealth programs that provide assistance for people who are homeless or at risk of homelessness, many of which are delivered in conjunction with SAAP services. These programs include:</p> <ul style="list-style-type: none"> <li>• the National Homelessness Strategy (NHS) – this is the Australian Government’s overarching homelessness strategy. It provides leadership in developing approaches to prevent and respond to homelessness across a wide range of policy and portfolio areas of responsibility;</li> <li>• the Crisis Accommodation Program – a capital funding program under the Commonwealth State Housing Agreement which enables the purchase, construction, renovation, maintenance and leasing of crisis accommodation primarily for services funded under the SAAP;</li> <li>• Reconnect – a community based early intervention and support program for young people aged 12 to 18 years, who are homeless or are at risk of homelessness, and their families;</li> <li>• Transition to Independent Living Allowance – provides one-off assistance to help young people aged 15 and 25 years to make the transition from State-supported care and protection to independent living;</li> <li>• Job Placement Employment and Training program – this program assists disadvantaged and disconnected young people aged 15 to 21 years, particularly those who are homeless or at risk of homelessness;</li> <li>• the HOME Advice Program – an early intervention program aimed at helping families at risk of homelessness before they get into crisis, offering support and assistance with maintaining tenancies or home ownership;</li> <li>• Innovative Health Services for Homeless Youth – provides funding for innovative health and related services for homeless and otherwise at-risk young people and their dependents that respond to their complex health needs; and</li> <li>• the wide range of Australian Government income support programs.</li> </ul>
Vision for SAAP in Tasmania	Refer to Clause 5.1 for 05-06.
Strategic Priorities for Tasmania	Refer to Clause 5.2.1 for 05-06.

## Schedule 2: Tasmanian Bilateral Accountability Framework

The restructure of the SAAP system during SAAP IV significantly increased the capacity of the service system. This is evidenced through the State reports for this period that clearly detail the improved performance of the system. Data for the last two years is very similar, and is a possible indication that the system is working to capacity. Anecdotal evidence from service providers supports this conclusion.

In addition, recent work around the Homelessness Pathways project, and the development of formal protocols with Mental Health Services and Child Protection Services have enhanced the understanding of SAAP in Tasmania in relation to related service systems. This is being used to inform proposed and ongoing activities under the SAAP V Agreement.

Many of the performance indicators included in this accountability framework are from the Report on Government Services. Other indicators use data from the NDCA. As the system is currently working at capacity, the aim of the State will be primarily to maintain current performance levels, and seek improvement against those indicators that are not reliant on additional investment in the system. Some indicators may be reviewed for the last two years of the Agreement when additional funding through the Commonwealth component of the Innovation and Investment fund flows to the State, thereby enabling performance in some areas to be improved.

<b>Management</b>			
<b>Broad category</b>	<b>Sub-category</b>	<b>Strategy/Initiative</b>	<b>Performance Reporting</b>
<b>Equity</b>	Access	<ul style="list-style-type: none"> <li>Implement Quality Improvement Council core standards and SAAP service provision standards by Quality Management Systems within all SAAP funded services including Access as a core standard. These standards will also include the required for all services to have clear access and exit policies.</li> <li>The State will explore the provision of training to the sector that focuses on the implementation of equitable service access. In addition to standards development and implementation.</li> </ul>	<p>Annual report of the progress of the Quality Management Systems project including:</p> <ul style="list-style-type: none"> <li>exception reports of number of agencies that do not comply with service standards re ensuring equitable access;</li> <li>progress reports on development, implementation and monitoring of service standards including agency uptake of service standards; and</li> <li>explore provision of case studies to demonstrate improved accessibility of service models.</li> </ul> <p><i>Provided through the Report on Government Services</i></p> <ul style="list-style-type: none"> <li><b>Turn-away rate for accommodation:</b> Daily average number of unsuccessful requests for accommodation (adults and unaccompanied children) as a proportion of all requests for</li> </ul>

		<ul style="list-style-type: none"> <li>Monitoring the impact of fees charged by the Telephone Interpreter Services (TIS) on SAAP services.</li> </ul>	<p>accommodation. (2002-03): 66.7% (finalised 2003-04 data not available).</p> <ul style="list-style-type: none"> <li><b>Turn-away rate per accommodated clients:</b> Daily average number of unsuccessful requests for accommodation (adults and unaccompanied children) as a proportion of all clients accommodated. (2002-03): 5.3% (finalised 2003-04 data not available).</li> </ul>
	Equity	<p>Implement Quality Improvement Council core standards and SAAP service provision standards by Quality Management Systems within all SAAP funded services including Equity as a core standard.</p>	<p>Annual report as per previous section but with emphasis on equity requirements.</p> <p><i>Provided through the Report on Government Services</i></p> <ul style="list-style-type: none"> <li>Proportion of <b>Indigenous people</b> among SAAP clients (2004-05): 11.7%.</li> <li>Proportion of <b>Indigenous people unable to be provided with a SAAP service</b> (2004-05): 7.7%</li> <li>Proportion of <b>NESB people</b> among SAAP (2004-05): 3.0%.</li> <li>Proportion of <b>NESB people unable to be provided with a SAAP service.</b> (2004-05): 0.0%.</li> </ul>
<b>Efficiency</b>	Cost effectiveness	<p>Explore the feasibility of developing and implementing an output costing methodology as recommended through the Evaluation of SAAP IV in Tasmania.</p>	<p>Reporting on progress against this initiative.</p> <p><i>Provided through Report on Government Services:</i></p> <ul style="list-style-type: none"> <li>Cost per <b>completed support period.</b> 2004-05: \$2,220</li> <li>Cost per <b>client.</b> 2004-05: \$2,890</li> <li>Cost per <b>day of support.</b> 2004-05: \$27</li> </ul>

	Service efficiency	<p>Creating focus on continual improvement within services through the implementation and Quality Improvement Council core standards and SAAP service provision standards within all SAAP funded services. This will include an assessment of agencies against these standards comprising part self-assessment.</p> <p>QIC core standard covers services financial efficiency and sustainability.</p>	<p>Reporting as per previous section.</p> <p>Reporting on impact and results of QIC standards for financial efficiency and sustainability.</p> <p><i>Provided through NDCA:</i></p> <ul style="list-style-type: none"> <li>• Number of <b>clients</b> (2004-05): 4,550 Projection 2005-06: 4,550.</li> <li>• Number of <b>accompanying children</b> (2004-05): 2,650. Projection 2005-06: 2,650.</li> <li>• Number of <b>support periods</b> (2004-05): 6,450 Projection 2005-06: 6,450.</li> <li>• Number of <b>accompanying child support periods</b>. (2004-05): 3,200. Projection 2005-06: 3,200.</li> <li>• Average number of [broad category] <b>services provided per support period</b> (<i>Can be derived from CURF data</i>).</li> </ul>
	Financial Accountability	<ul style="list-style-type: none"> <li>• Explore the provision of a training initiatives focused on improved financial management.</li> <li>• Implement Quality Improvement Council core standards and SAAP service provision standards by Quality Management Systems within all SAAP funded services including Financial Management as a core standard.</li> </ul>	<p>Annual report to include:</p> <ul style="list-style-type: none"> <li>• Qualitative progress report on impact of financial accountability initiatives such as training (could include case study); and</li> <li>• Number of agencies that have not complied with providing annual audited financial statements, and action taken to manage this.</li> </ul> <ul style="list-style-type: none"> <li>• Annual financial reports provided as identified within this Agreement and the Multilateral Agreement.</li> <li>• Proportion of total [recurrent] funds expended on direct service provision.</li> </ul>

<b>Performance</b>			
<b>Broad category</b>	<b>Sub-category</b>	<b>Strategy/Initiative</b>	<b>Performance Reporting</b>
<b>Effectiveness</b>	Client outcomes	<ul style="list-style-type: none"> <li>• Complete at least one review of the Common Assessment Tool including the Common Referral Tool.</li> <li>• Implementation of Quality Improvement Council core standard Planning and Provision of services and programs and Focus on positive outcomes for agreed consumer and community needs, and SAAP service provision core standards which includes assessment, Case planning, case management functions.</li> <li>• Redevelopment of Case Planning and Support model and implement state-wide in major services.</li> </ul>	<p>Annual qualitative report providing information on the impact of Common Assessment and Referral Tools (e.g. services requested compared to provided and referred) and Quality Improvements Council Standards on client outcomes over time.</p> <p>Assessment of impact of redevelopment of Case Management Support Model on client outcomes, reported annually.</p> <p><i>Provided through the Report on Government Services</i></p> <ul style="list-style-type: none"> <li>• <b>Achievement of independent living – Housing:</b> Proportion of clients moving to independent housing after SAAP support. (Sum of the 4 independent housing categories, 2004-05): 80.6% Projection 2005-06: 80.6%.</li> <li>• <b>Achievement of independent living – Employment:</b> Proportion of clients moving into employment after SAAP support (sum of the 3 employment categories, 2004-05): 7.5%: Projection 2005-06: 7.5%.</li> <li>• Proportion of <b>SAAP clients having two or more support periods</b> (2004-05): 22.4%: Projection 2005-06: 22.4%.</li> <li>• Proportion of completed support periods in which the <b>clients’ case management goals have been partially or fully achieved</b> (where appropriate). (Sum of ‘some’, ‘most’, &amp; ‘all’ categories, 2004-05): 89.8% (Source: ROGS) Projection 2005-06: 89.8%.</li> </ul>

<b>Performance</b>			
<b>Broad category</b>	<b>Sub-category</b>	<b>Strategy/Initiative</b>	<b>Performance Reporting</b>
			<ul style="list-style-type: none"> <li>Number and proportion of all support periods requiring 2 or more [broad category] services. 2004-05: 4,790 support periods (72% of all support periods). Of these 93% had their needs met.</li> </ul>
	Appropriateness	<ul style="list-style-type: none"> <li>Re-launch SAAP Case Management Kit to SAAP services providers.</li> <li>Ensure all case management principles and functions are included in redevelopment of SAAP standards as part of the QMS project (hence measurement of implementation of Module and Function Specifications).</li> <li>Conduct at least one review of the SAAP Common Assessment Tool over the life of SAAP V.</li> <li>Redevelopment of Case Planning and Support model and implement state-wide in major services.</li> </ul>	<p>Annual progress reports to include progress against all initiatives, and to review impact of all aspects of SAAP Case Management, SAAP Standards, and SAAP Common Assessment Tool on service provision, with particular reference to understanding and measuring appropriateness, over time.</p> <p>Progress Reports on redevelopment of Case Planning and Support Model state-wide, assessing impact.</p> <p><i>Provided through the Report on Government Services</i></p> <ul style="list-style-type: none"> <li>Proportion of <b>support periods in which needs of clients were met</b> (i.e. services provided, referred elsewhere, or provided and referred: 2004-05: 92.3%. Projection 2005-06: 93%.</li> <li>Proportion of <b>support periods with an agreed case plan, where appropriate</b> (2004-05): 79.9% (derived to eliminate the 'not appropriate' value) Projection 2005-06: 80%.</li> <li>Number of occasions and number of clients for whom brokerage was used. Provide report on data in relation to types and purposes of brokerage.</li> </ul>
	Quality	<ul style="list-style-type: none"> <li>Implement Quality Improvement Council core standards and SAAP service provision standards within all SAAP</li> </ul>	<ul style="list-style-type: none"> <li>Tasmanian service standards implementation and assessment completed. Project to be conducted over three-year period.</li> </ul>

<b>Performance</b>			
<b>Broad category</b>	<b>Sub-category</b>	<b>Strategy/Initiative</b>	<b>Performance Reporting</b>
		funded services.	

<b>Strategic Priorities – Program Funding</b>			
<b>Broad category</b>	<b>Sub-category</b>	<b>Strategy/Initiative</b>	<b>Performance Indicators</b>
<b>Early intervention and prevention</b>		<ul style="list-style-type: none"> <li>• Early intervention and prevention to be strengthened within the service system through the completion of agreed Innovation and Investment projects as per section 5.3.</li> <li>• Redevelopment of Case Planning and Support Model and implement State wide in major services.</li> </ul>	<p>Annual progress reports on development, implementation and monitoring of early intervention and prevention activities of SAAP, including where possible assessment of client and service system impacts.</p> <p>Annual report to be supplemented with case studies/surveys/reviews of program reform impacts as appropriate, including reporting on Strategic Priorities activities and Innovation and Investment Fund projects</p> <p>Other performance measure to include:</p> <ul style="list-style-type: none"> <li>• Number and proportion of services directed to providing this function (ie. Case Planning and Support services).</li> <li>• Estimated number and proportion of clients supported by Case Planning and Support services (Source: CURFS).</li> <li>• Number and proportion of support periods provided by Case Planning and Support services (Source: CURFS).</li> </ul>
<b>Multiple support needs and linkages</b>		<ul style="list-style-type: none"> <li>• Strengthen services for clients with multiple support needs within the service system through the completion of agreed Innovation and Investment project as per section 5.3.</li> <li>• Complete redevelopment of Complex</li> </ul>	<p>Annual Reporting will include where appropriate:</p> <ul style="list-style-type: none"> <li>• Current good practice identified in the audit of the current service system and through regional networks</li> <li>• Number and proportion of clients referred to other services</li> </ul>

<b>Strategic Priorities – Program Funding</b>			
<b>Broad category</b>	<b>Sub-category</b>	<b>Strategy/Initiative</b>	<b>Performance Indicators</b>
		<ul style="list-style-type: none"> <li>Care positions.</li> <li>Complete at least one review of SAAP Common Assessment Tool and Common Referral Tool.</li> <li>Relaunch the Case Management in SAAP Service Kit to the sector.</li> </ul>	<ul style="list-style-type: none"> <li>Number of accompanying children referred to other services.</li> <li>Number of new initiatives funded</li> <li>Number of good practice initiatives boosted</li> </ul> <p>Annual report to be supplemented with case studies/surveys/reviews of program reform impacts as appropriate, including reporting on Strategic Priorities dissemination activities.</p> <p>Other performance measures to include:</p> <ul style="list-style-type: none"> <li>Support periods of clients with a number of needs in which [all of the] client’s needs were met: current 88.5%: Target 88.5% (source CURFS).</li> </ul>
	Complex Needs	<ul style="list-style-type: none"> <li>Redevelop Mental Health and Alcohol and Drug consultant positions to have a complex care focus.</li> </ul>	<p>Narrative Report on redevelopment and planned client and system impact, including identifying issues around cross-portfolio linkages and accountabilities.</p> <p>Annual report to be supplemented with case studies/surveys/reviews of program reform impacts as appropriate, including reporting on Strategic Priorities dissemination activities.</p>
	Mental Health	<ul style="list-style-type: none"> <li>Evaluation and monitoring of formal protocol with Mental Health Services.</li> </ul>	<ul style="list-style-type: none"> <li>Report on outcomes of evaluation.</li> <li>Annual report on the outcomes of monitoring the protocol.</li> </ul>
	Child and Family	<ul style="list-style-type: none"> <li>Evaluation and monitoring of formal protocol with Child Protection Services.</li> </ul>	<ul style="list-style-type: none"> <li>Report on outcomes of evaluation.</li> <li>Annual report on the outcomes of monitoring the protocol.</li> </ul>
	Employment	<ul style="list-style-type: none"> <li>Development of protocols between SAAP services providers and employment services.</li> </ul>	<ul style="list-style-type: none"> <li>Report on protocol development and evaluation over life of SAAP V.</li> </ul>
<b>Post crisis transition</b>		<ul style="list-style-type: none"> <li>Strengthen systemic development of post crisis support capacity through completion of projects named under</li> </ul>	<p>Annual progress report on Innovation and Investment components.</p> <ul style="list-style-type: none"> <li>Number and proportion of services directed at</li> </ul>

<b>Strategic Priorities – Program Funding</b>			
<b>Broad category</b>	<b>Sub-category</b>	<b>Strategy/Initiative</b>	<b>Performance Indicators</b>
		innovation and investment projects. .	<p>providing this function (ie. Transitional Support services).</p> <ul style="list-style-type: none"> <li>• Estimated number and proportion of clients supported by Transitional Support services (Source: CURFS).</li> <li>• Number and proportion of support periods provided by Transitional Support services (Source: CURFS).</li> <li>• Number and proportion of clients exiting to independent housing and not returning within six months (Source: ROGS).</li> </ul>
<b>Improving the quality of services provided.</b>		<ul style="list-style-type: none"> <li>• Implementation and Quality Improvement Council core standards and SAAP service provision standards within all SAAP funded services.</li> </ul>	Annual Progress Reports on implementation and impact of standards on SAAP service delivery, including both client and system impacts, pending availability of data.
<b>Continued strategic redevelopment of safety net emergency accommodation services to better meet the needs of clients.</b>		<ul style="list-style-type: none"> <li>• Evidence of continued redevelopment of emergency accommodation in order to enable more flexible use of this accommodation to better meet client needs.</li> </ul>	Annual Progress Reports on impact of redevelopment activities on SAAP service delivery, including both client and system impacts, pending data availability.

<b>Tasmanian Management Responsibilities (Refer to Multilateral Agreement Clause 4.3)</b>		
	<b>Sub-Category</b>	<b>Performance Indicators</b>
Service Providers	Determine funding to Service Providers and provide active management to those Service Providers.	<p>State rationale for distribution of funding.</p> <p>Review of services schedules of agreement.</p>
	Implement case management at a state/territory level	Implementation and evaluation services provision standards encompassing case management requirements.
	Work with service providers to enhance skill levels of their	Evaluation of training mechanism for SAAP sector.

<b>Tasmanian Management Responsibilities (Refer to Multilateral Agreement Clause 4.3)</b>		
	<b>Sub-Category</b>	<b>Performance Indicators</b>
	work force and establish networks of support between service providers.	
Contractual Arrangements	Service Providers participate fully in the NDC and comply with privacy requirements	Requirements contained in Service Agreements.
	SAAP services are provided in accordance with the Strategic Priorities and responsive to local needs and circumstances	All functions provided state-wide. Distribution of funding across regions provide on agreed model.
	Appropriate linkages are encouraged between SAAP and other specialists or generic service systems and sectors	Facilitation and maintenance of regional SAAP service provider forums.

### **Framework for monitoring SAAP V Principles for Implementation**

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

<b>Principles</b>	<b>Description</b>	<b>Performance Indicators</b>
a) Shared commitment	The Commonwealth and all State and Territory Governments are committed to meet their responsibilities outlined in this Agreement.	<ul style="list-style-type: none"> <li>▪ Completion of agreed terms and activities</li> </ul>
b) Cultural appropriateness	SAAP services are inclusive and recognise that the characteristics of homelessness vary between cultural groups. SAAP services will be appropriate to the needs of Indigenous people and people from culturally and linguistically diverse backgrounds.	<ul style="list-style-type: none"> <li>▪ Implementation and review of standards for this</li> </ul>
c) Service responsiveness and flexibility	SAAP services are sensitive to the range of needs of the client. Appropriate client-focussed responses are delivered as soon as practicable, and case management ensures that changing needs are being met.	<ul style="list-style-type: none"> <li>▪ Implementation and review of standards</li> <li>▪ Use of common assessment tool</li> </ul>
d) Service accessibility	SAAP services are accessible to all clients, and there are no barriers to access due to inability to pay. Services are able to meet the special needs of specific client groups, and there are no discriminatory practices or policies.	<ul style="list-style-type: none"> <li>▪ The following categories have been identified as possible groups for action. <ul style="list-style-type: none"> <li>○ Indigenous Clients</li> <li>○ CALD</li> <li>○ Rural and Remote</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>▪ Implementation and review of standards</li> </ul>
e) Clients rights and dignities protected and promoted	The SAAP service system supports effective client charters and ensures access to appropriate avenues of dispute resolution.	<ul style="list-style-type: none"> <li>▪ Implementation and review of standards</li> </ul>
f) Client independence and resilience maximised	SAAP service delivery is aimed at maximising the client's capacity for independence and resilience, by establishing appropriate connections with the range of social and economic supports and enhancing the opportunities for participation. These include reconnection with family and social networks and with employment, housing, education and income support to help with longer-term stabilisation.	<ul style="list-style-type: none"> <li>▪ Proportion of services providing transitional support</li> <li>▪ Proportion of clients re-accessing system within 1 year</li> </ul>
g) A service system that is efficient and effective	Within available resources the service system is robust and sustainable, and is able to reform to meet emerging and changing needs without jeopardising existing system successes.	<ul style="list-style-type: none"> <li>▪ Evidence of continued development and reform</li> </ul>

**Schedule 3: List of Current Tasmanian SAAP Services (including funding)**

<b>NDCA ID</b>	<b>Agency Name</b>	<b>Region</b>	<b>Operational Type</b>	<b>Target Group</b>	<b>2005-06 Funding</b>
6055	Placement and Support Service - North	N	Adolescent Community Placement	Young people	<b>346,797</b>
6056	Placement and Support Service - Northwest	NW	Adolescent Community Placement	Young people	<b>120,772</b>
6047	Placement and Support Service - South	S	Adolescent Community Placement	Young people	<b>227,805</b>
6028	ACCESS - North	N	Case Planning and Support	All client groups	<b>632,599</b>
6026	ACCESS - Northwest	NW	Case Planning and Support	All client groups	<b>449,722</b>
6048	ACCESS - South	S	Case Planning and Support	All client groups	<b>495,225</b>
6049	Colony Outreach Support Service - Eastern Shore	S	Case Planning and Support	All client groups	<b>485,866</b>
6050	Colony Outreach Support Service - Hobart	S	Case Planning and Support	All client groups	<b>492,566</b>
6036	West Coast Crisis Accommodation & Referral Service	NW	Case Planning and Support	All client groups	<b>93,232</b>
6037	Wyndarra Centre Inc	NW	Case Planning and Support	All client groups	<b>92,401</b>
6013	Hobart Sexual Assault Support Service	S	Counselling and Support	All client groups	<b>374,703</b>
6045	Huon Domestic Violence Service	S	Counselling and Support	All client groups	<b>107,867</b>
6021	Laurel House	N	Counselling and Support	All client groups	<b>291,827</b>
6054	Relationship Abuse of an Intimate Nature	NW	Counselling and Support	All client groups	<b>131,320</b>
6031	Oakleigh House	NW	Immediate Emergency Accommodation	All client groups	<b>523,376</b>
6006	Bethlehem House	S	Immediate Emergency Accommodation	Men	<b>514,748</b>
6019	Launceston City Mission - Residential Services	N	Immediate Emergency Accommodation	Men	<b>396,271</b>
6014	Hobart Women's Shelter	S	Immediate Emergency Accommodation	Women	<b>513,708</b>

6017	Jireh House Inc	S	Immediate Emergency Accommodation	Women	<b>461,942</b>
6020	Launceston Women's Shelter	N	Immediate Emergency Accommodation	Women	<b>541,513</b>
6025	McCombe House	S	Immediate Emergency Accommodation	Women	<b>456,948</b>
6035	Warrawee Women's Shelter	NW	Immediate Emergency Accommodation	Women	<b>514,979</b>
6029	Northern Youth Shelter Association	N	Immediate Emergency Accommodation	Young men	<b>406,143</b>
6039	Youthcare	S	Immediate Emergency Accommodation	Young men	<b>401,163</b>
6007	Burnie Youth Accommodation Services	NW	Immediate Emergency Accommodation	Young people	<b>511,405</b>
6010	Youth and Family Focus Inc	NW	Immediate Emergency Accommodation	Young people	<b>543,547</b>
6001	Annie Kenney Young Women's Refuge	S	Immediate Emergency Accommodation	Young women	<b>420,333</b>
6018	Karinya Young Womyn's Refuge Inc	N	Immediate Emergency Accommodation	Young women	<b>428,798</b>
6038	Youth Accommodation Services Tas Inc	S	Supervised Supported Accommodation	Young men	<b>391,490</b>
6024	Mara House	S	Supervised Supported Accommodation	Young women	<b>414,377</b>
6052	Productivity Plus	State-wide	Training	Community sector	<b>98,767</b>
6042	Salvation Army Supported Housing	S	Transitional Support	Men	<b>277,874</b>
6053	Centacare Transitional Support Service - North	N	Transitional Support	All client groups	<b>452,935</b>
6051	Centacare Transitional Support Service - South	S	Transitional Support	Women	<b>305,185</b>
6012	City Mission Transitional Support	S	Transitional Support	Women	<b>206,083</b>
<b>TOTAL</b>					<b>13,124,287</b>

## Appendix 1: Reporting Timeline

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

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

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

\*\* SAAP V Multilateral Agreement