

*Supported Accommodation Assistance Program*

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*SAAP-V*

*Module and Function Specifications*

*2006*

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*Department of Health and Human Services*



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## Introduction

These Module and Function Specifications were originally framed under SAAP-IV as an intrinsic part of the *Integrated Continuum of Support*, which was the basis on which the restructured Tasmanian SAAP service system was implemented in July 2001.

Most of the previous content from SAAP-IV remains the same for SAAP-V. The main updates in this revised version relate to the generic requirements as found in Part A and to a few name changes throughout the document.

There are two substantive changes in this revised version however. These are the introduction of functions relating to the Client Brokerage Fund Model (a new function in each of the three modules), and the addition of a new Module Two function called '*Management of SAAP Expanded Accommodation properties*' (which pertains only to those organisations that have the SAAP Expanded Accommodation Program listed as part of their SAAP Service Agreement).

The overall content of the document has also been re-formatted with a revised labelling and numbering system.

These Module and Function Specifications form the basis on which SAAP services are to be provided in Tasmania to homeless persons and those at risk of homelessness during the period of SAAP-V (July 2005 to June 2010).

Although the Tasmania SAAP-V Bilateral with the Commonwealth was signed in January 2006 the commencement date of SAAP-V was retrospectively deemed to be July 2005.

## **Part A Overall Module Requirements**

All organisations seeking to provide functions from Modules One, Two and Three within the Integrated Continuum of Support will need to meet the following requirements.

### **A.1 Service Standards**

Services are to be provided according to the agreed service standards.

The Department is undertaking a Quality Development Project which will incorporate both the Quality Improvement Council's (QIC) Health and Community Services Core Module Standards and the QIC endorsed Tasmanian SAAP Service Standards.

During SAAP-V all Tasmanian SAAP funded services will be required to implement these new standards. The Department has engaged Quality Management Services (QMS) to work specifically with each service in the implementation of the new QIC standards, and Tasmanian SAAP service standards.

### **A.2 National Data Collection**

Service providers are expected to comply with data collection requirements of the SAAP National Data Collection Agency (NDCA).

### **A.3 Role of Family and Community**

It is acknowledged that the family and the community of origin can be a source of support for clients who have experienced homelessness or family violence, even when there is conflict in the relationship, unless such continued contact is inappropriate. The degree of connectedness a client is able to sustain or develop may be crucial to their transition to independence. Service providers are expected to support this continued and important role in responding to the needs of clients.

### **A.4 Reporting Requirements**

Service providers are expected to comply with reporting requirements under the Statewide Reporting Framework. This will include the provision of an annual qualitative report covering progress in relation to each of the following principles.

- Priority One Maintenance and enhancement of involvement in early intervention and prevention strategies;
- Priority Two The provision of better assistance to people who have a number of support needs;
- Priority Three The provision of ongoing assistance to ensure stability for clients post crisis; and
- Priority Four Improving the quality of services provided.

### **A.5 Quality Assurance**

Service providers will be expected to evidence implementation of quality service measures. (See A.4 above).

### **A.6 Case Management**

Service providers are expected to deliver client services within the context of the SAAP Case Management Framework. Amongst other things, this requires the articulation of client goals, the achievement of which is an important component of the Tasmanian SAAP-V Bilateral Agreement 2005-2010.

### **A.7 Linguistic and Cultural Diversity**

Service providers must ensure that all clients have supported pathways to culturally appropriate service options, whether through the development of appropriate mechanisms to facilitate access to required services, or through ethno-specific services. The provision of a range of appropriate service options may be best achieved through ethnic community organisations being partners in the provision of services to those who are homeless or at risk of homelessness.

Service Providers will need to be sensitive to Aboriginal cultural concerns and develop appropriate contact with Aboriginal organisations and networks. Service providers will be required to report against effort made in this area as part of the State Reporting Framework.

### **A.8 Key Service Linkages**

Service Providers are required to demonstrate effective linkages with other services at a client, organisational and systems level to achieve client outcomes.

Linkages may take the form of development of interagency agreements, interagency multi-disciplinary teams, joint meetings, information sharing, and involvement with formal networks, co-located services, joint initiatives, and joint case management. These are to include:

- Mental Health
- Children's Services
- Drug and Alcohol Services
- Housing Tasmania
- Disability Services
- Aged Care
- DVCS
- Reconnect
- Education
- Specialist Support Services
- Private Market Providers

It is expected that representatives of service providers will attend the regular SAAP Regional Service Providers' forums in their respective regions.

#### **A.9 Principles that guide the provision of services through the Integrated Continuum of Support.**

Government, in partnership with community-based providers, is committed to providing services that will minimise the effect of homelessness. The key principles are:

##### ***Services tailored to achieve the best possible outcomes for clients***

All clients are unique, their needs often being complex and diverse, requiring services developed specifically to meet these needs. Flexibility in service delivery is encouraged. Services will focus on, and be reviewed against, the results that are achieved for clients.

##### ***Improving Collaboration and Service Delivery Arrangements***

Responsibility to respond to the needs of clients is often spread across a range of organisations and Government departments. The services provided to clients should be seamless and aim to minimise the disruption to the client's life. Service arrangements will require collaboration in the planning and delivery of services at a regional and local level. Service arrangements will emphasise the complementary nature of services provided and maximise the opportunities for the development of a service continuum.

##### ***Early Intervention***

Early intervention is defined in SAAP as the provision of support services to a person immediately before and at the point of homelessness. The disruption caused by homelessness can be minimised through the provision of timely support services. Increased support for families and individuals still accommodated and at risk of becoming homeless will be provided. Intervention will also be provided at the earliest possible point of crisis to minimise ongoing effects of homelessness.

##### ***Safety Net***

Government ensures that those who are homeless have access to a safety net of services, including emergency accommodation and other crisis support services. These services are funded from SAAP. The Australian Bureau of Statistics indicates that nationally only 14% of those who are homeless use SAAP emergency accommodation. At the time it was estimated that 13% of those who were homeless in Tasmania were using SAAP Immediate Emergency Accommodation services<sup>1</sup>. The continued development of new and improved ways of providing services will be an important feature of the Integrated Continuum of Support.

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<sup>1</sup> Estimates derived from ABS national Census 2001 and published in Counting the Homeless 2001 (2050.0)

### ***Integration in Local Communities***

Housing opportunities and support should be integrated into the local community minimising disruption in people's lives, and enhancing participation in community activities, employment and education. Services will maximise client's choice, independence and self-reliance.

#### **A.10 Specific Operational Type Requirements:**

- All *Case Planning and Support* operational type services are required to maintain capacity to provide a crisis response to clients which includes an immediate assessment of need and may involve referral(s) to other appropriate services.
- *Case Planning and Support – Generic* and *Case Planning and Support – Northwest (Type 1)* operational type services are required to provide a 24-hour on-call service.
- All *Case Planning and Support* and *Transitional Support* operational type services are required to provide a flexible response which includes the availability of some appointments outside of traditional business hours, eg. 6 – 8 pm.
- All *Immediate Emergency Accommodation* operational type services are required to ensure 24-hour access to accommodation and support.
- All 'shelter-based' *Immediate Emergency Accommodation* operational type services are required to maintain the capacity to provide an overnight emergency bed (i.e. 1 – 2 night stays) for clients who find themselves in crisis.
- *Immediate Emergency Accommodation – Young Women, Young Men and Young People* operational type services are required to ensure 24-hour on-site staffing coverage.
- All *Immediate Emergency Accommodation* operational type services are required to provide a rent free period of up to two weeks, or until the client receives their first income payment.
- *Supervised Supported Accommodation for Young People* operational types are required to ensure 24-hour access to services, and onsite staffing coverage when clients are present.
- All services are expected to respond to requests for information, options and referrals within 24 hours of initial contact by the client;
- All services that administer SAAP Client Brokerage Funds must ensure that the purchase of all accommodation, goods and services is in accordance with the *SAAP Client Brokerage Fund Model – Administrative and Operational Guidelines*.

- All services that purchase immediate emergency accommodation via the *SAAP Client Brokerage Funds* must ensure that support is linked to the client prior to placement in a brokered immediate emergency accommodation option.
- All services that manage *SAAP Expanded Accommodation Program (EAP)* properties must maintain a current Lease Agreement with Housing Tasmania for those properties. The properties must be maintained in accordance with the Lease Agreement.

# **Part B**

## **Module One**

### ***Assessment and Support***

#### ***Functions:***

- B.1 Early Intervention***
- B.2 Use of Brokerage Funds to Maintain Accommodation***
- B.3 Crisis Assessment and Crisis Support***
- B.4 Information and Referral Services***

## **B.1 Function: Early Intervention**

### **B.1.1 Context:**

Early Intervention is defined in SAAP as the provision of support services to a person immediately before and at the point of homelessness. The disruption caused by homelessness can be minimised through the provision of timely support services. Increased support for families and individuals still accommodated and at risk of becoming homeless will be provided. Intervention will also be provided at the earliest possible point of crisis to minimise ongoing effects of homelessness.

### **B.1.2 Function Description:**

Early Intervention targets individuals and families whether living at home and at imminent risk of homelessness, or who have just become homeless. It is an interventionist response where it is likely that homelessness will occur.

The focus of early intervention is on resolving the particular circumstances that are causing the immediate risk or homelessness event. A flexible response is provided which is tailored to individual needs and occurs in a timely manner so as to avert the potential/actual homelessness event.

### **B.1.3 Key Outputs:**

- B.1.3.1 Provision of services that avert a homelessness event, minimising the risk of chronic homelessness;
- B.1.3.2 Provision of access to practical assistance to avoid the occurrence of homelessness, including to those clients who exhibit high/complex needs (see Glossary – Appendix 2);
- B.1.3.3 Provision of services that divert clients from supported accommodation including SAAP Immediate Emergency Accommodation services;
- B.1.3.4 Provision of crisis support – meeting immediate needs, stabilizing situations and moving towards resolution of crisis;
- B.1.3.5 Provision of case management – accurate assessment, referral to services that can assist with resolving the event contributing to homelessness, advocacy;
- B.1.3.6 Provision of services that assist people at risk of homelessness to remain in their own (familiar) environment where appropriate, including re-establishing family links;
- B.1.3.7 Assisting people to maintain or develop positive links with community and familiar groups within the community (eg. health, education, employment and training);
- B.1.3.8 Provision of services to clients at a time of day when they are required (eg. early evenings);
- B.1.3.9 Ensure support is available to address key personal issues – mental health, alcohol and drugs, gambling.
- B.1.3.10 Be part of a network of early intervention services;

- B.1.3.11 Implement harm minimization strategies relating to health, lifestyle, other;
- B.1.3.12 Provide all clients with information and knowledge about choices, rights and community resources;
- B.1.3.13 Address underlying issues associated with repeated loss of tenancy;
- B.1.3.14 Assist people to establish and maintain supportive relationships in the community;

### **For Specific Groups:**

#### ***Young People***

- B.1.3.15 Assist young people to remain in their own environment (where appropriate);
- B.1.3.16 Assist young people to maintain links with education, community, and training and employment opportunities;
- B.1.3.17 Assist young people to avoid exposure to the negative aspects of ‘street kids’ culture by emphasising engagement with a variety of communities and supports;
- B.1.3.18 Assist young people to reconcile / re-establish with their family (where appropriate);

#### ***Women and women with children escaping violence***

- B.1.3.19 Facilitate the ability for women to live safely and securely in their own home;
- B.1.3.20 Provide a range and choice of support options in addition to high security ‘shelter-based’ immediate emergency accommodation;
- B.1.3.21 Link women into supportive communities / networks;
- B.1.3.22 Assist women to develop positive extended family and support networks;

#### ***Families***

- B.1.3.23 Assist families to remain in their community of choice;
- B.1.3.24 Assist families to avoid multiple disruption of housing and exposure to cycles of chronic homelessness;
- B.1.3.25 Link families to supportive networks and community resources;

#### ***Single men and women***

- B.1.3.26 Provide assistance that will enhance the capacity for single adults to live independently in the community they choose.

#### ***Children***

- B.1.3.27 Provide services to children accompanying adults as clients in their own right;
- B.1.3.28 Service providers fulfil the role they have in facilitating the general safety and well being of the children who accompany adults to services and they have strategies in place which address their responsibility;

- B.1.3.29 All services provided to accompanying children are provided in consultation with the parents or responsible adult.
- B.1.3.30 Parents are given information on children's service's available within the service and in the wider community;
- B.1.3.31 Children are consulted and involved, as appropriate to their age, in decisions relating to the provision of services to them.

#### B.1.4 Output Performance Indicators:

- B.1.4.1 % of Early Intervention (EI) cases where service is provided in own home and / or community;
- B.1.4.2 % of EI cases where services are provided to clients of public housing;
- B.1.4.3 % of EI cases where services are provided to clients in private rental;
- B.1.4.4 % of EI cases where services provided to clients with high/complex needs;
- B.1.4.5 % of clients where response was achieved within 24 hours of initial contact;
- B.1.4.6 % of clients where longer term support plans were developed within 14 days of initial contact;
- B.1.4.7 % of clients who exhibit high/complex needs (see Glossary – Appendix 2);
- B.1.4.7.1 % indigenous clients (as subset of the above).

#### B.1.5 Outcomes:

- B.1.5.1 Clients at risk of homelessness are now able to maintain independent accommodation;
- B.1.5.2 Clients able to sustain supportive relationships in the community;
- B.1.5.3 Clients able to remain in own environment of choice;
- B.1.5.4 Clients able to access provision of assistance at a time of day suitable for their circumstances – eg. families may require access in early evenings;
- B.1.5.5 Clients are provided with responses which reduce the need for emergency accommodation;

#### B.1.6 Evaluation of Outcomes:

- B.1.6.1 % of assistance provided outside of 8am to 6pm time framework;
- B.1.6.2 % of EI cases where there is an agreed support plan in place;
- B.1.6.3 % of EI cases where agreed goals have been achieved at case closure;
- B.1.6.4 % of EI cases where goal achieved and maintained for 3 months;

**B.1.7 Function Requirements:**

- B.1.7.1 Assistance to clients available within flexible hours framework – eg. up to 8pm in the evening;

## **B.2 Function: Use of Brokerage Funds to Maintain Accommodation**

### **B.2.1 Context:**

A key element of SAAP is the provision of safety net services. Increased flexibility has been built into the Tasmanian service system by the introduction of the Client Brokerage Funds model. Funding from the Crisis Accommodation Program (CAP) is made available to SAAP and distributed to the Case Planning and Support services and to the Transitional Support services as fund holders. Any SAAP service can make a referral to a fund-holding agency for the purchase of goods and/or services on behalf of a client. Brokerage funds can be used across the service system for early intervention, to purchase accommodation, or to facilitate the transition to independent accommodation.

### **B.2.2 Function Description:**

Purchase of goods and/or services, from allocated Brokerage funding, in order to maintain accommodation and thereby provide an Early Intervention response based on assessment of need and to meet identified client outcomes.

### **B.2.3 Key Outputs:**

- B.2.3.1 Provision of crisis assessment and crisis support to determine appropriate goods and/or services required;
- B.2.3.2 Purchase of goods and/or services as needed.

### **B.2.4 Output Performance Indicators:**

- B.2.4.1 % cases in which goods and/or services were purchased and which met support needs;
- B.2.4.2 Evidence that the purchased goods and/or services met support needs;
- B.2.4.3 % of clients who exhibit high/complex needs (see Glossary – Appendix 2);
  - B.2.4.3.1 % indigenous clients (subset of above).

### **B.2.5 Outcomes:**

- B.2.5.1 Client accommodation maintained.

### **B.2.6 Function Requirements:**

- B.2.6.1 Purchase of goods and/or services in accordance with the SAAP *Client Brokerage Fund Model – Administrative and Operational Guidelines*.

## **B.3 Function: Crisis Assessment and Crisis Support**

### **B.3.1 Context:**

All clients are unique, their needs often being complex and diverse requiring services developed specifically to meet those needs. Flexibility in service delivery is encouraged. Services will focus on, and be reviewed against, the outcomes that are achieved for clients. For this to be possible the crisis assessment and crisis support phase of the case management process is determined to be a critical stage and vital as a building block in the case management process. Crisis assessment and crisis support have been identified as a discrete function to be purchased within the service system. The emphasis on the delivery of this function also increases the capacity for clients to receive consistent quality crisis assessment and crisis support at their first point of contact with the SAAP service system.

### **B.3.2 Function Description:**

Crisis assessment is a discrete part of the service system. It can occur at any interface with the service system. Crisis assessment is the 1<sup>st</sup> stage of the assessment process undertaken. Crisis support is the support offered to a client based on the crisis assessment. Both crisis assessment and crisis support are necessary for a crisis intervention service to be provided to clients.

### **B.3.3 Key Outputs:**

- B.3.3.1 Provision of 1<sup>st</sup> phase assessment to clients as part of crisis intervention, including children accompanying adults;
- B.3.3.2 Provision of interventions in accordance with the crisis assessment in relation to a client's immediate situation which include safety, security, health, income and well being, food, warmth and shelter;
- B.3.3.3 Provision of crisis assessment and crisis support to clients including those who exhibit high/complex needs (see Glossary – Appendix 2);
- B.3.3.4 Provisions of service in a manner which actively involves the client in the process;
- B.3.3.5 Provision of service in a manner where decisions reflect his / her needs and wishes;
- B.3.3.6 Provision of 1<sup>st</sup> phase crisis assessment and crisis support functions consistent with the Case Management Framework for SAAP services;
- B.3.3.7 Provision of access to longer term planning / support and housing options within 14 days of initial contact – (NB. support is mobile support that can follow the client through a range of housing options);
- B.3.3.8 When the client is accessing an Immediate Emergency Accommodation service the clients will have access to longer-term planning / support functions external to that facility within 14 days.

### **B.3.4 Outputs Performance Indicators:**

- B.3.4.1 % of crisis assessments within 24 hours of initial contact;

- B.3.4.2 % of clients who exhibit high/complex needs (see Glossary – Appendix 2);
- B.3.4.2.1 % indigenous clients (subset of above);
- B.3.4.3 % of clients where long term planning (including identification of housing options) occurs within 14 days;

### B.3.5 Outcomes:

- B.3.5.1 Client's immediate needs met within negotiated timeframe through goals set as result of crisis assessment.

### B.3.6 Function requirements:

- B.3.6.1 1<sup>st</sup> phase assessment be provided to clients within 24 hours of initial contact; and
- B.3.6.2 Clients accessing an Immediate Emergency Accommodation service have access to longer-term planning / support functions external to that facility within 14 days.

## **B.4 Function: Information and Referral Services**

### **B.4.1 Context:**

SAAP is seen as an important safety net and as such receives a range of requests for assistance. SAAP does not have primary responsibility for some of these requests, but does have a responsibility to ensure that clients are linked to appropriate service providers. SAAP is also seen to contribute actively to homelessness prevention through timely intervention and linking with other services with a prevention and early intervention focus to prevent the re-occurrence of homelessness.

The provision of quality information and referral services is a vital function in the service system to ensure that clients are linked appropriately to services and service systems. Recent Tasmanian data suggests that the number of families and individuals assisted by SAAP for less than an hour is almost four (4) times the number of clients assisted for an hour or more. Information, emotional support and referrals are typically the most common forms of assistance provided.

### **B.4.2 Function Description:**

Information and referral services include the provision of relevant information and options and formal referral to other sources of assistance appropriate to client need. For this purpose a formal referral is one where a SAAP funded service provider contacts another agency and that agency accepts the client concerned for an appointment or interview. A referral has not been provided if the person is not accepted for an appointment or interview. This function is to be provided to clients outside of recognised support periods. Information and referral is an integral part of the case management framework when a client is engaged in a recognised support period.

### **B.4.3 Key Outputs:**

- B.4.3.1 Provision of relevant information and options to clients regarding their needs at point of request;
- B.4.3.2 Provision of information and options to clients regarding their needs in a timely manner, where not available at point of request;
- B.4.3.3 Provision of formal referral to client in timely manner;
- B.4.3.4 Access information on behalf of a client if information unable to be provided at point of contact.

### **B.4.4 Output Performance indicators:**

- B.4.4.1 % of clients where formal referrals are provided;
- B.4.4.2 % of clients who are provided requested information within 24 hours on initial contact, if not available at point of contact;
- B.4.4.3 % of clients who exhibit high/complex needs (see Glossary – Appendix 2);
- B.4.4.3.1 % indigenous clients (subset of above);

**B.4.5 Outcomes:**

- B.4.5.1 Client receives service in a timely manner;
- B.4.5.2 Formal referrals provided to clients.

**B.4.6 Function Group Requirements:**

- B.4.6.1 Service providers are expected to respond to requests for information, options and referral within 24 hours of initial contact by the client.

# **Part C**

## **Module Two**

### ***Accommodation***

#### ***Functions:***

- C.1 Management of Overnight Emergency Beds***
- C.2 Provision of Immediate Emergency Accommodation***
- C.3 Use of Brokerage Funds to Purchase Immediate Emergency Accommodation***
- C.4 Management of SAAP Expanded Accommodation properties***

## **C.1 Function: Management of Overnight Emergency Beds**

### **C.1.1 Context:**

Government recognises the important role SAAP has to maintain a safety net that provides support for homeless people and those at risk of homelessness and ensures that those who are homeless have access to a safety net of services, including emergency accommodation and other crisis support services. This function therefore requires 'shelter-based' Immediate Emergency Accommodation services to maintain a capacity to respond to the need for high security, high support emergency accommodation.

### **C.1.2 Function Description:**

This function ensures the availability of overnight emergency beds in 'shelter-based' Immediate Emergency Accommodation services in order to ensure an emergency response capacity is available outside of normal business hours.

### **C.1.3 Key Outputs:**

- C.1.3.1 Ensuring an immediate crisis response is available where no other appropriate accommodation option is accessible – ie. a 'shelter-based' Immediate Emergency Accommodation service always needs to maintain a capacity to respond to the need for a night's emergency accommodation;
- C.1.3.2 Overnight emergency beds are to be allocated to clients in crisis outside of normal business hours (5pm – 9am weekdays and weekends);
- C.1.3.3 Respond to the client's immediate needs for safe and secure accommodation;
- C.1.3.4 Ensure best match between the emergency accommodation offered and the clients support and security needs – ie. ensuring use of 'shelter-based' Immediate Emergency Accommodation service is primarily for those with high security and high support needs, as determined through assessment process;
- C.1.3.5 Provide increased access to a range of emergency accommodation options;

### **C.1.4 Output Performance indicators:**

- C.1.4.1 % of beds in an Immediate Emergency Accommodation service targeted at overnight emergency stays only (1 – 2 night stays);
- C.1.4.2 % of clients returning to the service.

### **C.1.5 Outcomes:**

- C.1.5.1 Client accessed high security immediate emergency accommodation when needed.

**C.1.6 Function requirement:**

- C.1.6.1 A rent-free period of up to 14 days, or until first income payment, shall be set;
- C.1.6.2 Maintain overnight emergency bed(s) for 1 – 2 nights stays.

## C.2 Function: Provision of Immediate Emergency Accommodation

### C.2.1 Context:

Government recognises the important role SAAP has to maintain a safety net that provides support for homeless people and those at risk of homelessness and ensures that those who are homeless have access to a safety net of services, including emergency shelter and other crisis support services. This function describes the nature of service provision through Immediate Emergency Accommodation services within the Integrated Continuum of Support.

### C.2.2 Function Description:

The 'provision of immediate emergency accommodation' is for *short-term stays* with a **target** of 2 – 6 weeks for people who have experienced a homelessness event and have no other appropriate accommodation options. These services are designed for those clients who, as a result of events leading up to and including the homelessness event, have higher security and support needs. These services are designed to provide crisis accommodation and meals, and make provision for basic personal hygiene requirements of clients accommodated where no other provision can be made and until clients can provide for themselves in the short term.

### C.2.3 Key Outputs:

- C.2.3.1 Length of stay in an Immediate Emergency Accommodation service individually negotiated and apportioned, based on client needs, with a target of 14 days;
- C.2.3.2 Ideally the maximum length of stay in an Immediate Emergency Accommodation service will be up to 6 weeks.
- C.2.3.3 Direct provision of immediate emergency accommodation to one or a combination of the following groups:
  - C.2.3.3.1 **Young people** (up to 20 years – range to be negotiated depending upon specific need resultant from regional variations);
  - C.2.3.3.2 **Women, and women and children** (including women and children escaping domestic violence);
  - C.2.3.3.3 **Single men** (20 years plus);
  - C.2.3.3.4 **Multiple target group** (Northwest only);
- C.2.3.4 Provision of Module Two – Function 1 (C.1: Management of Overnight Emergency Beds);
- C.2.3.5 Provision of Module One – Function 2 (B.2: Crisis Assessment and Crisis Support);
- C.2.3.6 Provision of linkages to relevant specialist support services for clients in Immediate Emergency Accommodation services as part of 2<sup>nd</sup> stage assessment. This is likely to include referral to longer term support through either a SAAP Case Planning and Support or Transitional Support service;
- C.2.3.7 Initiate 2<sup>nd</sup> stage assessment with support providers external to SAAP;

C.2.3.8 Provide case coordination services as agreed by all relevant parties;

C.2.3.9 Provide Case Management services as agreed to by the client.

#### C.2.4 Output Performance indicators:

C.2.4.1 Number of beds in the service targeted at immediate emergency accommodation (as opposed to Overnight Emergency Beds);

C.2.4.2 % of clients who leave the service within 6 week time frame;

C.2.4.3 % of clients who leave the service within 2 week timeframe;

C.2.4.4 % of clients who exhibit high/complex needs (see Glossary – Appendix 2);

C.2.4.4.1 % indigenous clients (subset of above).

#### C.2.5 Outcomes:

C.2.5.1 Client accessed high support immediate emergency accommodation option when needed.

#### C.2.6 Function requirement:

C.2.6.1 A rent-free period of up to 14 days shall be set or until first income payment received.

## **C.3 Function: Use of Brokerage Funds to Purchase Immediate Emergency Accommodation**

### **C.3.1 Context:**

A key element of SAAP is the provision of safety net services. Increased flexibility has been built into the Tasmanian service system by the introduction of the Client Brokerage Funds model. Funding from the Crisis Accommodation Program (CAP) is made available to SAAP and distributed to the Case Planning and Support services and to the Transitional Support services as fund holders. Any SAAP service can make a referral to a fund-holding agency for the purchase of goods and/or services on behalf of a client. Brokerage funds can be used across the service system for early intervention, to purchase accommodation, or to facilitate the transition to independent accommodation.

### **C.3.2 Function Description:**

Purchase accommodation in the private market, from allocated Brokerage funding, based on assessment of need to determine the client's security and support needs, and to meet identified client outcomes.

### **C.3.3 Key Outputs:**

- C.3.3.1 Establishment of relationships with a range of accommodation providers in the private market;
- C.3.3.2 Develop and maintain a register of alternative emergency accommodation in all regions.
- C.3.3.2 Provision of crisis assessment and crisis support to determine the most appropriate type of accommodation required;
- C.3.3.4 Purchase of brokered immediate emergency accommodation options as needed;
- C.3.3.5 Facilitation of structured access to brokered immediate emergency accommodation options.

### **C.3.4 Output Performance Indicators:**

- C.3.4.1 % cases where clients were brokered in accommodation in the private market and which met security / support needs;
- C.3.4.2 Formalised access arrangements with accommodation providers in the private market;
- C.3.4.3 % of cases where identified needs met through placement;
- C.3.4.4 Evidence that support was provided to clients placed in brokered immediate emergency accommodation;
- C.3.4.5 % of clients who exhibit high/complex needs (see Glossary – Appendix 2);
- C.3.4.5.1 % indigenous clients (subset of above).

C.3.5 Outcomes:

- C.3.5.1 Clients accessed brokered immediate emergency accommodation based upon need;
- C.3.5.2 Clients needs met through alternative placement.

C.3.6 Function requirements:

- C.3.6.1 Purchase of goods and/or service in accordance with the *SAAP Client Brokerage Fund Model – Administrative and Operational Guidelines*.
- C.3.6.2 Support must be linked to client prior to placement in a brokered immediate emergency accommodation option.

## **C.4 Function: Management of SAAP Expanded Accommodation Properties**

### **C.4.1 Context:**

During SAAP-IV the extent of the safety net was strengthened through an increased quantity and range of emergency accommodation options for clients, and this increased capacity has continued into SAAP-V. The implementation of the *SAAP Expanded Accommodation Program (EAP)* resulted in the allocation of additional Housing Tasmania owned properties to SAAP funded services. Services that administer *SAAP EAP* properties receive funding to enable them to manage the physical asset (i.e. the property), with the amount of funding allocated determined by the type of accommodation provided (i.e. Immediate Emergency Accommodation – which also includes a rent subsidy, or Transitional Support). The support component of the *SAAP EAP* is embedded into each service's core business, and is outlined in *Function C.2: Provision of Immediate Emergency Accommodation*, or *Function D2: Provision of Transitional Support*.

### **C.4.2 Function Description:**

Manage, administer and maintain all *SAAP Expanded Accommodation Program (EAP)* physical assets (i.e. properties) in accordance with a current Lease Agreement with Housing Tasmania, and according to the SAAP funded purpose of use.

- Immediate Emergency Accommodation (refer to function C2 for client support details), or
- Transitional Support (refer to function D2 for client support details).

### **C.4.3 Key Outputs:**

C.4.3.1 Maintenance of a current Lease Agreement with Housing Tasmania;

C.4.3.2 Maintenance of the properties in accordance with the Lease Agreement with Housing Tasmania.

C.4.3.3 Management of tenancies in accordance with the *Residential Tenancy Act, 1995*.

### **C.4.4 Output Performance Indicators:**

C.4.4.1 % of *SAAP EAP* properties with current leases;

C.4.4.2 % of *SAAP EAP* properties maintained in accordance to the Lease Agreement with Housing Tasmania.

### **C.4.5 Outcomes:**

C.4.5.1 Additional capacity and range of accommodation options are available to clients.

C.4.6 Function requirements:

C.4.6.1 Maintenance of SAAP EAP properties in accordance to a current Lease Agreement with Housing Tasmania.

C.4.6.2 Management of tenancies in accordance with the *Residential Tenancy Act, 1995*.

# **Part D**

## **Module Three**

### ***Transition to Independence***

#### ***Functions:***

- D.1 Long Term Case Planning and Support***
- D.2 Provision of Transitional Support***
- D.3 Access to Sustainable and Long Term Accommodation***
- D.4 Provision of High Need Supported Accommodation for Young People***
- D.5 Use of Brokerage Funds to Facilitate Transition to Independence***

## **D.1 Function: Long Term Case Planning and Support**

### **D.1.1 Context:**

One of the aims of SAAP is to strengthen client capacity to live independently. A case management service delivery approach is an important factor in seeking to achieve this, as is having services that are flexible and responsive to client needs. The Integrated Continuum of Support emphasises the importance of long term case planning in the transition of clients into sustainable living arrangements. The engagement of support external to Immediate Emergency Accommodation services enables support to be both portable and flexible enough to follow clients regardless of the accommodation option they choose.

### **D.1.2 Function Description:**

Provision of long term case planning and support services within the SAAP case management framework to clients including those clients in Immediate Emergency Accommodation services.

### **D.1.3 Key Outputs:**

- D.1.3.1 Longer term planning and support for clients, both those at risk of homelessness and those who are homeless;
- D.1.3.2 Provision of longer term planning and support for clients accommodated in Immediate Emergency Accommodation services;
- D.1.3.3 Participation in 2<sup>nd</sup> stage assessment and case planning with clients in Immediate Emergency Accommodation services within 14 days of 1<sup>st</sup> phase crisis assessment;
- D.1.3.4 Facilitate access to potential long term housing option within 3 weeks of crisis assessment;
- D.1.3.5 Provide seamless access to tenancy and financial support services;
- D.1.3.6 Facilitate the purchase of specialist support and assessment services where otherwise not available;
- D.1.3.7 Develop and maintain linkages with related service systems that have responsibility for providing services to those who are homeless or at risk of homelessness.

### **D.1.4 Output Performance Indicators:**

- D.1.4.1 % of case plans agreed to;
- D.1.4.2 % of goals achieved through case planning process at case closure;
- D.1.4.3 % of at risk clients engaged in planning and support processes;
- D.1.4.4 % of homeless clients engaged in planning and support processes;
- D.1.4.5 % of clients where goals achieved and have been maintained for 3 months;

- D.1.4.6 % of clients engaged in planning processes whilst accommodated in Immediate Emergency Accommodation services;
- D.1.4.7 % of clients who exhibit high/complex needs (see Glossary – Appendix 2);
- D.1.4.7.1 % indigenous clients (as subset of above).

D.1.5 Outcomes:

- D.1.5.1 Clients accessed assistance at a time of day suitable for their circumstances;
- D.1.5.2 Client able to live in environment of choice;
- D.1.5.3 Client achieves agreed goals within case planning process.

D.1.6 Function requirement:

- D.1.6.1 2<sup>nd</sup> phase assessment and planning to occur within 14 days of 1<sup>st</sup> phase crisis assessment;
- D.1.6.2 Function service provider staff to have specific skills for working with a range of clients in the following issue areas:
  - Domestic Violence;
  - Mental Health;
  - Alcohol and Drugs;
  - Early childhood development;
  - Adolescent development and maturation;
  - Parenting skills;
  - Sexual Assault;
- D.1.6.3 All funded providers of Module Three will have the capacity to provide facilitation of long term case planning and case coordination.

## D.2 Function: Provision of Transitional Support

### D.2.1 Context:

Improving client outcomes through the provision of transitional support to assist clients to move into a sustainable and independent living arrangement is a significant feature of the Integrated Continuum of Support. This function ensures that support is tailored to meet the needs of clients and is portable to follow the client regardless of their accommodation type or location within the region. The provision of post-crisis support is a national priority during SAAP-V.

### D.2.2 Function Description:

Transitional support is the provision of support, ranging from high to low intensity, to clients who are homeless or at risk of homelessness in order to facilitate an individual's capacity to live independently. This function has additional specialist support implications for the two intensive support Operational Types (ie. *Supervised Supported Accommodation for Young People* and *Adolescent Community Placements*).

### D.2.3 Key Outputs:

#### General Outputs

- D.2.3.1 Provide support that will follow the client through a range of accommodation options;
- D.2.3.2 Provision of transitional support independent to the type of accommodation a client is accessing or housed in;
- D.2.3.3 Provide appropriate levels of support ranging from high to low intensity (in order to facilitate an individual's capacity to live independently), with support decreasing as the individual's capacity increases;
- D.2.3.4 Provision of support determined according to the complexity of client need (eg. using the SAAP typology of need – see Appendix 2);

#### Specialist Outputs

##### *Supervised Supported Accommodation for Young People (SSAYP)*

- D.2.3.5 Provision of support to develop living skills through one to one support and skill transference and development, and access to other formal sessions through the use of brokerage funds. Living skills areas to include:
  - Conflict resolution;
  - Communication;
  - Interpersonal relationship skills;
  - Assertiveness;
  - Health care;
  - Money management;

- Building self-esteem;
- Anger management;
- Housing;
- Training and educational options;

D.2.3.6 Facilitate the purchase of services to offer clients recreational, adventure challenge and / or other activities which assist participants to develop confidence, interpersonal skills, increase social support networks and facilitate an awareness of recreational options;

D.2.3.7 Use assessment information for designing appropriate and timely interventions including the development of flexible, individualised and specialised support packages individually tailored to meet client needs.

### ***Adolescent Community Placements (ACP)***

D.2.3.8 Provision of intensive support to young people in community placements – intensive support model caseload of at least a 1:6 ratio;

D.2.3.9 Provide service to young people that will assist them to:

- Facilitate and support access to specialist services to reconcile / re-establish with their family (where appropriate);
- Remain in their own environment (where appropriate);
- Maintain links with education, community, and training and employment opportunities;
- Assist young people to avoid exposure to the negative aspects of ‘street kids’ culture by emphasising engagement with a variety of communities and supports;
- Implement harm minimization strategies relating to health, lifestyle, other;

D.2.3.10 Use assessment information for designing appropriate and timely interventions including the development of flexible, individualised and specialised support packages individually tailored to meet client needs.

### **D.2.4 Output Performance Indicators:**

D.2.4.1 % of case plans agreed to;

D.2.4.2 % of goals achieved through case planning process;

D.2.4.3 % of at risk clients engaged in planning and support processes;

D.2.4.4 % of homeless clients engaged in planning and support processes;

D.2.4.5 % of cases where goals achieved and have been maintained for 3 months;

D.2.4.6 % of clients who exhibit high/complex needs (see Glossary – Appendix 2);

D.2.4.6.1 % indigenous clients (as subset of above).

### D.2.5 Outcomes:

- D.2.5.1 Client sustains supportive relationships in the community;
- D.2.5.2 Client achieves agreed goals of support process;
- D.2.5.3 Client able to maintain accommodation in environment of choice;

### D.2.6 Function requirements:

- D.2.6.1 Function service provider staff to have specific skills for working with a range of clients in the following issue areas:
  - Domestic Violence;
  - Mental Health;
  - Alcohol and Drugs;
  - Early childhood development;
  - Adolescent development and maturation;
  - Parenting skills;
  - Sexual Assault.

## **D.3 Function: Access to Sustainable and Long Term Accommodation**

### D.3.1 Context:

Improving client outcomes by improving the transition of clients into a sustainable living arrangement is a significant feature of the Integrated Continuum of Support. By providing access to sustainable and long term accommodation a client's length of stay in emergency accommodation is decreased. Providing affordable and sustainable long term accommodation for clients involves linkages and joint practices with other related policy and service areas. The provision of post-crisis support is a national priority during SAAP-V.

### D.3.2 Function Description:

**Facilitation of access to sustainable long-term accommodation options for clients.** This includes the private market, public housing, community housing, and accommodation options in which a support agreement is necessary, so long as the option can be a long-term accommodation choice for the client. (NB. 'Long term' has traditionally had a time frame attached to it, however for the purposes of this definition long term is defined by the client in terms of the length of time they wish to stay in the accommodation option).

This function has additional specialist support implications for the *Adolescent Community Placement* operational types.

### D.3.3 Key Outputs:

#### **General Outputs**

- D.3.3.1 Provide increased awareness and knowledge of support available to private landlords accommodating people at risk of homelessness including boarding houses and rooming house establishments;
- D.3.3.2 Provide practical assistance (phones, transport) to locate and access sustainable accommodation – eg. assistance to access the private market;
- D.3.3.3 Provide seamless access to tenancy and financial support services;
- D.3.3.4 Provide seamless access arrangements to a range of sustainable accommodation options including private market providers.

#### **Adolescent Community Placements (ACP) Outputs**

- D.3.3.5 Provide access and support to community based placements;
- D.3.3.6 Develop and maintain a base of community placements and have predetermined access arrangements. (Placement numbers to be agreed upon within the Service Agreement);
- D.3.3.7 Engage in placement process based on need assessment to determine suitability.

### D.3.4 Output Performance Indicators:

- D.3.4.1 Number of clients for whom access was facilitated;
- D.3.4.2 % of clients accessing tenancy and financial support services;
- D.3.4.3 % of clients who exhibit high/complex needs (see Glossary – Appendix 2);
- D.3.4.3.1 % indigenous clients (subset of the above).

### D.3.5 Outcomes:

- D.3.5.1 Client accesses independent accommodation;
- D.3.5.2 Client accesses long term accommodation suitable to their need;
- D.3.5.3 Length of community based placement appropriate to client needs.

## **D.4 Function: Provision of High Need Supported Accommodation for Young People**

### D.4.1 Context:

This function assists the maintenance of a transitional safety net.

### D.4.2 Function Description:

The provision of 24 hour high need supported accommodation for young people aged 13 up to and including 18 years of age, who are unable to live with their immediate or extended family and are at risk.

### D.4.3 Key Outputs:

#### **General Outputs**

- D.4.3.1 Provision of intensive support for severely at risk young people – intensive support model caseload of at least a 1:6 ratio;
- D.4.3.2 Provision of 24 hour supervised supported accommodation;
- D.4.3.3 Provision of support in order to facilitate the client's capacity to move towards independent living (including living skills development);
- D.4.3.4 Provide service to young people that will assist them to:
  - Remain in their own environment (where appropriate);
  - Maintain links with education, community, training and employment opportunities;
  - Assist young people to avoid exposure to the negative aspects of 'street kids' culture by emphasising engagement with a variety of communities and supports;
  - Implement harm minimisation strategies relating to health, lifestyle, other;
  - Reconcile / re-establish with their family (where appropriate).

#### **Additional Outputs for Adolescent Community Placements – Type 2**

- D.4.3.5 Provision of intensive support to young people requiring bail options.

### D.4.4 Output Performance Indicators:

- D.4.4.1 % of case plans agreed to;
- D.4.4.2 % of goals achieved through case planning process;
- D.4.4.3 % of 'at risk' clients engaged in planning and support processes;
- D.4.4.4 % of homeless clients engaged in planning and support processes;

- D.4.4.5 % of cases where goals achieved and have been maintained for 3 months;
- D.4.4.6 % of clients reconciled with family;
- D.4.4.7 % of clients who exhibit high/complex needs (see Glossary – Appendix 2);
- D.4.4.7.1 % indigenous clients (subset of the above).

**D.4.5 Outcomes:**

- D.4.5.1 Client developed and sustained supportive relationships in the community;
- D.4.5.2 Client acquired skills appropriate to maintaining independent accommodation;
- D.4.5.3 Client has accessed or remained in education, employment or training option.

## **D.5 Function: Use of Brokerage Funds to Facilitate Transition to Independence**

### **D.5.1 Context:**

A key element of SAAP is the provision of safety net services. Increased flexibility has been built into the Tasmanian service system by the introduction of the Client Brokerage Funds model. Funding from the Crisis Accommodation Program (CAP) is made available to SAAP and distributed to the Case Planning and Support services and to the Transitional Support services as fund holders. Any SAAP service can make a referral to a fund-holding agency for the purchase of goods and/or services on behalf of a client. Brokerage funds can be used across the service system for early intervention, to purchase accommodation, or to facilitate the transition to independent accommodation.

### **D.5.2 Function Description:**

Purchase of goods and/or services, from allocated Brokerage funding, in order to facilitate client transition to independent accommodation based on assessment of need and to meet identified client outcomes.

### **D.5.3 Key Outputs:**

- D.5.3.1 Provision of assessment and support to determine appropriate goods and/or services required:
- D.5.3.2 Purchase of goods and/or services as needed.

### **D.5.4 Output Performance Indicators:**

- D.5.4.1 % cases in which goods and/or services were purchased and which met support needs;
- D.5.4.2 Evidence that the purchased goods and/or services met support needs;
- D.5.4.3 % of clients who exhibit high/complex needs (see Glossary – Appendix 2);
- D.5.4.3.1 % indigenous clients (subset of above).

### **D.5.5 Outcomes:**

- D.5.5.1 Client moved into independent accommodation.

### **D.5.6 Function Requirements:**

- D.5.6.1 Purchase of goods and/or services in accordance with the SAAP *Client Brokerage Fund Model – Administrative and Operational Guidelines*.

## **Appendix 1: Glossary of Terms**

<b>Assessment</b>	<p>Whilst assessment is an ongoing process, it is useful to differentiate between crisis assessment necessary for crisis intervention and a more detailed assessment with a view to planning.</p> <p>Crisis/initial assessment involves looking at a person's needs in relation to their immediate situation including safety, health, income, well being, food, warmth and shelter.</p> <p>Assessment with a view to ongoing planning is more comprehensive and involves an holistic approach incorporating strengths, hopes and preferences, as well as needs. It occurs over a period of time and is an ongoing process.</p>
<b>Case Management</b>	<p>A collaborative planning approach to the achievement of individual client outcomes, and includes assessment. It may also include appropriate referrals, provision of direct assistance and the use of mainstream services for each client as appropriate. It may involve the development of a personal plan or support agreement developed in consultation with each client following assessment. It may include linking clients with the range of supports that they will require after leaving SAAP.</p> <p>Case management operates from the initial point of contact with the client to exit from the SAAP program. It may involve some follow up of clients.</p>
<b>Client</b>	<p>An individual in receipt of SAAP services (excluding accompanying children).</p>
<b>Client Brokerage Funds Model</b>	<p>A Tasmanian enhancement to the service system to increase the flexibility of support. Funding from the Crisis Accommodation Program (CAP) is made available to SAAP and distributed to the Case Planning and Support services and Transitional Support as fund holders. Any SAAP service can make a referral to a fund-holding agency for the purchase of goods and/or services on behalf of a client.</p>
<b>Client Focus</b>	<p>Starting with the needs and wishes of the client rather than what services you can provide. Services should be flexible and provide an individual response to client needs.</p>
<b>Community Partner</b>	<p>Those people or organisations with an interest in SAAP that is broader than funded SAAP service providers. SAAP's community</p>

partners include service providers, academics, researchers, clients, non-government organisations in related fields and government agencies in Commonwealth and State/Territory jurisdictions.

<b>Complex needs client</b>	Refers to clients who exhibit a Type 3 or Type 4 classification of needs, as defined in Appendix 2 – A typology of the level of need amongst homeless people.
<b>Domestic Violence</b>	Refers to criminal assault in the home and includes spouse (family violence) abuse.
<b>Early Intervention</b>	The provision of support services to a person immediately before and at the point of homelessness.
<b>Function Description</b>	This is a detailed explanation of a function.
<b>Function Specification</b>	These specifications include a description of the function, key outputs, output performance indicators, outcomes and means of measuring outcomes where available.
<b>High/complex needs client</b>	Refers to clients who exhibit a Type 3 or Type 4 classification of needs, as defined in Appendix 2 – A typology of the level of need amongst homeless people.
<b>Homeless</b>	The SAAP Act (s4.1) states that a person is homeless if, and only if, he or she has inadequate access to safe and secure housing.
<b>Homeless people</b>	<p>Includes:</p> <ul style="list-style-type: none"><li>a) People who are in crisis and at imminent risk of becoming homeless;</li><li>b) People who are experiencing domestic violence and are at imminent risk of becoming homeless.</li></ul> <p>(SAAP Act, s4.1).</p> <p>The Integrated Continuum of Support is a way of describing the range of services available to assist clients to establish and maintain secure accommodation. It is a way of coordinating and planning the provision of services to meet client needs. The Integrated Continuum of Support is based on an understanding that homelessness is not caused merely by a lack of shelter, but involves</p>

a variety of underlying unmet needs including physical, economic and social.

The Integrated Continuum of Support model allows for the development of comprehensive responses to the diverse needs of homeless families and individuals at a regional and local level, whilst ensuring that clients have access to a similar range of services throughout Tasmania. The Integrated Continuum of Support concept also encourages locally based service providers and communities to be involved in the planning for the provision of services and sharing in decision-making around issues relating to homelessness.

**Immediate  
Emergency  
Accommodation  
(IEA) bed capacity**

In services that accommodate single people, ‘bed capacity’ refers to the actual the number of IEA beds within the service.

In services that accommodate family units (e.g. services for women and/or women with accompanying children or ‘multi-target’ services), ‘bed capacity’ refers to the number of rooms in a shelter based service, or the number of units available to support individual families.

**Key Outputs**

These represent the key products and services relating to the function that are purchased from providers. The list of key outputs may not be exhaustive of the outputs that may be provided within a function.

**Moderate needs  
clients**

Refers to clients who exhibit a Type 1 or Type 2 classification of needs, as defined in Appendix 2 – A typology of the level of need amongst homeless people.

**Modular**

An approach to describing a service system that includes a connected set of functions, grouped together in modules.

**Outcomes and  
Outcomes  
Measurement**

This is an area to be developed through the life of SAAP-V. At this point however, some outcomes may be identified and proxy measures used to start measuring benefit.

**Output performance  
Indicators**

For measuring outputs – consisting of quantity, timeliness and quality components. It is envisaged that SAAP standards be used to measure the quality of outputs. Some further quality indicators may also be identified. Other performance indicators for quality and timeliness will be built into the function specifications. These will also provide information for reporting against Schedule 5. This combination of output performance indicators will provide

information relating to volume and quality of services being provided.

<b>Overnight emergency bed</b>	An additional bed (or ‘sofabed’) kept for allocation to clients in crisis outside of normal business hours, for overnight use (may be 2 nights on weekends).
<b>Prevention Strategies</b>	Those strategies that prevent the reoccurrence of homelessness and minimise ongoing dependency on chronic or acute services and link with other services with a prevention and early intervention focus.
<b>Referral</b>	When a SAAP (or other) agency accepts the person concerned for an appointment or interview.
<b>SAAP</b>	The Supported Accommodation Assistance Program.
<b>SAAP Expanded Accommodation Program</b>	A Tasmanian enhancement to the service system to increase the range and flexibility of accommodation options. This sub-program features a number of Housing Tasmania properties that have been allocated to SAAP for either Immediate Emergency Accommodation or Transitional Support. Participating agencies lease properties from Housing Tasmania who manage the properties on a community tenancy model. SAAP funds the management costs for each property, and for Immediate Emergency Accommodation properties also provides a rental subsidy.
<b>SAAP Service or Service Provider</b>	A person or body that provides services under SAAP. SAAP services provide a range of assistance including: case management, assessment and referral, supported accommodation, brokerage, early intervention, outreach, mediation, including re-establishment of family links where appropriate, counselling and advocacy.
<b>The Safety Net</b>	Access to a safety net of services, including emergency shelter and other crisis support services.
<b>Service Delivery Model</b>	The structure through which a range of SAAP functions are provided for clients.
<b>Service System Specifications</b>	The service system specifications consist of modular groupings of

group and function requirements and function specifications.

<b>Support</b>	Assistance other than supported accommodation, provided to a client as part of an ongoing support relationship between a SAAP agency and the client. Support also includes contact with, or work on behalf of, a client for generally more than one hour on a given day. Support may be provided to the client individually or in group sessions. A person whose request for support or supported accommodation is not met may receive one-off assistance, however by definition, cannot receive support.
<b>Support Needs</b>	The level of assistance required by an individual to carry out a task or participate in an activity.
<b>Support Planning</b>	A written plan of action. It specifies agreed upon priorities, goals and strategies designed to meet the needs of the person who receives service.
<b>Support Services</b>	Assistance other than supported accommodation provided to a client as part of an ongoing support relationship.
<b>Timely Intervention</b>	The intervention provided at the earliest possible point of crisis to minimise ongoing dependency on chronic or acute services.

## Appendix 2: A Typology of the Level of Need amongst Homeless People

Type	Description	Broad category
Type 1	Multiple non-intensive needs	Moderate needs
Type 2	A few intense needs	
Type 3	Multiple intensive needs which compromise functioning but not ability to meet basic needs	High and/or complex needs
Type 4	Multiple intensive needs which compromise ability to meet basic needs and which often manifests as one or more of the following behavioural clusters: <ul style="list-style-type: none"> <li>i. Radical lack of living skills</li> <li>ii. Disruptive behaviour</li> <li>iii. Radical lack of social networks</li> <li>iv. Violence to self</li> <li>v. Excessive demanding</li> </ul>	

Source: Bisset, H., Campbell, S., & Goodall, J., 1999. *Appropriate responses for homeless people whose needs require a high level and complexity of service provision (Final report to the Department of Family and Community Services) SAAP*. Thomson Goodall Associates Pty Ltd and Ecumenical Housing Inc. Page 54.

<http://www.facs.gov.au/internet/facsinternet.nsf/aboutfacs/programs/house-SAAPreport.htm>